



BIG HEARTS
LITTLE HANDS Learning
Center

Parent Handbook

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GENERAL INFORMATION

OPERATING HOURS

Big Hearts Little Hands Learning Center is open for business Monday through Friday, 6:00 AM - 6:00 PM, except for holidays (see Holiday Closure Schedule). Parents are allowed 30 minutes after their work schedule to drop off and pick up their children.

MISSION, PHILOSOPHY, PRINCIPALS AND GOALS

At Big Hearts Little Hands Learning Center Learning Center, we are committed to providing a nurturing and loving atmosphere for your child to enjoy as they learn and grow physically, socially, emotionally, and intellectually. We are passionate about providing excellent care for your child, and strive to provide a balanced curriculum to promote healthy development in all aspects of their life while building a meaningful relationship through attentive caregiving. All of our programs encourage physical development and wellness through healthy meals and snacks, as well as both indoor and outdoor age appropriate large motor opportunities.

Our Mission

At Big Hearts Little Hands Learning Center 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 from people who truly care about your child.

Our Philosophy

The educational program is based on sound principles of child development. Our goals are to give children a sense of self-worth by helping them develop at their own individual pace while learning basic skills. We want the children to feel confident and secure enough to explore and grow in a stimulating educational and social environment.

We are committed to promoting and supporting all aspects of a child's growth in an atmosphere of respect. Your child is an individual who is an integral member of a group and whose uniqueness is acknowledged and appreciated by that group.

Children participate in a variety of individual and group activities designed to develop language and reading readiness skills enhancing physical, social, emotional and intellectual growth, skills and attitudes which will increase their ability to succeed in school.

The development and training of staff is a continuous process, which includes attending workshops, listening to guest speakers and frequent discussions. The staff is encouraged to visit other programs and to take classes related to child development. Our center has an active Owner/Assistant Director, an excellent Center Director, qualified Master Teachers, Assistant Teachers and Aides.

CORE VALUES

All employees of Big Hearts Little Hands Learning Center will abide by and live the company core values. We hope our families and children will align with us!

- **APPRECIATION:** We believe in showing appreciation to each other, the children, and the families for 'the little things. We want to make sure our employees and staff feel appreciated and know how much we value them at our center.
- **HONESTY:** We do all things with integrity and to the best of our abilities. We also believe in transparency with our communication to our families. Honesty really is the best policy.
- **GROWTH:** Ensuring that all children in our care are able to hit all their developmentally appropriate milestones is an important part of what we do each day. Our staff and teachers strive for personal and professional growth with continuous improvement.
- **HUMOR:** We believe in laughter and fun each day. We enjoy hearing the giggles of young children through our halls. We truly love what we get to do each day.
- **TEAMWORK:** Teamwork is an important part of what we do everyday. Collaborative partnerships between employees and collaborative partnerships with families are among the most important things we work on each day.
- **PROFESSIONALISM:** One of our goals is to uphold high standards in child care by always demonstrating skills and excellence in everything we do. We want our community to see us as experts in our industry. We are always here to help any way we can.

CURRICULUM

Big Hearts Little Hands Learning Center uses a curriculum that follows Early Learning Guidelines of Oklahoma. The philosophy for this is to jump start a child's literacy success. We provide continuous training on our curriculum to ensure our teachers are following Oklahoma early learning standards.

Big Hearts Little Hands Learning Center uses a variety of assessments including performance based, curriculum based, and screenings.

Parents may complete an enrollment form answering questions related specifically to items such as developmental history, family involvement, and other pertinent family information.

GENERAL POLICIES

OPEN DOOR POLICY

Our facility has an open-door policy for parents and/or legal guardians. Parents and/or legal guardians are able to visit their child at any time. We are bound to abide by court orders for parents and/or guardians that restrict or prohibit visitation.

CONFIDENTIALITY

We respect the privacy of our families and hold all information confidential. All staff are trained on confidentiality guidelines during their new hire orientation.

ENROLLMENT PROCEDURES

On or before the first day of enrollment we require a completed enrollment packet to be turned in to the office. This packet may include:

- Completed enrollment form
- 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

CHILDREN RECORDS, HEALTH AND IMMUNIZATION SCHEDULES

It is important that children files be complete with all required forms along with updated immunization schedules. We require not only a copy of immunization records upon enrollment, but we require annual updates to immunization records.

BILLING POLICIES

- A one-time registration fee will be charged: \$50 for one child or \$75 per family.
- Weekly payments are due at the **beginning** of each week.
- Copays are due on or before the 15th of each month.
- If payment is made after the 15th there will be a late fee of 15%.
- If payment is not made by the 20th your child/children may be disenrolled.
- We will accept cash, check, credit card or money order.
- A \$15 fee will be charged on returned checks.

For DHS parents, any missed swipes that exceed 10 days will be charged to your account. Please try to avoid this out-of-pocket expense by doing your swipes daily.

Vacations: 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.

Late fee: 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 before your child is dropped of the next day, or the fee will be added to your bill. 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.

DISENROLLMENT

Disenrollment occurs when a child is absent for a week and no notification has been given. Big Hearts Little Hands is a full time center and children are allowed five absent days a month. If they miss more than five days in a month they will be considered “part-time” and may be disenrolled.

HOLIDAY CLOSURES

We will be closed on the following holidays:

- New Year’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and the day after
- We will closed on Christmas Eve and Christmas Day unless otherwise posted

CHILD DROP OFF AND PICK UP

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

- Drop off times are from 6:00am - 9:30am, Monday-Friday.
- 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 or Assistant Director will make arrangements for alternate transportation with a private provider at the parents’ expense.

- You must enter and exit through the front door.
- Please do not block the driveway or park in the middle of the pavement. Our vans need quick and easy access to drop off our school children.

DISCIPLINE GUIDELINES AND PROCEDURES

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

CHILD 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 Learning Center 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 persons listed as your emergency contacts be available to come for your child in case of illness or an accident. Please keep these numbers up to date.

Big Hearts Little Hands is not allowed to accept children that are carrying third hand smoke (a toxic smoke odor). Third hand smoke is a health hazard to all the other children and the staff within the facility. We ask you please not smoke with your children in the car with you on your way to the center.

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.

Medications to only be used in case of an emergency due to chronic illness or allergy will be kept in child's classroom with documentation from child's physician. Families will also fill out proper documentation to give emergency medication treatment authorization and will train staff if needed on how to administer specific medication. We ask that families keep Director and teachers updated of any changes to their child's emergency medical treatment.

PROPER CLOTHING AND ATTIRE

Children are active in the center. They will using 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. Each child has at least one change of clothing that is weather appropriate for daily outdoor play.

Younger children should not be dropped off in a sleeper or pj's. Even the youngest children go outside occasionally and need appropriate clothing and 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 Learning Center 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 may be given a flyer containing several tips and techniques we have found to be effective.

CLEANLINESS

Big Hearts Little Hands Learning Center 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.

NAP AND 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.

All teachers working with Infants are trained on Infant Safe Sleep before working in classrooms.

FOOD AND NUTRITION

Big Hearts Little Hands Learning Center 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 Learning Center 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.

If you are breastfeeding your baby, you may provide breast milk, which will be stored in the infant room refrigerator or freezer. Mothers are most welcome to breastfeed in the infant room.

Attention is paid in teaching children proper portion size and healthy food choices. Our staff will work with families to introduce new foods and promote healthy eating.

SPECIAL ACCOMODATIONS

Big Hearts Little Hands Learning Center will make every effort to accommodate children with differing abilities and needs. Each child will be accommodated on an individual basis.

Teachers, parents and management will work together to best serve each child. Teachers working with children with differing abilities will be informed of the child's special health care needs including any physical, emotional, social, or cognitive abilities with confidentiality and sensitivity.

If a child requires one on one attention full time, our staff may not be able to accommodate these needs.

ALLERGIES

During the enrollment process, parents complete the health history forms to communicate any and all allergies to teachers and staff. In addition, parents need to explain to teachers about the child's allergies in detail and together agree on steps to be taken to ensure the child's allergies are understood and all precautions are taken. It is our policy to keep all allergies confidential and not share information with other families.

All children's names and allergies are listed in each classroom file, the Director's file, and on Emergency Cards. Medication for allergies are left in the classroom and taken when children leave the center for field trips or stroller time in the neighborhood. All children's allergies are posted in a confidential, easy to access place in the classroom and in the kitchen. Kitchen staff is made aware of all children with their allergies and restrictions. Should allergies change, please notify the Director and teachers immediately. Paperwork will also need to be updated.

OUTDOOR ACTIVITIES AND PHYSICAL PLAY

Big Hearts Little Hands Learning Center 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. Weather permitting, the program provides all children, including infants, with daily outdoor opportunities for gross motor/large muscle development. Outdoor activities are both teacher-directed and child-directed. The outdoor play area must include age appropriate materials for the children served.

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.

Field trip permission slips will be sent home well in advance to notify families of all detailed information (where, when and additional fees and what time) of upcoming field trip.

Children will not be able to attend field trip without a signed permission slip by parent and/or legal guardian. We encourage parents, legal guardians or extended family to chaperone field trips. Signed parent permission is obtained prior to the field trip and documentation is maintained for at least 12 months from the trip.

On all field trip and off-site activities, staff will follow our strict attendance tracking procedures to ensure every child is accounted for throughout the field trip. Final walkthroughs of all vehicles used will be conducted after children, chaperones and teachers exit the vehicle.

Big Hearts Little Hands may participate in community outreach projects during the 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.

PETS AND ANIMALS

Pets and animals are not generally onsite at the center. Parents will be notified of any exception that may occur due to special demonstrations and/or events.

REPORTING CHILD 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 Learning Center Learning Center. **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 you child is not to be picked up.**

INCLUSION OF CHILDREN WITH SPECIAL NEEDS

Big Hearts Little Hands Learning Center 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.

PARENT INVOLVEMENT AND PARTICIPATION

ENGAGEMENT

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 offered twice a year. This is a good time for parents to ask any questions they may have about their child's assessment. Also, during conferences, staff and parents talk about transitioning children into the next age group and any other developmental goals they may have for the child.

We also have special programs and family events, holiday celebrations, parent education workshops, and ways for parents to volunteer their special interests and talents.

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

SURVEYS

Big Hearts little Hands will invite families to complete Family Surveys. Information gathered from these surveys plays an important role in continued quality improvements with families, the program, and staff.

DIVERSITY

Parents/guardians are invited to share their culture and traditions, their skills, and talents. Families are encouraged to provide information about their culture and family traditions during the enrollment period

and throughout their child's care at the program. Work with your child's teacher if you are interested.

CHILD TRANSITIONS

When children move from their current classroom to the next older room it will be determined based on their developmental readiness and chronological age. Your child's current teachers will work with your child's new teacher and you to make the child's transition as smooth as possible.

Some transitions happen based on age. Some transitions happen because the child is ready to move to the next group. We have to consider all the children at Big Hearts Little Hands Learning Center when making these decisions.

EMERGENCY PROCEDURES

SAFETY

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

DISASTER PLAN

Big Hearts Little Hands Learning Center will have an established Disaster Plan not only on file, but will ensure training is completed as required. The following plan will ensure our organization will help our team take actions to:

- Reduce injury, loss, and destruction
- Keep children and staff healthy and safe
- Provide child care services as soon as possible following an emergency or disaster
- Support the recovery process for children, families, and staff

The Emergency Plan will be kept in the office and updated on an annual basis. The Owner, Center Director and Assistant/Program Director will account for the location of each staff

member and child during an emergency. Procedures and planning is based on the type of disaster our center may or may not encounter.

PARENT RESOURCES

COMMUNITY

Parents are given information regarding social services within the community including health care services, assistance with basic and emergency family needs, and tuition payment alternatives.

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.

REPORTING ABUSE AND NEGLECT

Child Protective Services (CPS) states that all child care staff are mandated reporters for child abuse and neglect. Any staff member suspecting child abuse and or neglect must notify the Director immediately for the safety of the child. Together, we will contact CPS, as necessary.

Please understand that for the protection of the child, we will call CPS when there is any evidence of abuse or neglect.

Staff is required to complete an online training on Child Abuse and Neglect every one (1) years.

RECEIPT OF HANDBOOK

Confirmation of Understanding and Compliance with Big Hearts Little Hands Learning Center Parent/Legal Guardian Guidelines and Procedures/Policies

I confirm that I have read and understand Big Hearts Little Hands Learning Center Parent/Legal Guardian Guidelines and Procedures and Policies. By signing this confirmation, I am agreeing to comply with all procedures and policies. I also am aware that if at any time, I have questions or concerns regarding guidelines, procedures or policies I will address them with the Director.

Parent/Legal Guardian Name

(Printed): _____

Parent/Legal Guardian Signature:

Date Signed: ____/____/____

CHANGES IN POLICY

This handbook supersedes all previous parent handbooks, policies, procedures, practices, and memos that may have been issued from time to time on subjects covered in this handbook and/or the policy and procedures. At a minimum, Big Hearts Little Hands Learning Center will review the handbook annually and all families are required to sign and acknowledge their receipt and understanding of the handbook.