



**BIG HEARTS**  
**LITTLE HANDS** Learning  
Center

## **Parent Handbook**

**Updated: August 2021**

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# GENERAL INFORMATION

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## OPERATING HOURS

Big Hearts Little Hands Learning Center is open for business Monday through Friday, 6:00 AM - 5:30 PM, except for holidays (see Holiday Closure Schedule). Parents are allowed 30 minutes before their work schedule to drop off and 30 minutes after work to pick up their children.

## MISSION, PHILOSOPHY, PRINCIPALS AND GOALS

At Big Hearts Little Hands 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

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### 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 with medical information and any allergies

- Copy of current immunization records
- Completed screening consent forms for speech, developmental testing, hearing and vision, physical or occupational therapy
- Signed parent handbook acknowledgement

## 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**, and **annually** thereafter with any immunization updates.

## BILLING POLICIES

- Enrollment fee is due upon registration, or as designated by management.
- A one-time registration fee will be charged: \$50 for one child or \$75 per family.
- If enrollment fee is not paid by designated timeframe, **your child/children will be disenrolled**
- 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% of co-payment/payment.
- If payment is not made by the 20th your child/children **will be disenrolled**.
- We will accept cash, check (Newly enrolled families must wait 90 days prior to writing a check), credit card or money order. All credit/debit card payments will be made through Brightwheel.
- A \$15 fee will be charged on returned checks.
- There will be a \$5 processing fee for any manual swipe claims completed by the front office.
- Parents with a zero copayment may not have a balance greater than \$100
- Parents with copayments may not have a balance greater than their co-payment amount.
- Private pay parents may not have a balance greater than 2 weeks of their tuition payments.

**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 or through the ECC Connect App.**

**DHS parents, children must be swiped in upon arrival to the center, otherwise they will not be allowed to stay for that day**

**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 5:30 pm. A late fee of \$1 per minute will be charged for each minute after 5:30 pm that your child is not picked up. **This fee is due before your child is dropped off 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 6:00 pm, if we have not been able to reach anyone, we will contact the Tulsa Police Department.

**Tax Forms:** Parents with a balance greater than \$100, their copayment or 2 weeks of tuition will not receive their annual tax information until their balance is brought to a current status.

## 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.

In order to return to the center the following must be completed: 1. Pay any outstanding balance in full. 2. Pay the annual enrollment fee again.

## 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
- 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 and company policy.
- 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
- All children are given an opportunity to correct negative behavior prior to being sent to the front office for further correction and/or positive guidance.

## 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 to 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 your child has any of the following symptoms they will not be allowed to attend:

- A temperature of 100.4 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 to 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 are to only be used in case of an emergency due to chronic illness or allergy will be kept in the child's classroom with documentation from the 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 the Director and teachers updated on any changes to their child's emergency medical treatment.

## PROPER CLOTHING AND ATTIRE

Children are active in the center. They will be 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 **must have** at least one change of clothing that is weather appropriate for daily outdoor play or when accidents occur. If your child is sent home in clothing labeled BHLH, that clothing belongs to the center and must be returned. If clothing is not returned by the following day you will be charged a \$5 fee for the clothing.

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. See Appendix A

**Children entering the 3 year old classroom must be completely potty trained in order to move up into this classroom. Any new enrollments for the 3 year old classroom must be potty training, otherwise they cannot be accepted.**

## 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. All teachers clean their rooms with disinfectant and sanitizer on a daily, weekly, monthly basis.

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 an 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 serve family style with the children. 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 sizes 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.

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 is part of the child enrollment form. When your child's classroom is planning a field the parents will be notified of the details related to the field trip.

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 trips 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 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.** In the event there is no notice provided, the parent will be charged a **\$5 fee for a lack of notification.**

## 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

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### ENGAGEMENT

Big Hearts Little Hands utilizes a childcare software called Brightwheel. We use this software to keep track of your child's attendance, communicate to parents on their child's daily activities and to message families of notices or reminders. The Brightwheel app will be our first choice of communication, if there is an emergency here at the center parents will receive a push alert notification of the situation. Use of this app is vital to our communication process.

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 on an annual basis. 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**

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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

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## 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, tornado and disaster drills. Evacuation plans are posted in each classroom. Staff participate in annual lockdown procedures, evacuation and/or relocation procedures.

## 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 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

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## 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.

## CHILDREN CONFLICT RESOLUTION POLICY

If a child has a conflict or is in a conflict with another child, these are the rules to follow:

- Yell the word **STOP** loud enough for others to hear, including the teacher. Teacher will assist in resolving the conflict.
- Walk away from the situation and directly inform the teacher what has happened. The teacher will assist in resolving the conflict. Automatically putting hands on another child is **NOT** an option.
- Walk completely away from the situation altogether without any further interaction with the other child.
- Bullying, hitting other children or disrespecting teachers will **NOT** be tolerated. If your child cannot adhere to these rules it will lead to suspension and/or termination from the facility. There is **zero** tolerance for bullying

## 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 upon hire, and annually thereafter.

# Appendix A

## Potty training: How to get the job done

**Potty training is a major milestone. Get the facts on timing, technique and handling accidents.**

[By Mayo Clinic Staff](#)

Potty training is a big step for kids — and their parents. The secret to success? Timing and patience.

### Is it time?

Potty training success hinges on physical, developmental and behavioral milestones, not age. Many children show signs of being ready for potty training between ages 18 and 24 months. However, others might not be ready until they're 3 years old. There's no rush. If you start too early, it might take longer to train your child.

Is your child ready? Ask yourself:

- Can your child walk to and sit on a toilet?
- Can your child pull down his or her pants and pull them up again?
- Can your child stay dry for up to two hours?
- Can your child understand and follow basic directions?
- Can your child communicate when he or she needs to go?
- Does your child seem interested in using the toilet or wearing "big-kid" underwear?

If you answered mostly yes, your child might be ready. If you answered mostly no, you might want to wait — especially if your child is about to face a major change, such as a move or the arrival of a new sibling.

Your readiness is important, too. Let your child's motivation, instead of your eagerness, lead the process. Try not to equate potty training success or difficulty with your child's intelligence or stubbornness. Also, keep in mind that accidents are inevitable and punishment has no role in the process. Plan toilet training for when you or a caregiver can devote the time and energy to be consistent on a daily basis for a few months.

## Ready, set, go!

When it's time to begin potty training:

- **Choose your words.** Decide which words you're going to use for your child's bodily fluids. Avoid negative words, such as dirty or stinky.
- **Prepare the equipment.** Place a potty chair in the bathroom or, initially, wherever your child is spending most of his or her time. Encourage your child to sit on the potty chair in clothes to start out. Make sure your child's feet rest on the floor or a stool. Use simple, positive terms to talk about the toilet. You might dump the contents of a dirty diaper into the potty chair and toilet to show their purpose. Have your child flush the toilet.
- **Schedule potty breaks.** Have your child sit on the potty chair or toilet without a diaper for a few minutes at two-hour intervals, as well as first thing in the morning and right after naps. For boys, it's often best to master urination sitting down, and then move to standing up after bowel training is complete. Stay with your child and read a book together or play with a toy while he or she sits. Allow your child to get up if he or she wants. Even if your child simply sits there, offer praise for trying — and remind your child that he or she can try again later. Bring the potty chair with you when you're away from home with your child.
- **Get there — Fast!** When you notice signs that your child might need to use the toilet — such as squirming, squatting or holding the genital area — respond quickly. Help your child become familiar with these signals, stop what he or she is doing, and head to the toilet. Praise your child for telling you when he or she has to go. Keep your child in loose, easy-to-remove clothing.
- **Explain hygiene.** Teach girls to spread their legs and wipe carefully from front to back to prevent bringing germs from the rectum to the vagina or bladder. Make sure your child washes his or her hands afterward.

- **Ditch the diapers.** After a couple of weeks of successful potty breaks and remaining dry during the day, your child might be ready to trade diapers for training pants or underwear. Celebrate the transition. Let your child return to diapers if he or she is unable to remain dry. Consider using a sticker or star chart for positive reinforcement.

If your child resists using the potty chair or toilet or isn't getting the hang of it within a few weeks, take a break. Chances are he or she isn't ready yet. Pushing your child when he or she isn't ready can lead to a frustrating power struggle. Try again in a few months.

## Nighttime training

Nap time and nighttime training typically takes longer to achieve. Most children can stay dry at night between ages 5 and 7. In the meantime, use disposable training pants and mattress covers when your child sleeps.

## Accidents will happen

To handle accidents:

- **Stay calm.** Don't scold, discipline or shame your child. You might say, "You forgot this time. Next time you'll get to the bathroom sooner."
- **Be prepared.** Keep a change of underwear and clothing handy, especially at school or in child care.

## When to seek help

If your child seems ready for potty training but is having difficulties, talk to your child's doctor. He or she can give you guidance and check to see if there's an underlying problem.

May 20, 2021

# 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.