

# PARENT HANDBOOK

**SHANEANN'S**  
Early Learning Center, LLC

Established in 1984

## **Welcome!**

Hello, welcome to Shaneann's ELC Hesperia LLC. The staff at Shaneann's ELC is a group of dedicated individuals who believe in helping the children in their care develop socially, physically, and emotionally. The staff at our center is compassionate, observant, and naturally nurturing. All staff has had a criminal and FIA clearance and there is always an onsite staff member who is trained in CPR and First Aid.

At Shaneann's ELC, the staff works to create a homelike environment where our focus is on learning and helping children feel safe and secure. Our primary goal is that children have fun while in our care. Our belief is that children learn through play and we offer many chances for them to be creative and explore.

We strongly believe in the importance of early childhood development, which is why all toys in the center have an educational purpose. This makes learning a fun and exciting adventure for children of all ages. We believe the most important element of the infant/toddler room environment is an available and responsible caregiver. Any person who has cared for toddlers knows that they are a challenging age group and must have undivided attention, as well as interaction in small groups. We believe that adults set the overall tone in terms of the socio-emotional quality of the environment while furniture, toys, and supplies determine the tone of the physical environment.

We believe communication between parent and teacher is of extreme importance and we strive to be good communicators to offer you information regarding how your child's day went. We do this verbally and for the younger children: "daily activity sheets" are sent home or offered online via Daily Connect. We encourage you to share openly any concerns or questions that may arise. It is important that there is a similar child care philosophy between the parents and staff.

No matter what age your child is, if there are any special issues you want to address such as; allergies, length of naps or eating habits we want you to feel free to discuss them with us. We want you to feel comfortable when dropping your child off with us and we will help you in any way possible to meet that goal. At Shaneann's ELC we have an open door policy and welcome parents to stop in at any time. We will work to our best ability to meet the needs of all children.

Sincerely,

Shaneann's ELC Hesperia staff

### Program philosophy

Shaneann's ELC Hesperia , LLC believes that young children learn best by doing. Shaneann's will provide an environment, which allows children to discover, explore, create, and manipulate according to their interests, As well as, each child being encouraged to develop socially, emotionally, creatively and intellectually.

### Admission Procedure

The director will arrange an interview with the parent(s) prior to admission to review our program and procedures.

"The following MUST be on file before the child may attend: \*These Records are updated reviewed and updated Annually.

1. Enrolling Agreement
2. Information Card
3. Immunization Record
4. Child History Form
5. Child Placement Contract
6. Health Appraisal Form \*We require 48 hours notice if there is to be a schedule change.

**\*One annual enrollment fee of \$40.00 per family is required upon enrollment. THIS FEE IS NONREFUNDABLE.**

\*Rates are as follows:

\*Sibling discount 10% off the second child's tuition

\*Sibling discount- 10% discount off sibling tuition

					\$200	\$135	\$190	\$130	
					Over 9 hours per day add \$3.50 per hour	Over 9 hours per day add \$3.50 per hour	Over 9 hours per day add \$3.50 per hour	Over 9 hours per day add \$3.50 per hour	\$55 minimum
Full time Infant/Toddler 4 to 5 days	Part time Infant/Toddler 1 to 3 days	Full time Preschool / SA 4 to 5 days	Part time Preschool / SA 1 to 3 day	Before and After School					

\*Children are required to be picked up no later than 6:00 p.m. There will be a charge of \$5.00 for every five minutes or any part thereof. This payment must be made directly to the staff person when you pick your child up. If payment is not made, payment must be made before your child can stay on his/her next scheduled day.

- Payment can be made at the center by card or online through the invoice, checks are not accepted. Payment is due by Tuesday Morning for the past week. There will be a \$10.00 late fee for any payments after that time, also \$1.00 per day until paid.

### **Scheduling**

\*Shaneann's ELC schedules staff according to the parent's schedules. If you need to change your schedule for any reason, please call ahead to make sure that the center is staffed properly, or so we can phone another staff person to come into the center. If you do not phone ahead, and your child could leave the center in improper ratios, your child could be refused.

### **Payments**

\*Your account will be charged \$31.00 for any check returned to Shaneann's ELC due to non-sufficient funds. After two returned checks, Shaneann's ELC will require that all payments be paid through your invoices that will be sent to you weekly or by credit card at the center. A late fee of \$10 each week you are late with a payment.

\*State reimbursements will be accepted. If the state does not cover the full cost, it will be the parent's responsibility to pay the balance.

\* Shaneann's ELC does accept varying, part time and drop in schedules, however. Shaneann's does hold the right to accommodate full time children over part time children.

\* If your child has a drop in schedule we ask that you pay for care before it is received. **Pick up**

### **and Drop off**

\*For safety reasons, please be sure to escort your child to and from the building. Shaneann's asks that the parents do not allow the children to walk to the car by his/herself, or play outside the fenced in areas. We also would like parents to be sure that the teacher is aware that the child has been dropped off. We are very busy with other children and need you to be sure they know they have arrived.

\* Shaneann's requests that the child's parent/guardian or authorized person over the age of 18 (with a valid driver's license) pickup and drop off the child in the building.

\*Please make sure that your child is **signed in and out** whenever he/she is coming into or exiting the building. The sign in process is located at the kiosk near the front door and is required for entry

### **Vacation Policy**

The director requires two weeks' notice prior to vacations, if a parent fails to give two weeks' notice, they will be charged their weekly child care tuition. \*You will be charged half your weekly charge per child when holding your family's position when on vacation. You are allowed one week per year at this rate, full charge for the rest of the year. The one week allotted should reflect your part time or full time status. For example, if your child attends 5 days a week, you are allowed 5 days vacation. If your child attends 3 days a week, you are allowed 3 days vacation

\* If your scheduled vacation falls on a charged holiday, you will be required to pay for the vacation holding fee, and the holiday fee.

### **Sick Policy**

\*Every attempt is made to keep the children healthy and safe. Shaneann's ELC asks that the parents strictly adhere to the sick policy; this will help in our efforts.

Guidelines for excluding sick children:

1. Fever-any temperature over 100 degrees (un-medicated) in a 24- hour period.
2. Vomiting has occurred during a 24-hour period.
- 3.3 Diarrhea during a 24-hour period.
4. Excessive cough, nasal discharge or eye discharge.
5. Any unidentified rash.
6. Any communicable disease.
7. Any illness that prevents the child from outdoor activities or group participation.

Child may return when:

- Temperature is less than 100 degrees for 24 hours without Tylenol/aspirin. ● Child has been on proper medication for 24 hours.
- It has been 24 hours since the last episode of vomiting or diarrhea. ● A written note from the child's physician will be required for the child to return after a communicable disease.

\*\*\*Shaneann's holds the right to override a physician's written release when the health of other

children may be jeopardized.

### **Call in fees for sick children**

\* Parents who have a child enrolled will be charged for absent days for the week.

\*If your child is absent from Shaneann's ELC three consecutive scheduled days with no phone call, your child will lose his/her position, and you will need to re-enroll your child, based on current availability.

### **Emergency Medical Care Procedures**

\*In case of an emergency the following steps will be taken:

1. Call 911.
2. Attempt to contact parent or guardian.
3. Attempt to contact doctor listed on child's information card.
4. Attempt to contact persons listed as emergency contacts.

\*Parents will receive written notification of any minor accidents or incidents that occur with your child at Shaneann's ELC. These reports are to be signed and returned to us for placement in your child's file.

\*Fire procedures are posted in all areas and drills are held 1x each quarter during the year.

\* Tornado procedures are posted in all areas, 2 tornado drills will be held between the months of April through October

**If any emergency procedures are performed, staff will contact parents to communicate the details of release of their child including any changes in the location and procedure.**

### **Medication**

\* All medications will be administered to the child with a written medical permission form (on file at the Center) from the parent or guardian, and in the medications original container.

\*Shaneann's ELC will not administer the first dosage of any prescribed medication.

\*If a prescribed dose differs from what is on the medication label, a doctor's note will be required.

### **Hours of Operation**

\*The center will be open Monday through Friday from 5:00 a.m. to 6:00 p.m.

\* Shaneann's ELC will make every attempt to remain open in spite of adverse weather conditions. If you have any questions, please try calling the Center before attempting to bring your child. We will also contact all parents using Remind and Daily Connect, be sure to check them if you are questioning the weather.

\* The following holidays the center will be closed:

1. New Year's Day
2. Memorial Day
3. Independence Day
4. Labor Day
5. Thanksgiving Day
6. Friday after Thanksgiving
7. Christmas Eve Day
8. Christmas Day
9. New Year's Eve
10. Good Friday

## **Discipline Policy**

Active and happy classrooms are a key to a good childcare center. Shaneann's ELC caregivers plan and implement stimulating learning programs, which keep your child challenged and constructively active. In such environments the need to discipline children is minimal, but it does arise. When children must be disciplined at the childcare center, the caregivers choose the most appropriate of the following methods. The program enrollees are the ages of Birth to 12.

1. Redirection of the Child's Behavior. The caregiver talks with the child, explains the problem, clarifies the "rule" or expectation, and redirects the child to appropriate behavior actions. The tone of the caregiver's voice is firm but supportive.
2. Time Away. We also say this is a time to get your body under control. To remove the child from a situation in order to discontinue negative behavior, the caregiver responds immediately with a brief explanation such as, "You hit Tyler and I think you might need time away from him." The child must find another area to play in until the teacher feels he/she is ready to try again. This will not be used for children under the age of 3.
3. Removal of Privilege. In order to use a consequence as a learning experience for a child, the caregiver will remove a privilege that is logically in response to an inappropriate or

behavior not allowed. For example, if the child continues to swing on a swing in an unsafe manner after being aware of the safety rules, the caregiver may take away the privileges of swinging on a swing for a period of time.

4. Parent's Assistance. Parent's support is needed in situations where children are out-of-control. In these times, a parent will be asked to come to the Child Care Center to help the child gain back their control.

Shaneann's ELC believes that the parent and staff must work closely together to solve problems that arise. Caregivers make every effort to communicate with parents about behavior problems and the discipline action taken. The communication may happen in the form of a phone call, end-of day conversation when parent picks up their child, or a scheduled conference.

\*We want parents to know what we will not do in regard to discipline. Caregivers will not humiliate or demean a child in any form verbally or physically. No corporal punishment such as hitting or spanking is utilized. It is our belief the children do not like being out-of-control. They need adults to firmly and consistently exert control.

\* Shaneann's ELC provides a positive learning environment for children ages birth through school age. The staff has been trained with children using a positive manner.

\*Discussion between caregiver and child will take place when the child returns to the activity so the child has learned what is appropriate.

\*When inappropriate behavior occurs with a child, the parent will be informed with a parent contact, which they will be required to sign.

### **Dismissal Policy**

At Shaneann's, it is our goal and our mission to accommodate and teach every child that enters our care. We know that aggressive behavior is a natural form of communication for young children. This is a time of childhood where children need understanding and guidance. At Shaneann's we take great care to provide all that each child needs during this stage of development. However, we also pride ourselves in creating a safe environment that every parent is comfortable bringing their children to. If a child conflicts with that safe environment, the following actions will be taken:

#### **Biting:**

1. After a child has bitten three times, the child will receive a one on one aide for a week. That week's tuition will increase \$20 to compensate for the extra help.
2. After a child has bitten another 3 times for a total of 6 times, the child will be asked to take a leave of absence the

following week for a total of 5 absent days. The weeks tuition will remain the same.

3. After a child has bitten yet another 3 times for a total of 9 times, it will be decided that the child is harming other children enrolled and will be dismissed from daycare.

Endangering themselves or others:

The following circumstances will be considered endangerment:

If a child take a teacher out of ratio- if a teacher is required to remove a child from class or is required to chase a child outside of the classroom, the class will be violating state requirements for supervision and is considered endangerment.

\*The time the teacher is out of the classroom must total an hour over the course of one day.

In this case, the same procedure will be followed as listed above

If a child draws blood on another child

If this occurs 3 times in one week, the child will be dismissed from care

If a child tries to exit the building

If this occurs, the same procedures will be followed as listed under biting

If a child damages or destroys center equipment

If this occurs 3 times in one week, the child will be dismissed from daycare.

Parents will be contacted each time an incident occurs and will receive an incident report. Parent's will also be allowed a parent teacher conference to address the behavior before dismissal is required.

Again, we take great pride in reaching and teaching every developmental need and will fight for every child that enters our care. Thank you for your understanding and cooperation as we fight these battles!

### **Privacy Policy**

If your child is bitten or physically harmed by another child, it is our policy to keep the names of both children involved private. This is done to prevent animosity among parents and children. A file is kept to keep track of repetitive problem behavior, such as biting, and this will be handled privately between staff and parents. The safety and well being of your child will at all times remain our number one priority.

### **Clothing**

\*We recommend that all items that belong to your child be clearly marked with his/her name. This includes tags on coats, boots, clothes, and blankets.

\*Please dress your child in comfortable, washable, play clothes. He/she will experience painting,

water, and indoor/outdoor play throughout his/her day.

\*We ask that you provide an extra set of weather appropriate clothing for your child at all times.

### **Toilet Training**

\*Shaneann's ELC will happily work with parents in the potty training process. Please supply us with 2 to 3 extra sets of clothes.

### **Diaper Changes**

\*Parents will be notified when their children are in need of diapers. Shaneann's will supply diapers in case a parent does forget, however, parents will be responsible to replace diapers used or pay \$1.00 per diaper used.

### **Toys**

Toys brought from home can easily get misplaced or even broken. We prefer that your child enjoy them at home or bring them only on special sharing days. Please leave all toys at home.

Shaneann's ELC will not be responsible for personal items that become lost or broken.

### **Rest Time**

\*A rest period is scheduled each day, and your child will be encouraged to rest quietly during this time. Each child must have a SMALL blanket labeled with his/her name.

\*All children are required to "rest" regardless of age, or take part in a quiet activity such as reading or coloring.

### **Outdoor Play**

\*Outdoor play is part of our daily program for all children. During inclement weather, too hot or too cold days, our program reflects indoor activities for the children. Please be sure that your child has appropriate clothing for all seasons.

\*Children will not be required to play outside if the temperature or wind-chill is below 20 degrees or above 85 degrees in the summer.

### **Nutrition**

\*The daily meal program includes breakfast, lunch, a mid morning snack, and a mid afternoon

snack, which follow nutritional guidelines. Your child must arrive at the center before the scheduled meal times in order to have the meal provided.

8:30 a.m. — Breakfast

11:00p.m. -Lunch

2:30-3:00 p.m. - Snack 4:00 p.m.—Snack (school aged children)

\* Infants (not on table food) will be fed on demand or a parent's handwritten schedule will be followed.

### **Withdrawal/Disenrollment**

\*Failure to provide the six requirements stated in admission procedures.

\*Parents withdrawing their child from Shaneann's ELC must give the director two-week written notice. In a case where the director was not notified, the parent will still be responsible for full payment.

\* Child Care fees that are two weeks delinquent will result in disenrollment. **Equal**

### **Opportunity Provided**

"Children" are admitted to the program without regard to race, religion, sex, national origin, parent marital status, or political beliefs.

### **Parent Involvement**

\*Shaneann's Childcare LLC practices an open-door policy. We invite parents to participate in all activities.

### **Divorced/Separated Parents**

\* Parents who are separated or divorced should supply Shaneann's ELC with court documents of legal custodial rights. Shaneann's cannot deny a parent unless these documents are located in the child's file.

### **State License**

\*Shaneann's Early Learning Center, LLC is licensed by the Michigan Bureau of Regulatory Services. Standards are consistently maintained to exceed the requirements of this agency.

\*All staff members and volunteers of Shaneann's will have on file a criminal background check acquired through I-Chat

\*All staff and volunteers of Shaneann's will have on file a background check from the MDHHS (Michigan Department of Health and Human Services) stating that they are free of neglect and child abuse.

### **Assessments/Curriculum**

We use ASQ'S and TS Gold to assess our children. These are done in the beginning of the year and the end of the year to show you the progress your children have made. We will meet with you about your children 3 times a year (Nov, Feb, and May) and share the results of the ASQ'S and TS Gold.

Through the *Creative Curriculum*® we will help your child build their confidence in the classroom. A key pillar of our preschool program includes creating a safe and secure learning environment where children feel comfortable to explore and take risks. Our daily schedule provides flexibility and consistency, as well as a good mix of physical play, social and emotional development and communication. All our early academic lessons are geared towards furthering their development.

### **Cultural Plan**

Shaneann's is committed to respecting each child's culture and diverse needs. All children deserve an early childhood education that is responsive to their families, communities, and racial, ethnic, and cultural backgrounds. Culture influences every aspect of a child's development. Culture is the framework in which children develop and is reflected in childrearing beliefs and practices. Family is the root of our program in which we involve the whole family in all aspects of our program and what we do for your children. We strive to learn accurate information about the cultures and diversity of our families. Our Families are treated with respect and sensitivity from the first meeting. We recognize that all children are cognitively, grammatical & emotionally connected to the language & culture of their home. Shaneann's actively involves parents & families in the early learning program. Each child and family will be supported in their cultural values and norms of the home. Our focus will be on incorporating the diverse cultures of our families, community, and the city they live in. The staff at Shaneann's will refrain from making assumptions of others. All staff will have training opportunities annually to further their knowledge of enhancing their daily communications and curriculum planning. Each Staff member will have trainings on diversity.

### **Special Needs Plan**

For children with special needs, an inclusive child care program provides belonging, acceptance and developmentally appropriate practices. They learn typical developing skills from their classmates, when and how to use these skills, and they have an opportunity to develop friendships with typically developing peers. They are provided opportunities to develop positive

attitudes toward themselves and others who are different from themselves.

- The goals for a child with a disability or other special needs are met in a typical early childhood setting to the greatest extent possible.
- The child has access to and participates in the curriculum and activities.
- Support services are available to the provider/staff to help best meet the individual needs of the child.

Our Program commitments to the principle of inclusion. The Staff receive ongoing training on inclusion/special needs. The Confidentiality of children and families is respected by all who work with the child. All Staff and families collaborate to meet the individual needs of the child. Communication with families is ongoing and is responsive to the needs of families. Our facilities physical environment is free of barriers so that the child is free to move around as needed. A variety of teaching strategies are used to meet the individual needs of children. Staff facilitate or enhance interactions between children with and without disabilities.

### **Health Plan**

It is important for the health of your child to be seen regularly by your family doctor. This is done through your well child checks. This insures that your children are up on shots and in good health.

- Infancy: 1 month, 2 month, 4 month, 6 month, and 9 month
- Early Childhood: 12 month, 15 month, 18 month, 24 month, 30 month, 3 yr, 4 yr
- Then every year after that.
- State requires an updated health appraisal yearly. Immunizations should be updated every time your child receives shots. You will be responsible to bring a Health appraisal to each of these appointments and have the doctor sign it. Then return it to the director.

Below you will see different developmental milestones that you will want to watch for in your child during the first year:

# BABY'S 1ST YEAR

GUIDE TO BABY'S SENSORY + MOTOR SKILL DEVELOPMENT



**BABY MILESTONE CHART**

BROUGHT TO YOU BY:  
the **BUMP**

\* Your baby is unique,  
so these milestones are only a general guide.



# TODDLER DEVELOPMENTAL MILESTONES

Age	Gross Motor	Fine Motor	Language	Social / Cognitive
12 Months	<ul style="list-style-type: none"> <li>Walks first steps independently</li> <li>Crawls up stairs</li> </ul>	<ul style="list-style-type: none"> <li>Uses 2-finger pincer grasp</li> <li>Hits 2 objects together</li> </ul>	<ul style="list-style-type: none"> <li>Says 3-5 words</li> <li>Uses non-verbal gestures (eg, waving goodbye)</li> </ul>	<ul style="list-style-type: none"> <li>May have separation anxiety</li> <li>Searches for hidden objects</li> </ul>
18 Months	<ul style="list-style-type: none"> <li>Walks up/down stairs with help</li> <li>Throws a ball overhand</li> <li>Jumps in place</li> </ul>	<ul style="list-style-type: none"> <li>Builds 3-4 block tower</li> <li>Turns 2-3 book pages</li> <li>Scribbles</li> <li>Uses cup and spoon</li> </ul>	<ul style="list-style-type: none"> <li>10+ word vocabulary</li> <li>Identifies common objects</li> </ul>	<ul style="list-style-type: none"> <li>Has temper tantrums</li> <li>Understands ownership ("mine")</li> <li>Imitates others</li> </ul>
2 Years	<ul style="list-style-type: none"> <li>Walks up/down stairs alone, 1 step at a time</li> <li>Runs without falling</li> <li>Kicks ball</li> </ul>	<ul style="list-style-type: none"> <li>Builds 6-7 block towers</li> <li>Turns 1 book page</li> <li>Draws a line</li> </ul>	<ul style="list-style-type: none"> <li>300+ word vocabulary</li> <li>2-3-word phrases</li> <li>States own name</li> </ul>	<ul style="list-style-type: none"> <li>Begins parallel play</li> <li>Begins to gain independence from parents</li> </ul>
3 Years	<ul style="list-style-type: none"> <li>Walks up stairs with alternating feet</li> <li>Pedals a tricycle</li> <li>Jumps forward</li> </ul>	<ul style="list-style-type: none"> <li>Draws a circle</li> <li>Feeds self without help</li> <li>Grips a crayon with fingers instead of fist</li> </ul>	<ul style="list-style-type: none"> <li>3-4 word sentences</li> <li>Asks "why" questions</li> <li>States own age</li> </ul>	<ul style="list-style-type: none"> <li>Begins associative play</li> <li>Toilet trained, except wiping</li> </ul>



For Dental, hearing and Vision screenings you may contact the Newaygo County Health Department at (231) 689-7300 located at: 1049 E Newell St, White Cloud, MI 49349.

I / we, \_\_\_\_\_ / \_\_\_\_\_ Have read the parent handbook, and I/we are in agreement and understand what I/we have read.

**Parents:**

Signature \_\_\_\_\_ Date \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

**Director:**

Signature \_\_\_\_\_ Date \_\_\_\_\_