



Learning Train Academy and Learning Train Academy 2.0

FAMILY HANDBOOK

2023-2024 School Year

Revised June 2023

WELCOME ABOARD

Learning Train Academy Family,

As a child development center we assure each student is given the opportunity to grow, learn and thrive in a safe and loving environment. Learning Train Academy (LTA) promises to always give our best to address the whole child. Let's thrive, learn, and flourish together. Once you board the learning train, you are in for a life altering ride. As each child is the engineer, we are the conductors on this train of learning. All aboard!

Sincerely,

Ashley Rollins
Center Director

Learning Train Academy

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ABOUT US

Philosophy and Mission

Our mission is to nurture each child's natural curiosity for learning by introducing and exposing them to the world's many forms of arts and sciences. Our approach to teaching and learning is through play and hands-on exploration. At Learning Train Academy, we focus on developing the whole child through supporting academics and building social-emotional awareness and strategies so that our children are prepared to be global citizens. Children of Learning Train Academy start or continue their journey of acquiring the Spanish language. At Learning Train Academy, we know that language acquisition happens the most naturally and effortlessly when introduced at an early age.

Certification

Washington State Department of Children, Youth and Families (DCYF)
SSPS Provider ID Number: 549964

Definition of Family

In this handbook we refer to a family as a parent, legal guardian, sponsor or anyone else who provides for the well-being, best-interest and responsibility of the child in our care.

Hours of Operation

Child care services are provided from 6:00 AM to 6:00 PM Monday through Friday.
School age care is provided from 6:00 AM to 6:00 PM Monday through Friday.

Holidays

Learning Train Academy and Learning Train Academy 2.0 will be closed on:

Veterans Day

Thanksgiving Day

The Day After Thanksgiving

Christmas Day (if this day falls on a Saturday or Sunday we will be closed the Monday following Christmas)

New Year's Day

Independence Day

Memorial Day

Admission & Enrollment

All admission and enrollment forms must be completed and enrollment fee and first tuition payment paid prior to your child's first day of attendance.

An enrollment fee of \$50 is due at the time of enrollment. The enrollment fee is a recurring yearly fee to be paid upon enrollment and every September thereafter. This fee is non-refundable.

Tuition is required at the beginning of the month. Tuition is non-refundable. We require a 30 day termination for any student.

Based on the availability and openings, our facility admits children from **2 1/2 years to 12 years** of age.

Our process for introducing children to our program prior to the first day of school:

- Student and family meet the student's teacher
- Student and family tour the center and the student's specific classroom
- Student and/or family completes an "about me" informational questionnaire to gather information about the student's strength and needs

Children are admitted without regard to race, culture, sex, religion, national origin, or disability. We do not discriminate on the basis of special needs as long as a safe, supportive environment can be provided. We reserve the right to refuse service.

Inclusion

Learning Train Academy believes that children of all ability levels are entitled to the same opportunities for participation, acceptance and belonging in child care. We will make every reasonable accommodation to encourage full and active participation of all children in our program based on his/her individual capabilities and needs. For more information on how we care for children with specific or special needs please see our Health Policy handbook.

Non-Discrimination

At **Learning Train Academy** equal educational opportunities are available for all children, without regard to race, color, creed, national origin, gender, age, ethnicity, religion, disability, or parent/provider political beliefs, marital status, sexual orientation or special needs, or any other consideration made unlawful by federal, state or local laws. Educational programs are designed to meet the varying needs of all students.

Family Activities

Each family is a child's first teacher. We value families as partners in the growth and development of children in our program. We encourage parents and other family members to be involved in the program, visit children's classrooms, participate in events, and provide feedback on the program. We offer a variety of ways in which families can participate in helping us establish and reach our program goals.

Please check with the Center Director for ways to get involved.

Confidentiality

Unless we receive your written consent, information regarding your child will not be released with the exception of that required by our regulatory (Washington State Department of Children, Youth, and Families) and partnering agencies. All records concerning children at our program are confidential.

Parents/Guardians may request their child(ren)'s records at any time. To access your child(ren)'s records please submit a written request to the Center Director or office administrator noting the information you are requesting access.

Keeping Records Up-to-date

In order to maintain the safety of students and staff and to ensure high-quality care it is important that all student information and child records (medical, immunizations, emergency contacts etc.) are kept up to date. Families will be asked to review and/or update their child's records each year. Any change to a student's health or social needs should be reported to the Center Director or office administrator immediately and the corresponding record updated accordingly.

Staff Qualifications

Our staff are hired in compliance with the state requirements and qualifications as a base minimum. Typical staff certifications are as follows:

Position Title	Education/Certification
Teacher	High School Diploma & ECE certificate
Teacher Assistant/Aide	High School Diploma & ECE initial certificate
Center Director	High School Diploma & Washington ECE State Certificate

LTA staff participate in orientation and ongoing training in the areas of child growth and development, healthy and safe environments, developmentally appropriate practices, guidance, family relationships, cultural and individual diversity, and professionalism.

Staff of Learning Train Academy are prohibited from soliciting or providing childcare services (i.e. babysitting) to families/children enrolled in our program outside of our program. Any arrangement between families and our caregivers outside the programs and services we offer is a private matter, not connected or sanctioned by Learning Train Academy.

Child to Staff Ratios

Children are supervised at all times. All caregivers receive scheduled breaks which reduce fatigue and help to ensure alertness.

We maintain the following standards for child to staff ratios:

Age	Child to Staff	Maximum Group Size
Toddler: 1 month - 29 months	1:7	14

Age	Child to Staff	Maximum Group Size
Pre-school: 30 months - 6 year, not enrolled in school	1:10	20
School Age: 5 years - 12 year, enrolled in school	1:15	30

Mixed-age Group Staff Ratios

Depending on the needs of our families and the needs of the center there may be a time in the day when your child is in a mixed-aged group. An allowance is made for age groups to be mixed a maximum of two hours at the beginning or end of the day, with appropriate staffing.

Appropriate staffing means ensuring that the staff-to-child ratio is provided according to the youngest child in the mixed group. In the event students need to be in a mixed-age group the following staff-to-child ratios will be maintained:

Age Group	Maximum Group Size	Maximum Ratio	Limitations
12-36 months	14	1:07	
12-36 months	15	1:05	
36 months - 6 years	20	1:10	Must not be enrolled in first grade
36 months - 6 years	26	1:10	Must not be enrolled in first grade
4.5 - 9 years	20	1:10	
4.5 - 9 years	26	1:10	

Communication & Family Partnership

Daily Communications. Daily notes from center staff will keep you informed about your child's activities and experiences at the center.

Bulletin Boards. Located throughout the center, bulletin boards provide center news, upcoming events, faculty changes, holiday closing dates, announcements, etc.

Email. We encourage you to provide an email address that you use regularly as an alternative communication option for announcements, event invitations, newsletters and general updates.

Family Visits. Family participation is encouraged. Visit our classrooms, volunteer, come along on a field trip, or eat a meal with your child. Signing in is required for the safety and protection of our children. Each visitor must wear a visitor's badge while on premises and sign-out upon leaving.

Family Night. Family nights are scheduled events. These nights include snacks, drinks and fun filled age-appropriate activities for families. Family Nights allow families and children time to share, learn, and have fun. Families have an opportunity to be a part of their child's learning experience and connect with other families.

Conferences. Family & teacher conferences occur once a year. During these conferences, we will discuss your child's strengths, likes and dislikes, and styles of learning. We will work together to set goals for your child's growth and development. You may request additional conferences regarding your child's progress at any time. We encourage you to communicate any concerns.

Open Door Policy

We are delighted to have family members participate in our program. Parents/Guardians are welcome to visit the center and their child(ren)'s classroom any time during regular program hours.

Open Door Policy does not mean the doors will be unlocked. For the safety and protection of the children, external doors will be kept locked at all times.

Our team will always do their best to speak with parents/guardians. Since staff days are devoted to caring for children, it is usually not feasible to have a long discussion during regular program hours. If a situation requires a longer discussion, kindly arrange for an appointment.

Publicity

Occasionally, photos will be taken of the children at the center for use within the center or on our website, or on social media. Written permission will be obtained prior to use of photographs.

Unless the guardian provides consent that they want their child to participate and sign, Consent for use of social Media and photos per the Enrollment Agreement Form. We will not use pictures and names of children for publicity.

Social Media

This social media policy applies to parents, staff, board members and volunteers.

This policy includes (but is not limited to) the following technologies:

- Social networking sites (e.g. Facebook, Instagram, Snapchat, Tik-Tok)
- Blogs
- Discussion forums

- Collaborative online spaces
- Media Sharing services (i.e. You Tube)
- Micro-blogging (i.e. Twitter)

As part of our duty to safeguard children it is essential to maintain the privacy and security of all our families. We therefore require that:

- No photographs taken within the Learning Train Academy setting or at Learning Train Academy special events and outings with children, are to be posted for public viewing, except those of one's own child. Parents are advised that **they do not have a right to photograph anyone else's child or to upload photos of anyone else's children.** (This excludes those photographs taken by staff for use on the Learning Train Academy website and in other advertising material if parental permission is given).
- No public discussions are to be held or comments made on social media sites regarding Learning Train Academy children, staff or board business (except appropriate use for marketing fundraising events) or that could be construed to have any impact on Learning Train Academy's reputation or that would offend any member of staff or parent associated with Learning Train Academy.
- Staff are advised to manage their personal security settings to ensure that their information is only available to people they choose to share information with.
- Staff should not accept parents as friends due to it being a breach of expected professional conduct unless they already know them in a personal capacity before their child starts at Learning Train Academy. Staff should avoid personal communication, including on social networking sites, with the children and parents with whom they act in a professional capacity.
- In the event that staff name Learning Train Academy or workplace in any social media they do so in a way that is not detrimental to Learning Train Academy or its families.
- Staff observe confidentiality and refrain from discussing any issues relating to work.
- Staff should not share information they would not want children, parents or colleagues to view.
- Staff and parents should report any concerns or breaches to the Center Director. Any member of staff, parent or volunteer found to be posting remarks or comments that breach confidentiality, bring Learning Train Academy into disrepute or that are deemed to be of a detrimental nature to Learning Train Academy or other employees, or posting/publishing photographs of the setting, children or staff may face disciplinary action in line with Learning Train Academy's disciplinary procedures. Any comment deemed to be inappropriate is to be reported to the Center Director and any action taken will be at their discretion.

General guidelines for using social media:

- Personal security settings should be managed to ensure that information is only available to people you choose to share information with.
- Remember that no information sent over the web is totally secure and as such if you do not wish the information to be made public refrain from sending it through social media.

- Maintain professionalism, honesty and respect.
- Apply a “good judgment” test for every social media post you make.

CURRICULA & LEARNING

Learning Environment, Curricula & Assessment

We provide a rich learning environment with curricula that are developmentally appropriate to the specific ages in each classroom. We have a flexible day routine that allows children to advance at their own pace. We strongly believe that learning happens through play. Learning and exploring are hands-on and are facilitated through interest areas. Our program is designed to enhance children’s development in the following areas: creativity, self-expression, decision-making, problem-solving, responsibility, independence, and reasoning. We encourage openness to that which is different from us, and the ability to work and play with others.

Learning Train Academy uses a curriculum designed by the Center Director. Through play our curriculum is designed to address the following domains: *approaches to learning, social-emotional development, language and communication, literacy, and mathematics*. As part of this curriculum, we gather information about each child’s developmental abilities and evaluate progress so we can modify and adjust what we are doing in our classroom to deliver the best instruction for each child. This evaluation is communicated to families periodically during the school year using various formal and informal tools, forms, and resources.

For information about your child’s day, please see copies of daily schedules and the parent-portal through our website.

Dual Language Learning

Children in our toddler classrooms will be cared for and taught completely in Spanish. Completely immersing a child in the Spanish language is one of the most effective ways for children to learn a second language. Children in our preschool classroom will spend 50% of their day being cared for and taught in Spanish and 50% of their day being taught and cared for in English. The rationale behind having half the day in Spanish and half the day in English is to prepare students for the academic rigor of kindergarten (for example students will learn the English names and sounds of the English alphabet). Children in our 2.0 before and after school care program will learn Spanish through music, songs, and teacher-directed games. Students in all programs will learn about the history and culture of many Spanish-speaking countries (Latin-America and Spain).

Outings and Field Trips

Weather permitting; we conduct supervised outdoor play and/or walking trips around the neighborhood 3 times a day for all children. Children are accounted for at all times. A permission statement for participation in walking trips is included in the enrollment package.

From time to time, there will be supervised field trips, and we encourage you to join your child on the trip. The *Permission Slip* is included in the Admission & Onboarding packets.

For field trips, please dress your child appropriately for the season. Walking shoes are a must. Sandals and flip-flops are not appropriate for walking and make it difficult for your child.

The safety of children and staff will be guarded in all activities of child care programs. Proper restraint systems (seat belts) and the correct use of them are critically important during travel to/from the child care program as well as during field trips.

Transitions

Your child's transition in child care should be a positive and exciting learning adventure. We will work with you and your child to ensure the smoothest possible transition occurs as new routines and new people are introduced.

Transition from home to center

Prior to your child's first day, you will have an opportunity to tour the center, meet with your child's peers and teachers, and communicate any anticipated concerns. At this time please share the best communication methods that the teacher may use to reach you.

Transition between learning programs

Children are transitioned to the next program based on age, developmental readiness, state licensing requirements, and space availability. During the transition, the Center Director, and/or current teacher, and/or future teachers, will meet with you to propose a plan to introduce your child into the new program.

Transition to elementary school

Transition activities such as a field trip will be part of your child's education at our center. We will provide you with information on local schools, what to expect, and ideas on how to talk to your child about going to elementary school.

Transition for before/after school care

Children who are of school age may continue with before/after school care at our center. The center will provide staff to ensure that your child arrives at the bus stop for pick up (before school) and drop off (after school) in a timely manner. LTA also provides transportation to selected schools in the area, contact our Center Director for information and details. This Supplemental Enrollment Form must be completed and on file with the center in order to be eligible for this service.

Electronic Media

Our normal daily routine does not include electronic media (television/TV, video, DVD) viewing and computer use but from time-to-time, we may use a television show as a teaching aid and discussion stimulator. All Electronic Media will be screened prior to use and will consist of non-violent and high-quality educational material. Our focus is to provide your child a positive experience with increased understanding of the world. Electronic Media will be offered only as a free choice, used to meet a developmental goal, and available for limited timeframes.

Multiculturalism

Multiculturalism is vital for all children because it sets social goals and promotes respect for all people and the environment we inhabit. We use books, music, games, STEAM (science,

technology, engineering, art, math), and a wide range of activities as aids to teach our children respect for our world and the diversity of life upon it.

Celebrations

Our holiday policy encourages an enhanced understanding of and respect for different cultures and beliefs of children, families, staff and community.

Rest Time

After lunch, all children 5 years of age or less, participate in a quiet rest time. Children are not required to sleep and may be given quiet activities.

School age children receiving full-day care, although not required, shall be provided an opportunity for a regular rest period if the child desires. For children who do not want to rest, quiet activities will be made available.

Bathroom usage for classrooms 1-6: "Potty Parties"

For students located in the upstairs classrooms (classrooms 1-6) when it is a scheduled time to use the bathroom the classroom teacher will take all students to the bathroom area for a "potty party".

During "potty party" one student at a time will use the bathroom or have their diaper changed. Students not using the bathroom or getting their diaper changed will be seated directly across from the bathroom in designated chairs. Students will be visible to classroom teacher at all times.

When a student needs to use the bathroom outside of the scheduled bathroom break times the classroom teacher will radio the floater and/or center director by saying "bio break needed in classroom _____". At which time the floater or center director will escort student to the bathroom/diaper changing area and assist student with bathroom needs or perform diaper change.

Diapering

Children are **never** left unattended on the diaper-changing table. Safety belts are not used on the diaper changing table. *(They are neither washable nor safe.)* **The diaper changing table and area are used only for diapering.** Toys, pacifiers, papers, dishes, blankets, etc., are not placed on diapering surface or in the diapering area.

Diaper changing pads are replaced when they become worn or ripped. No tape is present on diaper changing pad. Diaper changing pads have a smooth, cleanable, moisture-resistant surface with no ridges, grooves or stitching.

The following diapering procedure is posted and followed at our early learning program:

1. Wash Hands.
2. Gather necessary materials. If using bulk diaper ointment, put a dab of ointment on paper towel or wipe.
3. Put on disposable gloves

4. Place child gently on table and unfasten diaper. *Do not leave child unattended.*
5. Clean the child's diaper (peri-anal) area from front to back, using a clean, damp wipe for each stroke.
6. Dispose of dirty diaper and used wipes in a plastic-lined, hands-free container with lid (*foot pedal type*).
7. **Wash hands.** *Remove gloves and wash hands. Please note: A wet wipe or damp paper towel may be used for this handwashing only. Do not leave child unattended.*
8. If parent/guardian has completed a medication authorization for diaper cream/ointment/lotion, put on clean gloves and apply to area. Remove gloves.
9. Put on a clean diaper (and protective cover, if cloth diaper used). Dress child.
10. **Wash child's hands** with soap and running water.
11. Place child in a safe place. Do not touch toys, play equipment, etc. and return to the diaper area for step 12.
12. Use 3-Step method on changing pad where diaper change has occurred:
 - a. Clean with soap and water.
 - b. Rinse with water.
 - c. Disinfect with bleach solution: Refer to: "Method for Mixing Bleach." Allow the bleach solution to air dry or to remain on the surface for at least 2 minutes before drying with a paper towel.
13. Wash Hands.

Please note: Even if gloves are used, all of the above handwashing must still be done.

Stand-Up Diapering for Older Children

Toilet Training

The most important factor in making the toilet learning experience successful and as low-stress as possible is a family/teacher partnership that supports the child. Research indicates that children cannot successfully learn how to use the toilet until they are physically, psychologically, and emotionally ready. We do stand-up diapering as appropriate.

Stand-up diaper changing takes place in the bathroom.

Diaper changing procedure is posted in stand-up diaper changing area. Stand-up diaper changing procedure is followed:

1. **Wash hands.**
2. Gather necessary supplies (diaper/pull-up/underpants, wipes, cleaner and disinfectant bleach solution, paper towels, gloves, plastic bag).
3. Put on disposable gloves, if desired.

4. Coach the child in pulling down pants and removing diaper/pull-up/underpants (and assist as needed).
5. Put soiled diaper/pull-up in covered, hands-free, plastic-lined garbage can with lid and/or put soiled underpants in plastic bag to be returned to family at end of the day.
6. Coach the child in cleaning diaper area front to back using a clean, damp wipe for each stroke (and assist as needed).
7. Put soiled wipes in plastic bag (or assist child in doing so) and dispose of plastic bag into covered, hands-free, plastic-lined trash can with a lid.
8. Remove gloves, if worn.
9. **Wash hands** (in bathroom/hand washing sink) and coach child in doing the same.
10. If a signed medication authorization indicates, apply topical cream/ointment/lotion using disposable gloves then remove gloves.
11. Coach the child in putting on a clean diaper/pull-up/underpants and clothing.
12. Use 3-Step method on floor where change has occurred:
 1. Clean with soap and water.
 2. Rinse with water.
 3. Disinfect with bleach solution: Refer to: "Method for Mixing Bleach". Allow the bleach solution to air dry or to remain on the surface for at least 2 minutes before drying with a paper towel.
13. **Wash hands** (in bathroom/hand washing sink).

Many pediatricians say that most children under 24 months of age are not physically capable of regulating bladder and bowel muscles. Most positive toilet training occurs only after children show signs of physical control or awareness of their bodily functions and when they demonstrate an interest or curiosity in the process. We are committed to working with you to make sure that toilet learning is carried out in a manner that is consistent with your child's physical and emotional abilities and your family's concerns.

GUIDANCE

General Procedure

Learning Train Academy is committed to each student's success in learning within a caring, responsive, and safe environment that is free of discrimination, violence, and bullying. Our center works to ensure that all students have the opportunity and support to develop to their fullest potential and share a personal and meaningful bond with people in the center's community.

Thoughtful direction and planning ahead are used to prevent problems and encourage appropriate behavior. Communicating consistent, clear rules and involving children in problem solving helps children develop their ability to become self-disciplined. We encourage children to be fair, to be respectful of other people, of property, and to learn to understand the results of their actions.

Supervision

Staff members do not allow children in unlicensed areas.

In the event the Center Director is absent, a substitute director will take their place. It will be the responsibility of the Center Director to contact the substitute director.

In the event the Center Director is unable to execute this requirement, the office Administrator will contact a substitute from the substitute list to find a replacement. If an adequate substitute Center Director is unable to be located, the assistant director or office administrator will step in as temporary Director. This will ensure teachers are able to continue daily duties with little to no effect on the daily running of the program.

In the event there is no Center Director, Center Director substitute, assistant director, office administrator available; the present staff (if no volunteer the most senior staff person) will contact the in area emergency contact person to inform parents/guardians/emergency contact for immediate pick up of each student.

In the event the emergency in area contact person is unreachable, the present staff (if no volunteer the most senior staff person) will contact the out of area contact person to inform parents/guardians/emergency contact for immediate pick up of each student.

In the event the out-of-area contact person is unreachable, the present staff (if no volunteer, the most senior staff person) will inform parents/guardians/emergency contact for immediate pick up of each student.

Behavior Policy

We have created a behavior policy that reflects our philosophy of positive guidance with children. A copy of the behavior policy is included in your enrollment packet for you to review and sign.

Challenging Behavior

Children are guided to treat each other and adults with self control and kindness.

Each student at **Learning Train Academy** has a right to:

- Learn in a safe and friendly environment
- Be treated with respect
- Receive the help and support of caring adults

When a child becomes verbally or physically aggressive, we intervene immediately to protect all of the children. Our usual approach to helping children with challenging behaviors is to show them how to solve problems using appropriate interactions. When discipline is necessary, it is clear, consistent and understandable to the child. We maintain a zero tolerance for bullying. If you have any concerns about this at any time, please report it to the Director of the Center.

Physical Restraint

Physical restraint is not used or permitted for discipline. There are rare instances when we need to ensure a child's safety or that of others and we may restrain a child by gently holding her or

him in a safe manner, only for as long as is necessary for control of the situation. All employees of Learning Train Academy receive physical restraint training.

Corporal punishment is strictly prohibited.

Notification of Behavioral Issues to Families; Expulsion Policy

If a child's behavior/circumstance is of concern, communication will begin with the child's family as the first step to understanding the child's individual needs and challenges. We will work together to evaluate these needs in the context of our program (see behavior policy).

On rare occasions, a child's behavior may warrant the need to find a more suitable setting for care. The following instances may warrant expulsion from our program:

- The child exhibits behavior that presents a serious safety concern for that child or others;
 - Learning Train Academy in cooperation with the child's family and other community resources are not able to reduce or eliminate the safety concern through reasonable modifications (see behavior policy).
- Continued care could be harmful to, or not in the best interest of the child as determined by the Center Director, a medical, psychological, or social service personnel.
- Undue burden on our resources and finances for the child's accommodations for success and participation.

If expulsion is recommended for a child the Center Director will:

- Review this Expulsion Policy with the child's family
- Provide a record to the family about the expulsion and the steps that were taken to avoid expulsion (see behavior policy)
 - the record will include the date, time, program staff involved, and details of each incident that led to expulsion
- Provide information to the child's family regarding community-based resources that may benefit the child
- Report to the Washington State Department of Children, Youth and Families (DCYF) that child has been expelled from program
 - Report to DCYF will include, but is not limited to, the age, race, ethnicity, and gender of the child
 - The reason the child was expelled
 - The resources that were provided to the family of the child

TUITION AND FEES

Important Notice

All payment and fee processing will be completed by the office administrator, Center Director, or Assistant Center Director. He/she will be in charge of collecting tuition and other fees and contacting families regarding payment issues. If you have a question or concern regarding a payment or fee, please contact the office administrator, Center Director, or Assistant Center Director.

Tuition is subject to change, please ask the Office Admin or Center Director if you have any questions regarding tuition and fees.

Tuition Rates

	DAILY (Full-Day)	DAILY (Half-Day)
Preschool (2.5 years- 5 years)	\$73.95	\$36.98
School age (5 years -12 years)	\$66.76	\$33.38

Families contract for a specific weekly schedule as indicated on the *Enrollment Agreement Form*. Payment for this contracted schedule is required every week year-round whether or not your child attends; this enables us to pay teachers a stable salary every week all year. No credits are given for sick or vacation days, holidays, staff training closure or closure due to inclement weather.

Overtime Rates or Adding Extra Days

Overtime rates apply to part-time and full-time families and are contingent on prior agreement of hours or days of care needed per the *Enrollment Agreement Form*. When your family surpasses the number of child care hours per week as stated on the *Enrollment Agreement Form*, a fee of one dollar (\$1.00) per minute will be charged to your account for each overtime minute of care.

Payment

Non-subsidized payments are always due in advance with no deduction for any absences, holidays, or closures due to inclement weather, power outages, or other situations beyond our control. Payment is due on the 1st of each month, unless another day is authorized in advance, as outlined in the *Enrollment Agreement*.

Subsidized payments receive no deduction for any absences, holidays, or closures due to inclement weather, power outages, or other situations beyond our control. Payment is due on the 1st of each month, unless another day is authorized in advance, as outlined in the Enrollment Agreement. Parents/guardians are required to pay co-pays on the first of the month.

Two Week Trial Period Agreement

Learning Train Academy requires a two week written notice from parents if they intend on removing their child from the center. Payment is due for those two weeks regardless if the child attends or not. In the event that payment is not made, late fees will be charged in accordance with the late payment policy for a total of thirty days. Anyone who terminates childcare and has a balance that is outstanding will need to have the account settled within 30 days. All accounts not settled within 30 days, legal actions will be pursued such as but not limited to turning account over to a collections agency regardless of amount owed and reporting account to all credit reporting agencies.

Learning Train Academy reserves the right to terminate a childcare agreement at any time. We will give two weeks notice of termination for which full tuition is due, whether or not the child is in attendance. The provider reserves the right to give written notice of immediate termination where there are extreme circumstances that affect the well-being of the provider or other children in attendance. In the event that your care is terminated immediately, there are NO REFUNDS.

Reasons for the termination can include but are not limited to

- Violation of contract or policy and procedures by the parent
- Failure to complete the required forms
- Failure to pay fees in accordance with the contract
- Child Behavior
- Inability to meet the child's needs
- Lack of Parental Cooperation
- Physical or verbal abuse of any person or property
- Habitual tardiness

Methods of Payment

Several methods of payment are available for families' convenience. Families can pay by cash, money order, cashier check, automatic electronic funds transfer, debit card, or credit card. Learning Train Academy does not accept personal checks. To set up automatic, recurring payments, please contact the office administrator, Center Director, or Assistant Center Director.

Late Payment Charges

Late payments can pose serious problems for our programs and as a result, Learning Train Academy does not have the latitude to allow families to accrue a balance equal to more than one week of tuition. **Late payments will result in the imposition of late payment fees. Failure to pay child care payments after 10 days will result in child care services being terminated.**

If payment is not received on the day that it is due, a late fee of \$25 will be added to your next tuition payment for each day that it is late. Repeated late payments will result in your family being required to set up automatic payments or credit card payments.

Any payments made will be applied to the oldest charges and late fees may still apply if the account is not paid in full by the next tuition due date.

If payment is more than 30 business days past due, we may attempt to recover payment in small claims court and/or your account may be sent to a 3rd party collections agency. You will be responsible for all expenses associated with these actions including all court and attorney fees.

Rejected Transaction Charges

All rejected ACH (automatic debits) or credit card transactions will be charged a fee of \$25. This charge may be collected electronically. Two or more rejected transactions will result in your account being placed on “**cash/money order/cashier's check only**” status.

Late Pick-up Fees

Late pick-up is not a normal program option and will only be considered as an exceptional occurrence. Late fees of \$1 per minute will be assessed beginning at 6:00 PM and will be due upon arrival. **Repeated late pick up may result in child care services being terminated.**

Other Fees

- From time-to-time there will be additional fees associated with special activities or field trips. These fees are due prior to the event, activity or trip.

Credits & No Credits

- **Families contract for a specific schedule** as completed on the *Enrollment Agreement* Form. Payment for this contracted schedule is required year-round whether or not your child attends; this enables us to pay teachers a stable salary every week all year. No credits are given for sick or vacation days, holidays, staff training closure or closure due to inclement weather, infectious disease (except as noted below), or weather-related or environmental issues.
- **Weather-related or Environmental Disaster or Pandemic** – in the event of a serious crisis during which we are prohibited from operating, families are still required to pay

their tuition fees. Payment of your tuition allows us to retain staff, pay operating expenses, and hold open your child's spot for when we are safely able to reopen.

ATTENDANCE & WITHDRAWAL

Absence

If your child is going to be absent or arrive after 10:00 AM, please call us at 360-483-0670. We will be concerned about your child if we do not hear from you.

If a school age child will not be attending before or after school care, please notify us at 360-483-0670.

Vacation

While we recognize the value of family vacations, the center does not provide credit for vacation days.

Withdrawal

A written notice, 30 days in advance, is required by the center when a child is being withdrawn.

Transfer of Records

Whether transitioning to the next program setting or to a new classroom, your child's records will be transferred internally.

Closing Due to Extreme Weather

Should severe weather or other conditions (i.e., snow, storms, floods, tornadoes, hurricanes, earthquakes, blizzards, loss of power, loss of water, etc.) prevent us from opening on time or at all, notification to the families will be announced via the center's recorded phone message.

If it becomes necessary to close early, we will contact you or your emergency contacts as soon as possible. Your child's early pick-up is your responsibility to arrange.

DROP-OFF AND PICK-UP

General Procedure

We open at 6:00 AM. Please do not drop-off your child prior to the opening. Parents are expected to accompany their children and sign them in.

We close at 6:00 PM. Please allow enough time to arrive, sign your child out, and leave by closing time.

Cell Phone Usage

The times you spend in the center dropping off and picking up your child are the primary windows of time we have to communicate with you about your child. In order to make the best

use of these opportunities, as well as to be attentive to your child and other children, we ask that you NOT use your cell phone at any time while visiting the center.

Authorized & Unauthorized Pick-up

Your child will only be released to you or those persons you have listed as Emergency and Release Contacts. If you want a person who is not identified as an Emergency and Release Contact to pick-up your child, you must notify us in advance, in writing. Your child will not be released without prior written authorization. The person picking up your child will be required to show a picture ID as verification. Please notify your pick-up person of our policy.

In order to safeguard your child we will need copies of any court ordered custody agreements. Without a custody agreement, we are not able to prevent the release of your child to a parent.

If a child has not been picked up after closing and we have not heard from you, attempts will be made to contact you, and the contacts listed as Emergency and Release Contacts. Provisions will be made for someone to stay with your child as long as possible, but if after hours we have not been able to reach you or a person listed as an Emergency and Release Contact, we will call the local child protective services agency.

Right to Refuse Child Release

We may refuse to release children if we have reasonable cause to suspect that any person picking up a child is under the influence of drugs or alcohol, or is physically or emotionally impaired in any way that may endanger the child. To protect your child, we may request that another adult listed as an Emergency and Release Contact pick-up the child or we may call the police to prevent potential harm to your child. Recurring situations may result in the release of your child from the program.

PERSONAL BELONGINGS

What to Bring

- **Toddlers:** enough clean bottles for a day's use (if applicable), pack of wipes, six diapers or pull ups and at least two changes of clothes per day. All bottles must be labeled and dated, blanket, and indoor shoes (will stay at the center).
- **Older Toddlers:** at least two changes of clothes or more per day if going through the toilet training program, blanket, and indoor shoes (will stay at the center).
- **Preschoolers:** at least one change of clothes, socks and shoes, blanket, and indoor shoes (will stay at the center).
- **Before/After School Care Children:** appropriate play clothes, and blanket (for full days and summer).

Please label all items brought from home with your child's name (i.e., clothes, bottles, diapers, pacifiers, crib sheet, blanket, etc.) to prevent items from becoming misplaced or lost. We are not responsible for lost or damaged items. Sheets and soiled clothing will be sent home on an as-needed basis for laundering to be returned to the center.

Cubbies

Upon enrollment each child will be assigned a "cubby." Cubbies are labeled with your child's name . Please check your child's cubby on a daily basis for items that need to be taken home.

Lost & Found

You can look for lost items and bring found items to the Lost-and-found Box located in the office. Please note that we are not responsible for lost personal property.

Toys from Home

We request that you **do not** allow your child to bring toys from home unless previously arranged with the teacher.

NUTRITION

Foods Brought from Home

Food brought from home is permitted under the following conditions:

- Perishable food to be shared with other children must be store-bought and in its original package.
- Baked goods may be made at home if they are fully cooked, do not require refrigeration and were made with freshly purchased ingredients. A list of ingredients is required, and there must be enough food for all children.
- Foods should be labeled with the child's name, date, and type of food.
- Children will not be allowed to share food provided by the child's family unless the food is intended for sharing with all of the children.
- Leftover food will be discarded except for foods that do not require refrigeration and/or come in a commercially-wrapped package that was never opened.

Good Lunch Box Suggestions for a Balanced, Nutritional Lunch.	
Bean & cheese dip Tortilla chips (crackers) Tropical fruit salad Broccoli Milk	Chicken strips Whole Wheat Roll Orange wedges Broccoli Milk
Cheese quiche Fresh fruit cup Broccoli Milk	Whole Wheat Macaroni & cheese Tuna Salad Green Beans Carrots Milk

Food Prepared for or at the Center

Food prepared for or at the center will be properly planned, prepared and portioned according to the Child and Adult Care Food Program (<http://www.fns.usda.gov/cnd/care/>) and the state requirements for food service.

Food Allergies

If your child has a food allergy, you must notify us in writing so that we can make appropriate substitutions. The written notification should list appropriate food substitutions and must be updated at least annually.

Food allergies can be life threatening and each child with a food allergy should have an action plan for emergency care completed by the family physician.

Meal Time

Toddler:

At meal time each child is provided a plate, cup, and eating utensils equipped with the served consumables. Good table manners are modeled and encouraged. Weekly menus are posted for viewing by parents/caregivers.

Preschool:

At meal time each table is given plates and flatware, and the food is placed in small bowls from which the children can help themselves. Everyone sits at the same table. Children are encouraged to serve themselves from food passed around each table. Good table manners are modeled and encouraged. Weekly menus are posted for viewing by parents/caregivers.

A caregiver who is trained in first-aid for choking is present at all meals.

School Age:

At meal time school age students will self-serve. Each child is provided a plate, cup, and eating utensils equipped with the served consumables. Good table manners are modeled and encouraged. Weekly menus are posted for viewing by parents/caregivers.

Children 24 Months and Older

- No child shall go more than 3 hours without a meal or snack being provided.
- Children are encouraged to self-feed to the extent that they have the skills. Children are encouraged, but not forced to eat a variety of foods.
- Round, firm foods that pose a choking hazard for children less than 4 years of age are not permitted. These foods include: whole grapes, peanuts, popcorn, thickly spread peanut butter and hard candy.

School Aged Participants

- Before and after school child care participants will be offered breakfast served daily from 7:15am - 7:45am. If your child arrives after 7:45 am please make sure your child has had breakfast before arriving at child care and is supplied with an adequate lunch if required for school.
- In the morning before school drop-off early finishers may choose an activity from the “quick-choose” shelf. At 8am students in group A (early start schools) will prepare to leave the center for school drop-off. Group B (late start schools) can continue “quick-choose” shelf activities.

HEALTH

Immunizations

Immunizations are required according to the current schedule recommended by the U.S. Public Health Services and the American Academy of Pediatrics, www.aap.org. Every year we check with the public health department or the American Academy of Pediatrics for updates of the recommended immunization schedule. Our state regulations regarding attendance of children who are not immunized due to religious or medical reasons are followed. Unimmunized children are excluded during outbreaks of vaccine preventable illness as directed by the state health department.

All caregivers, teachers, and staff are required to be current with all immunizations routinely recommended for adults by the Advisory Committee on Immunization Practices (ACIP) of the Centers for Disease Control and Prevention (CDC). Caregivers, teachers, and staff may submit a Certificate of Exception.

Illness

We understand that it is difficult for a family member to leave or miss work, but to protect other children; you may not bring a sick child to the center. The center has the right to refuse a child who appears ill. You will be called and asked to retrieve your child if your child exhibits any of the following symptoms. This is not an all-inclusive list. We will try to keep your child comfortable but he/she will be excluded from all activities until you arrive.

- Illness that prevents your child from participating in activities.
- Illness that results in greater need for care than we can provide.
- Illness that poses a risk of spread of harmful diseases to others.
- Fever 101°F or higher
- Diarrhea – stools with blood or mucus, and/or uncontrolled, unformed stools that cannot be contained in a diaper/underwear or toilet.
- Vomiting – green or bloody, and/or more than 2 times during the previous 24 hours.
- Mouth sores caused by drooling.
- Rash with fever, unless a physician has determined it is not a communicable disease.
- Pink or red conjunctiva with white or yellow eye discharge, until on antibiotics for 24 hours.
- Impetigo, until 24 hours after treatment.
- Strep throat, until 24 hours after treatment.
- Head lice, until treatment and all nits are removed.
- Scabies, until 24 hours after treatment.
- Chickenpox, until all lesions have dried and crusted.

- Pertussis (Whooping Cough), until 5 days of antibiotics.
- Hepatitis A virus, until one week after immune globulin has been administered.
- Tuberculosis, until a health professional indicates the child is not infectious.
- Rubella, until 6 days after the rash appears.
- Mumps, until 5 days after onset of parotid gland swelling.
- Measles, until 4 days after onset of rash.
- Has a physician or other health professionals written order that child be separated from other children.
- Covid-19, children and staff members who test positive for COVID-19 are required to stay at home for at least five days. Repeating initial tests does not change this requirement. People returning from isolation are recommended to wear a mask or face covering from days 6 to 10. They also are encouraged to test before returning to school. If the person continues to test positive after day 5, they must isolate for the full 10 days.

Children who have been ill may return when:

- They are free of fever, vomiting and diarrhea for 24 hours.
- They have been treated with an antibiotic for 24 hours.
- They are able to participate comfortably in all usual activities.
- They are free of open, oozing skin conditions and drooling (not related to teething) unless:
 - The child's physician signs a note stating that the child's condition is not contagious, and;
 - The involved areas can be covered by a bandage without seepage or drainage through the bandage.
- If a child had a reportable communicable disease, a physician's note stating that the child is no longer contagious and may return to our care is required.

Allergy Prevention

Families are expected to notify us regarding children's food and environmental allergies. Families of children with diagnosed allergies are required to provide us with a letter detailing the child's symptoms, reactions, treatments and care. A list of the children's allergies will be posted in the main area and kitchen. We are trained to familiarize ourselves and consult the list to avoid the potential of exposing children to substances to which they have known allergies.

Medications

- (B) All medications should be handed to the office administrator or Center Director with specific written instructions for administration. Medications should never be left in the child's cubby or with the child to administer on their own. Our staff will ensure that the medication is recorded along with the directions and proceed to dispense the medication as directed.
- **Prescription medications** require a note signed by the family and a written order from the child's physician. The label on the medication meets this requirement. The medication must include your child's name, dosage, current date, frequency, and the name and phone number of the physician. All medications must be in the original container (you may request pharmacies to fill your prescription in two labeled bottles). Please specify the dosage and time(s) to be administered for each medication.
 - **Non-prescription medications** require written permission and instructions signed by the child's primary care physician. The written permission must include your child's

name, dosage, current date, frequency, and all medications must be in the original container. Non-prescription medication should not be administered for more than a 3-day period unless a written order by the physician is received.

- (C) **Non-prescription topical ointments** (e.g., diaper cream or teething gel), sunscreen and insect repellent require a note signed by the parent(s)/guardian(s), specifying frequency and dosage to be administered as well as the length of time the authorization is valid which cannot exceed 12 months.

Communicable Diseases

When an enrolled child or an employee of the center has a (suspected) reportable disease, it is our legal responsibility to notify the local Board of Health or Department of Public Health. We will take care to notify families about exposure so children can receive preventive treatments.

Included among the reportable illnesses are the following:

- Bacterial Meningitis
- Botulism
- Chicken Pox
- COVID-19
- Diphtheria
- Hemophilus Influenza (invasive)
- Measles (including suspect)
- Meningococcal Infection (invasive)
- Poliomyelitis (including suspect)
- Rabies (human only)
- Rubella Congenital and Non-congenital (including suspect)
- Tetanus (including suspect)
- H1N1 Virus
- Any cluster/outbreak of illness
- Tuberculosis

SAFETY

Clothing

Please dress your child in practical clothing that allows for freedom of movement and is appropriate for the weather. Your child will be involved in a variety of activities including: painting, outdoor play, sand, water, and other sensory activities. Our playground is used as an extension of the center, and daily programs are conducted outside whenever weather permits.

One particular aspect of concern is the risk associated with children's clothing that may become entangled with climbing or sliding equipment that could lead to choking or other serious harm. All drawstrings from children's clothes should be removed as a precaution.

Extreme Weather and Outdoor Play

Outdoor play will not occur if the outside temperature is greater than 100°F or less than 20°F degrees. Additionally, outdoor play will be canceled if there is an air quality emergency ordered by a local or state authority on air quality or public health.

Communal Water-Play

Communal, unsupervised water play is prohibited. Supervised children are permitted to engage in water-play. Precautions are taken to ensure that communal water-play does not spread communicable infectious disease.

Injuries

Safety is a major concern in child care and so daily safety inspections are completed inside and outside the center area in order to prevent injuries. First aid will be administered by a trained caregiver in the event that your child sustains a minor injury (e.g., scraped knee). You will receive an incident report outlining the incident and course of action taken. If the injury produces any type of swelling or needs medical attention, you will be contacted immediately. Each classroom is equipped with a first aid kit meeting the state regulations.

In the event of a serious medical emergency, the child will be taken to the hospital immediately by ambulance, while we will try to contact you or an emergency contact.

Biting

Biting is a normal stage of development that is common among infants and toddlers – and sometimes even among preschoolers. It is something that most young children will try at least once.

When biting happens, our response will be to care for and help the child who was bitten and to help the biter learn a more appropriate behavior. Our focus will not be on punishment for biting, but on effective behaviors that address the specific reason for biting.

Notes will be written to the family of the child who was bitten and the biter's family. We will work together with the families of each to keep them informed and to develop strategies for change.

Respectful Behavior

All children and families will be treated with respect and dignity. In return, we expect the same from all of our families. We will not tolerate hostile, aggressive, racial, or discriminatory behavior. If this occurs, we reserve the right to ask you to control your behavior or to remove your children from our care.

Smoking

The poisons in secondhand smoke are especially harmful to infants and young children's developing bodies, therefore the indoor and outdoor center environment and vehicles used by the center are non-smoking areas at all times. The use of tobacco in any form is prohibited on the center's premises.

Prohibited Substances

The use of alcohol, cannabis or illegal drugs is prohibited on the center's premises. Possession of illegal substances or unauthorized potentially toxic substances is prohibited.

Any adult who appears to be inebriated, intoxicated, or otherwise under the influence of mind-altering or polluting substances is required to leave the premises immediately.

Dangerous Weapons

A dangerous weapon is a gun, knife, razor, mace, or any other object, which by the manner it is used or intended to be used, is capable of inflicting bodily harm. Families, children, staff or guests (other than law enforcement officers) possessing a dangerous weapon will not be permitted onto the premises.

In cases that clearly involve a gun, or any other weapon on our premises, the police will be called and the individual(s) involved will be immediately removed from the premises. This policy applies to visible or concealed weapons.

Child Custody

Without a court document, both parents/guardians have equal rights to custody. We are legally bound to respect the wishes of the parent/guardian with legal custody based on a certified copy of the most recent court order, active restraining order, or court-ordered visitation schedule. We will not accept the responsibility of deciding which parent/guardian has legal custody where there is no court documentation.

Suspected Child Abuse

We are required by law to report all observations of child abuse or neglect cases to the appropriate state authorities if we have reasonable cause to believe or suspect a child is suffering from abuse or neglect or is in danger of abuse or neglect, no matter where the abuse might have occurred. The child protective service agency will determine appropriate action and may conduct an investigation. It then becomes the role of the agency to determine if the report is substantiated and to work with the family to ensure the child's needs are met. Our center will cooperate fully with any investigation and will maintain confidentiality concerning any report of child abuse or neglect.

VEHICLE TRANSPORTATION

Transporting Children

From time to time, there will be supervised off-site field trips. These types of field trips will be prearranged and will require a permission slip for that specific field trip. For off-site field trips Learning Train Academy staff will provide transportation and/or guardians will be responsible for transporting their own child. We encourage you to join your child on field trips. Adult/guardian transportation provided by Learning Train Academy is not guaranteed.

For school-age children Learning Train Academy may provide transportation to selected schools in the area, contact our Center Director or Office Administrator for information and details. A Supplemental Enrollment Form must be completed and on file with the center in order to be eligible for this service.

During travel to an off-site activity including school drop-off and pick-up, Learning Train Academy will ensure the following:

Health History. Have the health history, appropriate medication (if applicable), emergency information, and emergency medical authorization forms accessible for each child being transported

Phone. Have a phone to call for emergency help

First Aid Kit: A fully stocked first aid kit is taken on all field trips and playground trips and is kept in each vehicle used to transport children. These travel first aid kits also contain:

Liquid soap & paper towels

Water w/ small paper cups and/or infant bottles

Cell phone or walkie-talkies

Copies of completed 'Consent for Emergency Treatment' & 'Emergency Contact' forms

Bandages in a variety of sizes

Staff-to-child ratio. Maintain the staff-to-child ratio, mixed groupings, and active supervision requirements

First-aid and CPR certification. Have a current first-aid and CPR certification pursuant to WAC **110-300-0106**

Attendance. Take attendance using a roll call or other method that assures all children are accounted for each time children begin and end travel to an off-site activity, and every time children enter and exit a vehicle

Supervising Children. Learning Train Academy staff will never leave children unattended in the vehicle.

Learning Train Academy Vehicle and Driver. When Learning Train Academy supplies the vehicle and staff to transport children in care, the program and staff must follow chapter **46.61** RCW, Rules of the road, and other applicable laws regarding child restraints and car seats and:

- Assure that the number of passengers does not exceed the seating capacity of the vehicle
- Maintain the vehicle in good repair and safe operating condition
- Maintain the vehicle temperature at a comfortable level to children
- Assure the vehicle has a current license and registration as required by Washington state transportation laws
- Assure the vehicle has emergency reflective triangles or other devices to alert other drivers of an emergency
- Assure the driver has a valid driver's license for the type of vehicle being driven and a safe driving record for at least the last five years
- Prevent any driver with a known condition that would compromise driving, supervision, or evacuation capabilities from operating program vehicles
- Have a current insurance policy that covers the driver, the vehicle, and all occupants.

EMERGENCIES

Lost or Missing Child

In the unlikely event that a child becomes lost or separated from a group, all available staff will search for the child. If the child is not located within minutes, the family and the police will be notified.

Fire Safety

Our center is fully equipped with fire extinguishers on each floor, a building wide fire suppression system, and fire alarm.

Our fire evacuation plan is reviewed with the children and staff on a monthly basis.

Emergency Transportation

In the event your child needs to be transported due to a medical emergency, if no other authorized person can be contacted and the need for transportation is essential, an ambulance will be called for transportation. A proper escort will accompany and remain with the child until a family member or emergency contact arrives.

CENTER POLICIES

Our center policies included and not included in this handbook are reviewed and updated as needed. They are available for review upon written request to the Center Director or office administrator. The following information is available upon request:

- Health policies handbook
- Staff policies handbook
- Consistent care policy
- Behavior Policy
- Menus
- Liability insurance
- Inspection reports and notices of enforcement action, if applicable