

# Little Friends Learning Center

## Parent Handbook Statement of Services

**520-471-4411**

**2846 W. Drexel Rd  
Tucson, AZ 85746**

**Monday – Friday 6:00am – 6:00pm**

(Evening and weekend care hours upon request)

We are licensed and regulated by; **Arizona Department of Health Services, 400 W. Congress, Suite 100 Tucson, Arizona 85701 (520)628-6541**. All inspection reports are available in the office for viewing.

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability (not all prohibited bases apply to all programs).

## **Mission Statement**

Little Friends Learning Center is committed to providing your child with quality care by encouraging each child to express themselves through language, art, music, and physical activity. With the emphasis on learning through play, they are building socialization and self-help skills that build up their self esteem, which is needed to succeed in all areas of life.

## **Service Classifications**

Child care services offered at Little Friends Learning Center are:

1. Full day care.
2. Part day care.
3. Infant care. (Birth-12 months)
4. One year old childcare.
5. Two year old childcare.
6. Three, Four, and Five year old care.
7. After school program available when school is out (upon demand).
8. Weekend care (upon demand).
9. Summer program available.

**This facility is licensed to provide care for all service classifications listed above. Classifications listed with *(upon demand)* must have a minimum enrollment of 10 children, before we can provide that service.**

## **Child Enrollment Procedures**

All forms must be completed, signed and returned with the first week tuition and registration fee. No child will be admitted without current documentation of immunization. All court orders/custody agreements must be in children's folder at the time of enrollment.

## **Disenrollment Procedures**

We require a 2-week written notice prior to termination. At this time your last 2 weeks payment will be due, whether your child attends or not.

## **Open Door Policy**

We carry an open-door policy – you may stop by to observe your child at our facility at any time, but only in the area where your child is receiving child care services. Unless there is a court order in place, then access would be restricted. Because of state regulations an employee must accompany you during your visit in any other area of the facility.

## **Payment Policy:**

**A Nonrefundable deposit of \$40.00 is due at time of enrollment.** Your child's spot is secured when we have received the deposit, 1<sup>st</sup> week dues and the signed Parent-Provider Contract/Enrollment application. Note: Deposit helps cover the cost of a new sleeping mat with slip cover, personal cubbies and materials.

**Option One - weekly:** Payment is due on Monday of each week. If payment is received after Monday of each week, a \$20.00 late fee will be charged. **Option Two - monthly (2% discount):** Formula used for monthly payment,

averages out to one free week of child care. Payment is due on the first business day of each month. If received after the second business day of the month a \$20 late fee will be charged. Little Friends Learning Center will review our fees annually and parents will receive at least two weeks notice, in writing of any payment adjustments. Due to the inconvenience of NSF checks, a \$50 fee will be charged for NSF checks. We accept VISA and MasterCard. Our rates are based on fulltime, part time weekly rates and also daily rates. We do not prorate for absences or holidays. Staff weekly scheduling is determined by the childcare hourly contracts. In your file we will keep your scheduled drop off and pick up time. Children that are dropped off before they are scheduled, or picked up late will incur additional charges, and are due and payable immediately.

### **Late Pick Up Policy**

If your child is picked up after 6:00 pm there will be a late charge assessed of \$10.00 for every 15 minutes per child or \$1.00 per minute per child. **Please be courteous and arrive on time. After hours is time with our family.**

### **Child Admission & Release**

Please send your child clean, dressed with proper play shoes, and ready for the day, (no pajamas, unless you don't mind your child wearing their pajamas all day). Never leave without telling your child goodbye. **Please be in control of your child during drop-off and pick-up times.** No one other than the parent or person designated by you will be allowed to pick up your child without **advanced written permission indicating the person's name and relationship to your child.**

### **Behavior Management & Discipline**

Age appropriate discipline guidelines and methods. We believe that the discipline of a child is achieved through patience, consistency, and positive reinforcement. We also try and teach the children in our care manners, kindness and to be respectful to others. One of the ways in which we do this is by the example we as providers set. We understand that our actions and reactions speak much louder than our words. The children are explained the rules of the daycare frequently, so they know what's expected of them. Once a child is old enough to understand the rules and disobeys them by, exhibiting inappropriate behavior (hitting, aggression, etc), hurts others, or property, the following developmentally appropriate guidance techniques will be used. The on going process of helping a child develop self control and assume responsibility for the child's own actions will be:

1. **Positive Reinforcements:** The child will be encouraged when he or she is demonstrating acceptable behavior.
2. **Redirection:** The child is redirected to another activity and given an opportunity to try again at another time.
3. **Time-Out:** The child is separated from the group for an age appropriate amount of time. This technique is used when a child repeatedly will not follow our directions or listen to our words, is exhibiting temper tantrum type behavior, or hurting ones self, others or equipment. When the child shows that he or she is ready to demonstrate acceptable behavior, they are encouraged to join the rest of the group to try again.
4. **Last Resort:** When a child's behavior is continually upsetting or dangerous to others, a conference will be called with the parents. If the problems cannot be resolved, arrangements will have to be made for the child to go elsewhere for care. **Note:** Sometimes if both a parent and a provider are both in the same area (examples would be during drop-off and pick-up times) a child may forget the rules or test the boundaries. **Please help show your child that you respect us, the rules of our center, and our property by reminding them that the rules still apply when you are around.** We will also remind them of the rules and correct them if needed.

**Transportation Policy** Little Friends Learning Center provides transportation from school for your child. We have designated, labeled and certified vans to transport your child safely from school to daycare. All drivers have had a driving history review to ensure safety.

We will provide afterschool transportation from local public schools and for Summer Camp field trips. Little Friends Learning Center follows all state and local laws, including child to teacher ratios and transportation regulations during activities and when transporting children. Summer Camp field trips are scheduled during summer months for school aged children only. A list of scheduled field trips will be posted for the children who sign up for Little Friends Learning Center Summer Camp, 2019.

Field Trip Permission forms are required and must be signed by the custodial parent prior to the scheduled field trip. In the event a parent forgets to sign the permission slip, the child will not be permitted to attend the scheduled field trip. Signatures are required for field trip attendance.

**Responsibilities and Participation of Parents in Facility Activities** We encourage center parents to participate in parent involvement activities. We will notify parents of all activities involving their children for participation.

### **Insurance Requirements**

We are required by law to secure and maintain a minimum insurance coverage of at least \$300,000. Documentation of the insurance coverage is on the facilities premises and is available for review at any time.

### **Health Matters**

For the health and safety of your child and all of the children in our daycare, **please do not bring your child to daycare sick.** If you are not sure if your child should be brought to daycare, then please call and check with us. If a child becomes ill during daycare hours the parents will be contacted to pick up their child. Parents need to pick up their children within one hour of being notified. If parents are not available, the emergency contact person will be notified.

**Note:** Once the child is removed from daycare due to illness, **they may not return to daycare until symptoms requiring removal are no longer present.** The child must also be void of any contagious disease, unless accompanied by a doctor's note stating the illness in question is not contagious, 24 hours free of fever, and the child is other wise feeling well enough to participate in our daily schedule.

**Medication at Little Friends Learning Center we do not administer medications to the children.**

### **Medical Emergency Procedures**

Emergency information is kept on file at the daycare. In case of illness or injury this information will be used to notify you or the person designated by you, of your child's status. If your child is injured while at the daycare, first aid will be administered. If treatment by a doctor is necessary, we will make every effort to contact you or the doctor you have chosen to treat your child. In all cases, an injury report is completed, and a copy is given to the parents. Authorization for emergency treatment must be signed at the time of enrollment to ensure that in the event of an emergency, we can make sure your child receives the necessary emergency treatment he or she needs. **It is very important that all emergency contact information is kept up to date and correct. Please inform us immediately of any changes to keep your information current.** Parents are responsible for all costs involved in emergency medical treatment, including emergency transportation if required.

### **Accident and Emergency Procedures**

In case of a **serious** accident or sudden illness requiring immediate medical attention, the following procedures will be followed:

1. A phone call to 911 is made.
2. Child's parents (or emergency contacts) are called.
3. Child is separated from the other children and appropriately cared for.

Parent or ambulance takes the child and health records to the doctor or hospital.

### **Child's Absences and/or Vacations**

If your child will not be attending daycare due to illness or other, **please let us know as soon as possible so the day's activities won't be held up waiting for your child to arrive.** Also, we need to know how many children we need to prepare meals for. No discounts will be given for your child's absences due to illness or vacations. If your child will not be attending daycare for what ever reason, you are still required to pay. Each student will be allowed one-week vacation time per year, there will be a holding fee of \$40.00 per week per child in lieu of tuition. This \$40.00 a week holding fee will guarantee the child's space in the program during their period of absence. Please be courteous and notify the center in advance of the vacation days.

### **Reporting Child Abuse**

We are required by law to report any suspected incidents of possible child abuse or neglect. Your child can be questioned by child protective services at any time without your consent.

### **Diaper Policy**

It is the parent's responsibility to provide diapers and wipes for your child. **It is also the parent's responsibility to check periodically to see if or when your child needs more diapers and wipes.** Each child has his or her own clearly labeled diaper bin. Diapers are checked frequently and changed every three hours or more often if required. The diaper changing table is cleaned and disinfected between each diaper change, and hand washing of childcare provider and child is performed after each diaper change.

We are more than happy to encourage potty training as long as the child is ready (typically between 18 months and 2 1/2 years old). The initial start needs to be done at home for at least two weeks with success before it can be effectively started at daycare. Parents will be required to supply pull-ups and wipes. **Children will be allowed to come to daycare in cotton training pants/underwear after they have been accident free for at least two weeks in pull-ups.** Please make sure they have enough change of clothing here during this time. Also make sure they are wearing clothes that are easily pulled up and down. No overalls, belts, onesies, zippers. An elastic waist is the best for kids and gives them a feeling of self-accomplishment when they can pull them up or down by themselves. Communication between parents and the daycare provider is imperative for a successful transition from diapers to toilet.

### **Evacuation Procedures**

Little Friends Learning Center has written policies and procedures for dealing with emergencies and natural disasters. Evacuation plans are posted in the daycare. In the unlikely event, the children will be evacuated to an emergency location, and you will be notified as soon as possible.

### **TV Viewing**

A weekly theme of the day may involve a PG movie once a week. (School Age only).

### **Cleanliness**

We take the well-being of your child very seriously and work hard to provide an environment that is as healthy as possible. We are committed to keeping our center and the children in it as clean as possible, in order to help minimize and/or prevent the spread of germs. Our center is kept clean and disinfected at all times. We thoroughly clean surfaces that children come in close contact with using soap and water, or Lysol, etc. The high chairs are cleaned between each use, and the diaper changing tables are cleaned and disinfected between each diaper change. Toys are cleaned and disinfected often, and water-play tables are cleaned and disinfected before being filled with water and carefully supervised when in use. Hand washing is the single most effective practice in

preventing the spread of germs. We wash our hands many times throughout the day, as well as the children's hands before and/or after engaging in a thorough list of activities.

### Supplies Needed at Daycare

Personal blanket, pillow, a clean change of clothes, underpants, a light weight jacket and comfortable shoes. Cubbies will be provided, please remember to check them daily.

Furthermore, as the weather changes throughout the year, so do your child's items needed at daycare. **We greatly appreciate your adherence to this subject, as it helps ours and the children's day run more smoothly to have all of his or her necessary belongings with them at daycare. This way we can care for your child in the best possible way. We are always appreciative of any facial tissue and baby wipe donations.**

### Meals/Snacks

We provide breakfast, am snack, lunch, pm snack and supper (children will not be served breakfast after 8:30 am.) Milk is served with all meals. Water is encouraged throughout the day. The meals and snacks for each week constantly vary in order to ensure the children receive a well-balanced diet. It is our goal to offer nutritious meals and snacks to the children in our care, as nutrition is a vital part of a child's health. Children need to eat well-balanced meals in order to meet his or her daily energy needs and to help them build a strong body and mind. We know that the good food habits a child develops will help them prevent cavities, iron deficiency anemia, and obesity, etc - all common nutritional problems in young children. It is our hope that both you and your child will be as enthusiastic as we are about our nutrition program. Child enrollment/consent forms will be required to be filled out for our food program CAAFP.

**Holidays** Little Friends will be closed for all major holidays including: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the Friday after Thanksgiving and Christmas Day. We will also be closing at noon on Christmas Eve and New Year's Day eve.

**Pesticide Procedures** Our facility will be sprayed for pesticides each month by a certified company. We will give you at least 48 hours notice before a pesticide is applied. **Inspection Reports** All inspections reports are available on-site for viewing.

It is important that you feel comfortable with our policies and procedures. If you do not understand something, have a concern, or you feel uncomfortable with one or more of our policies and/or procedures it is important that you express that to us before enrolling your child in our daycare. We are always open to suggestions and feel communication is a very important part of a quality daycare. If there are any problems or concerns in the future, we encourage you to talk to us about them. If a lengthy discussion is needed, a time that is convenient for both of us will be scheduled, as the other children still need our attention during business hours. **Thank you for the opportunity to work with you and care for your little one. We look forward to a future of keeping your child smiling and safe. Note:** By signing this form, it is understood that all of the policies and procedures of Little Friends Learning Center handbook are understood and agreed upon.

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

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

My child's schedule will be as follows:

Child's Name \_\_\_\_\_

Drop off time \_\_\_\_\_ Pick up time \_\_\_\_\_

Days of the Week \_\_\_\_\_

Additional Requested days when available \_\_\_\_\_

# Little Friends Learning Center

## Price List for Child Care

Daily Rate Infant Care	\$60.00
Daily Rate <i>(One and Two Years Old)</i>	\$50.00
Daily Rate <i>(3 Years and Older)</i>	\$40.00
Daily Rate <i>(Part Time with Transportation)</i>	\$25.00
Weekly Rate Infant Care	\$195.00
Weekly Rate – <i>(Full Time) One and Two Years Old</i>	\$165.00
Weekly Rate – <i>(Full Time) Three through Five Years Old</i>	\$150.00
Weekly Rate – <i>(After School/After School Transportation)</i>	\$86.25 +\$10.00 <i>Transportation Fee</i>
Weekly Rate – <i>(Before and After School Transportation)</i>	\$125.00
Daily Rate - School Age <i>(Vacation &amp; Summer Program)</i>	\$40.00
Weekly Rate - School Age <i>(Vacation &amp; Summer Program)</i>	\$125.00
Summer Camp	\$125.00 +\$30.00 <i>Field Trip Fee</i>

***Refund Policy: We do not prorate or give credit for days absent.***

***\*\*Daily clients will need to pay for services at the time of drop off or pick up or they will be charged an additional late fee of \$20.00.***

# Little Friends Learning Center

## Philosophy and Goals

The preschool philosophy of Little Friends Learning Center is to provide a developmentally appropriate program for young children that fosters the whole child concept, respects each child as an individual and stimulates a child's natural interest in, and enjoyment of, learning.

Our long-term program goals include helping children:

- To become creative, independent thinkers;
- To feel competent, productive and self-reliant, as well as fostering good self-esteem and a sense of self worth;
- To develop a sense of responsibility for their own mental and physical health;
- To foster the value that many kinds of intelligence – linguistic, logical/mathematical, musical, physical, –
- Little Friends Learning Center's daily classroom practice and programming objectives will be designed to support the program's philosophy and the established long-term goals. A program's educational philosophy is supported not only through its curriculum, but also by the care givers, and families involved in the program that provides role models for children. We respect and believe in each child as a unique individual with the ability to construct knowledge about themselves, others, and the world around them through active learning.

We are committed to lower child-to-caregiver ratios and smaller class sizes to enable teachers to:

- Spend more time with each child, developing closer bonds of affection, trust and respect;
- Assess carefully each child's social, emotional, cognitive, and physical growth and progress to individualize the program accordingly;
- Work with children in small groups.

# Little Friends Learning Center

## Daily Schedule

### One Year Old Daily Class Schedule

*Schedule subject to change based upon children's interest and individual needs.*

- 6:00-7:00 – Welcome In, Morning Meet and Greet / \*Open Centers
- 7:00-7:30 – Diapering and Hand Washing / \*Open Centers
- 7:30-8:30 – Breakfast and Handwashing/ \*Open Centers
- 8:30-9:00 – Outdoor Play
- 9:00-9:30 – Diapering and Hand Washing / \*Open Centers
- 9:30-10:00 – AM Snack and Handwashing/ \*Open Centers
- 10:00-10:30 – Story Time and Circle Time
- 10:30-11:00 – Sensory and Music Movement / \*Open Centers
- 11:00-11:30 – Teacher Initiated Centers / \*Open Centers
- 11:30-12:30 – Meal Time (lunch) / \*Open Centers / Clean Up and Hand Washing
- 12:30-1:00 –Diapering and Handwashing/ \*Open Centers
- 1:00-2:30 -- Rest Time / Diapering
- 2:30-3:00 – Rise and Shine / Diapering and Hand Washing / \*Open Centers
- 3:00-3:30 – Snack Time / Wash Hands / \*Open Centers
- 3:30-4:00 – Sand and Water Play / \*Open Centers
- 4:00-4:30 – Diapering and Hand Washing / Afternoon Circle Time
- 4:30-5:00 – Outdoor Play
- 5:00-6:00 – Table Top Play / \*Open Centers / Cleanup and Departure

*Open Centers Include*

*Art, Writing, Music and Movement, Sand and Water, Block Play, Dramatic Play, Manipulative and Math, Reading, Quiet Time, and Nature and Science.*

**\*Diapering will vary based upon child's needs.**

# Little Friends Learning Center

## Daily Schedule

### Two Years Old Daily Class Schedule

*Schedule subject to change based upon children's interest and individual needs.*

- 6:00-7:00 – Welcome In, Morning Meet and Greet / \*Open Centers
- 7:00-7:30 – Diapering and Hand Washing / \*Open Centers
- 7:30-8:30 – Breakfast and Handwashing/ \*Open Centers
- 8:30-9:00 – Diapering and Hand Washing / \*Open Centers
- 9:00-9:30 – Outdoor Play
- 9:30-10:00 – AM Snack and Handwashing/ \*Open Centers
- 10:00-10:30 – Story Time and Circle Time
- 10:30-11:00 – Sensory and Music Movement / \*Open Centers
- 11:00-11:30 – Teacher Initiated Centers / \*Open Centers
- 11:30-12:30 – Meal Time (lunch) / \*Open Centers / Clean Up and Hand Washing
- 12:30-1:00 –Diapering and Handwashing/ \*Open Centers
- 1:00-2:30 -- Rest Time / Diapering
- 2:30-3:00 – Rise and Shine / Diapering and Hand Washing / \*Open Centers
- 3:00-3:30 – Snack Time / Wash Hands / \*Open Centers
- 3:30-4:00 – Sand and Water Play / \*Open Centers
- 4:00-4:30 – Diapering and Hand Washing / Afternoon Circle Time
- 4:30-5:00 – Outdoor Play
- 5:00-6:00 – Table Top Play / \*Open Centers / Cleanup and Departure

*Open Centers Include*

*Art, Writing, Music and Movement, Sand and Water, Block Play, Dramatic Play, Manipulative and Math, Reading, Quiet Time, and Nature and Science.*

**\*Diapering will vary based upon child's needs.**

# Little Friends Learning Center

## Daily Schedule

### Pre-School Daily Schedule

*Schedule subject to change based upon children's interest and needs*

**6:00 – 7:00 – Welcome Morning Meet and Greet/\*Open Centers**

**7:00 – 7:30 – Individual Skill Time/ \*Open Centers**

**7:30 – 8:30 – Clean Up / Wash Hands / Meal Time (Breakfast)**

**8:30 – 9:00 – \*Open Centers**

**9:00 – 9:30 – Morning Circle Time / \*Open Centers**

**9:30 – 10:00 – Clean Up / Wash Hand / Snack /\*Open Centers**

**10:00 – 10:30 – Child Initiated Art /\*Open Centers**

**10:30 – 11:00 – Clean Up / Outdoor Play**

**11:00 – 11:30 – Wash Hands / Teacher Initiated Group / \*Open Centers**

**11:30 – 12:30 – Clean up / Wash Hands / Meal Time (Lunch) / \*Open Centers**

**12:30 – 2:30 – Wash Hands / Rest Time / Wake up / \*Open Centers**

**2:30 – 3:00 pm – Wash Hands / Snack Time**

**3:00 – 3:30 – Teacher Initiated Math and Science / \*Open centers**

**3:30 – 4:30 – Music and Movement /\*Open Centers**

**4:30 – 5:15 – Outdoor Play**

**5:15 – 6:00- Wash Hands / Children Initiated Activities /\*Open Centers / Departure**

*\*Open Centers Include:*

*Art, Writing, Music & Movement, Sand & Water, Block Play, Dramatic Play, Manipulatives and Math, Reading and Quiet Time, Nature & Science*

# Little Friends Learning Center

## Daily Schedule

### Pre-K Daily Schedule

*Schedule subject to change based upon children's interest and needs*

**6:00-7:00 – Welcome Morning Meet and Greet/\*Open Centers**

**7:00- 7:30 – Individual Skill Time/ \*Open Centers**

**7:30-8:30 – Clean Up / Wash Hands / Meal Time (Breakfast) /\*Open Centers**

**8:30-9:00 – Morning Circle Time /\*Open Centers**

**9:00-9:30 – Clean Up / Wash Hands / \*Open Centers**

**9:30- 10:00 – Snack / Wash Hands /\* Open Centers**

**10:00-10:30 – Clean Up/Outdoor Play**

**10:30-11:00 – Wash Hands / Teacher Initiated Group / \*Open centers**

**11:00- 11:30 – Child Initiated Art/ \*Open Centers**

**11:30- 12:30 – Clean Up / Wash Hands / Meal Time (Lunch) / \*Open Centers**

**12:30-2:30 – Wash Hands / Rest Time / Wake up / \*Open Centers**

**2:30- 3:00 pm – Wash Hands / Snack Time**

**3:00-3:30 – Wash Hands / \*Open centers**

**3:30-4:30 – Music and Movement /\*Open Centers**

**4:30- 5:15 – Outdoor Play**

**5:15 -6:00 – Wash Hands / Children Initiated Activities /\*Open Centers /Departure**

*\*Open Centers Include:*

*Art, Writing, Music & Movement, Sand & Water, Block Play, Dramatic Play, Manipulatives and Math, Reading and Quiet Time, Nature & Science*

Name of facility director: **Yvonne Vidal**

Hours of operation are: **6:00 AM to 6:00 PM**

Name of the individual designated to act in the director's absence: **Barbara Chiasson**

Inspection reports for the child care center are available for review at the child care facility office:

**2846 W. Drexel Rd.  
Tucson, AZ 85746.**

Business Phone **520-471-4411**

Emergency Phone **520-257-8060**

The office of Child Care Licensing is located at:

**150 North 18<sup>th</sup> Avenue**

**Phoenix, AZ 85007**

**602-364-2539**