



PARENT HANDBOOK



**BUILDING A SOLID FOUNDATION
FOR THE FUTURE**



1710 TCHULAHOMA RD. NESBIT, MS 38651

Welcome to Heavenly Heart Home Learning Center

The purpose of this Parent Handbook is to outline the policies and procedures under which we operate as child care providers. We are a Licensed Childcare Family Home (Certification- CDA. Director Credential & National Credential)



OUR PHILOSOPHY



Our philosophy in child development focuses on children's curiosity, At the foundation of their learning curiosity is what enables children to become independent thinkers. When children have the opportunity to explore their worlds, they can become better problem solvers



SCHEDULE



Heavenly Hearts Learning Child Care Center program is open Monday through Friday from 7:00 a.m. to 5:00 p.m. Please refer to your program manual for specific schedule requirements.



HOLIDAYS



**NEW YEAR'S
EVE**

**NEW YEAR'S
DAY**

**MARTIN LUTHER
KING'S DAY**

**GOOD
FRIDAY**

**MEMORIAL
DAY**

**4TH OF
JULY**

**LABOR
DAY**

**THANKSGIVING
DAY**

**DAY AFTER
THANKSGIVING
DAY**

**CHRISTMAS
EVE DAY**

**CHRISTMAS
DAY**

**JUNETEENTH
JUNE 19TH**



Note: If the holiday falls on a Saturday daycare will be closed the Friday before. If the holiday falls on a Sunday daycare will be closed the Monday after.



OTHER SCHEDULES

CHILD'S ABSENCES



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.

If your child will not be attending daycare for what ever reason, you are still required to pay.



EMPLOYEES' VACATIONS

We allot ourselves two weeks of vacation a year. The dates of our vacation will be posted at least two weeks in advance.



Arrival & Departure



Please send your child clean, dressed (no pajamas, unless you don't mind your child wearing their pajamas all day), fed and ready for the day, as well as all of your child's necessary supplies needed for that day's care. Please do not send food i.e. (half eaten breakfasts, breakfast bars, candy, etc) or gum with the children. 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. If there is a court order keeping one parent away from the child, we must have a written note from the custodial parent in our file to that effect. Otherwise, we cannot prevent the non-custodial parent from picking up the child.

NOTE:

NO drop off after 9:30 AM

Naps & Rest Times



Nap time for children 18 months and older is during the time between 1:00pm and 3:00pm each day. The State of Mississippi requires that all children under the age of five have at least a two- hour rest period every day. No child will ever be forced to sleep; however, they are encouraged to remain quiet and on their mat during this time.



ABOUT ADMISSION



Admission to Heavenly Hearts is on-going, or as space permits. School year registration takes place in August and summer registration takes place in May. Placement for the year is determined by the age of the child when enrollment takes place. Applicants will be considered for placement based on the following criteria.

- ✓ students currently enrolled
- ✓ siblings of students currently enrolled
- ✓ clients on Heavenly Heart's waiting list



Termination

The first two weeks will be regarded as a trial period, in which case either party may terminate the contract without notice. After the first two weeks of enrollment, one month written notice from parent or provider is required to terminate the contract, with the exception of gross misconduct on part of the provider, parent, or child. This is grounds for immediate discontinuation of service. In cases of non-payment, legal action may be taken, and the parents/guardian will pay all legal fees incurred.

DEPOSIT



A nonrefundable deposit equal to one weeks of childcare costs is due at time of enrollment. However, do not give us the deposit until you have signed the Parent-Provider Contract/Enrollment application and thoroughly read the parent hand book. Your child's spot is not secured until we have received both the deposit and the signed Parent-Provider Contract/Enrollment application.

Note: Please make checks payable to Heavenly Hearts Learning Center.

LATE PICKUP POLICY

If your child is picked up after 5:00pm there will be a late charge assessed of \$1.00 for everyone minute. Please be courteous and arrive on time. After hours is time with our family.

PAYMENT POLICY/ATTENDANCE

Option One: Payment is due on Friday of each week or on the first day of the week attending daycare. If payment is received after Tuesday of each week, a \$10 late fee will be charged.

Option Two: Payment is due on Friday of each bi-weekly If received after Tuesday of the bi-weekly a \$20 late fee will be charged. It must be understood that to hold your child's space, payment must be paid whether your child attends or not. Payment is based on contract, not attendance.

Heavenly Hearts Home Learning Center will review our fees annually, and parents will receive at least two weeks notice, in writing of any payment adjustments.

NON-SUFFICIENT CHECKS

Due to the inconvenience of NSF checks, a \$25 fee will be charged for NSF checks.

Supplies Needed at Daycare



Parents are responsible for supplying the following items: diapers/pull-ups, wipes, diaper creams, weather appropriate clothes and a change of clothes, jacket, shoes that lace-up or Velcro and/or stay on feet (no flip-flops please), pacifier (if needed), and a swimsuit. We supply and apply sunscreen every day to any child playing outside.

Snacks & Meals

Breakfast will be served to the children arriving before 9:00am. If arriving after 9:00am, please make sure your child has been fed breakfast (unless prior arrangements have been made). The children are offered the food, but they will not be forced to eat. Children who choose not to eat will not be served additional food until the next meal time.

SPECIAL DIETS



If your child has any particular dietary needs resulting from being a vegetarian, or having allergies, religious beliefs, or non-religious beliefs, etc, then we must be informed, and when applicable given a doctor's note stating to the fact. All of the child's meals and snacks will have to be provided by the parent.

CLEANLINESS



We take the well-being of your child very seriously and work hard to provide an environment that is as healthy as possible.

CHILDREN'S HYGIENE

- Immediately before and after eating
- After using the toilet or having soiled clothing or diaper change
- After playing on the playground
- Before going home



Toilet Training



We are more than happy to encourage potty training as long as the child is ready (typically between 2 and 3 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. Communication between parents and the daycare provider is imperative for a successful transition from diapers to toilet.

Diaper Policy



It is the parent's responsibility to provide diapers, wipes, and diaper cream for your child. It is also the parent's responsibility to check periodically to see if or when your child needs more diapers, wipes, and cream, (not the providers).

TOYS!



We have well organized, separate, age-appropriate toys. However, please do not bring your child's toys to daycare except on designated sharing/show and tell days.



OPEN DOOR POLICY



Please feel free to come to visit your child. However, please keep in mind that in doing so it can prove to be disruptive to the other children in our care. During times like these the other children have a hard time listening and following our directions. Furthermore, if you or any other part of your family i.e. (grandparents, etc) would like to come and visit or play with the child for an extended period of time, please take the child in question out of the daycare, to places such as your home, a park, or on a walk, etc, after which, feel free to bring the child back to daycare.

CHILD DISCIPLINE

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 the following developmentally appropriate guidance techniques will be used.



CHILD HEALTHCARE



Health Matters!

Heavenly Hearts Learning Child Care Center program is open Monday through Friday from 5:00 a.m. to 5:30 p.m. Please refer to your program manual for specific schedule requirements.

MEDICATION



At Heavenly Hearts Home Learning Center, we do give medications - doctor prescription ONLY.



MEDICAL EMERGENCIES

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. An incident report is completed, and a copy is given to the parent. 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.

Note: 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.
4. Parent, provider, or ambulance takes the child and health records to the doctor or hospital.



GUIDELINES



- ✓ All food and drinks must be kept in the table area.
- ✓ No playing in the bathroom.
- ✓ No coloring on anything but paper.
- ✓ Name calling and foul language or yelling is not allowed.
- ✓ No hitting, kicking, pushing, pinching, biting, spitting or pulling hair.
- ✓ No picking-up, pulling, poking or squeezing of babies.
- ✓ All kitchen and bathroom cupboards are off limits to daycare children.
- ✓ Take turns and share.
- ✓ Help clean up.
- ✓ Laugh, smile, play, and be happy.



COMMUNICATION

So, we can provide the best possible care, please feel free to communicate any needs, wants and/or concerns regarding your child. It is only through good parent/provider interaction that good quality nurturing care can be achieved.



Contact Adherence



This is our home as well as our business, so please be respectful of our family and home by adhering to the policies and procedures outlined in the parent handbook. We realize this is a lot of information to absorb. Because of this, please keep your parent handbook accessible so you can periodically review our policies and procedures as necessary. We reserve the right to amend any portion of the Parent-Provider Contract/Enrollment Application, and Parent Handbook at any time. If and when we do make a change to the contract you will be given a copy.

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.

EVACUATION PROCEDURES

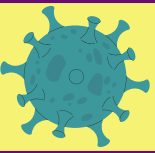
Heavenly Hearts Home Learning Center has written policies and procedures for dealing with emergencies and natural disasters. In the unlikely event, the children will be evacuated to an emergency location, and you will be notified as soon as possible.

FINAL NOTE



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 the Parent-Provider Contract/Enrollment Application, it is understood that all of the policies and procedures of Heavenly Hearts Home Learning Center handbook are understood and agreed upon.



COVID -19 GUIDELINES



CDC Updates and Shortens Recommended Isolation and Quarantine Period for General Population Given what we currently know about COVID-19 and the Omicron variant, CDC is shortening the recommended time for isolation for the public. People with COVID-19 should isolate for 5 days and if they are asymptomatic (have no symptoms) or their symptoms are resolving (without fever for 24 hours), follow that by 5 days of wearing a mask when around others to minimize the risk of infecting people they encounter. The change is motivated by science demonstrating that the majority of SARS- CoV-2 transmission occurs early in the course of illness, generally in the 1-2 days prior to onset of symptoms and the 2-3 days after. Additionally, CDC is updating the recommended quarantine period for anyone in the general public who is exposed to COVID-19. For people who are unvaccinated or are more than six months out from their second mRNA dose (or more than 2 months after the J&J vaccine) and not yet boosted, CDC now recommends quarantine for 5 days followed by strict mask use for an additional 5 days. Alternatively, if a 5-day quarantine is not feasible, it is imperative that an exposed person wear a well-fitting mask at all times when around others for 10 days after exposure. Individuals who have received their booster shot do not need to quarantine following an exposure, but should wear a mask for 10 days after the exposure. For all those exposed, best practice would also include a test for SARS-CoV-2 at day 5 after exposure. If symptoms occur, individuals should immediately quarantine until a negative test confirms symptoms are not attributable to COVID-19. Isolation relates to behavior after a confirmed infection. Isolation for 5 days followed by wearing a well-fitting mask will minimize the risk of spreading the virus to others. Quarantine refers to the time following exposure to the virus or close contact with someone known to have COVID19. Both updates come as the Omicron variant continues to spread throughout the U.S. and reflects the current science on when and for how long a person is maximally infectious. These recommendations do not supersede state, local, tribal, or territorial laws, rules, and regulations, nor do they apply to healthcare workers for whom CDC has updated guidance.

If You Test Positive for COVID-19 (Isolate) Everyone, regardless of vaccination status.

- Stay home for 5 days.
 - If you have no symptoms or your symptoms are resolving after 5 days, you can leave your house.
 - Continue to wear a mask around others for 5 additional days. If you have a fever, continue to stay home until your fever resolves.
- If You Were Exposed to Someone with COVID-19 (Quarantine) If you: Have been boosted OR Completed the primary series of Pfizer or Moderna vaccine within the last 6 months OR Completed the primary series of J&J vaccine within the last 2 months
- Wear a mask around others for 10 days.
 - Test on day 5, if possible. If you develop symptoms get a test and stay home. If you: Completed the primary series of Pfizer or Moderna vaccine over 6 months ago and are not boosted OR Completed the primary series of J&J over 2 months ago and are not boosted OR Are unvaccinated
 - Stay home for 5 days. After that continue to wear a mask around others for 5 additional days.
 - If you can't quarantine you must wear a mask for 10 day

Test on day 5 if possible.

If you develop symptoms get a test and stay home





Acknowledgement of Policies and Procedures Signature Form



By enrolling our child into the program at Heavenly Hearts Learning Center, we have received a copy of the Parent Handbook Policies and Procedures Book for your reference. Our signature below indicates that the enrolling parents are responsible for reading the information, policies, and procedures contained in this Parent Handbook.

In addition, I, we, understand that Heavenly Hearts Learning Center receive the right to change, amend, edit add, or delete any policy or procedure within this parent handbook. Should a policy or procedure be changed, amended, edited, added, or deleted parents will be timely communicated with through email, newsletter, parent letters, etc.

Enrolled parents will then receive an updated parent handbook in a timely fashion. Enrolled parents are not required to sign a new Acknowledgement form should they receive a new handbook during their time in care.

Though enrolled parents are not required to sign the Acknowledgement Form, enrolled parents are responsible for any new information. New Parent Handbooks are distributed personally from the center, via email, can be mailed to their home directly.

Please return this form to the office within 5 business days of receiving this form.

Child Name: _____

Child Name: _____

Parent/Legal Guardian
Print Name: _____

Date: _____

Signature: _____

Date Enrolled: _____

Provider/Director Signature: _____

(To be signed by director upon receipt.)

This form is to be kept in child file