



## **Parent Handbook**

**1028 Shelley Street**

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**Hours of Operation:**

**Monday thru Friday**

**6:30am - 6:00 P.M.**

**Ages: 2 - 12 years**

## **GREETINGS FROM THE ADMINISTRATOR**

Dear Parents and Guardians

Welcome to Right Start Early Childhood Center. Thank you for entrusting your child(ren) in our care. We are excited about our new year and are eager to have you with us. Our center has the total interest of the child in mind. We feel that the early years of a child's experiences are the most important and are a critical point of a child's beginning and future.

Right Start Early Childhood Center has developed a creative and diverse plan based on the individual needs of each child. Our center environment is one where the children can develop and grow at their rate, develop a positive self image, and learn to be independent beings. Children will be encouraged to explore, ask questions and pretend in order to discover the world around them.

I feel that it is essential for children of all ages to have positive learning experiences daily to foster a love for education. Our focus is to provide these experiences and help your child develop into the productive young citizen of tomorrow.

Enclosed is a Parent Handbook we have designed to better meet your needs and answer any questions you may have about the center's policies and procedures. Please take the time to read this handbook thoroughly. We hope this handbook is helpful and we look forward to serving you. If you ever have any questions or concerns about the care of your child(ren), please feel free to contact me. I will be happy to take calls during regular business hours.

Thank you,

Yvette Anderson  
Owner /Administrator

## ***PHILOSOPHY***

The Right Start Early Childhood Center believes that all children should be provided with activities that are developmentally appropriate and that literacy is the focus of the learning environment. Right Start is more than a daycare. We feel that the early years of a child's experiences are the most important, and are a critical point in the child's beginning and future!

## ***CENTER GOALS***

- 1: To provide developmentally appropriate experiences and activities for children.
- 2: To assist each child in his/her language development
- 3: To form partnerships with parents by involving them in their children's educational experiences.
- 4: To provide a healthy, safe, and secure environment, affording optimal experiences for the children and parents.
5. To develop a sense of self- worth in each child.

## ***POLICY CHANGES***

The Parent Handbook is designed to promote an understanding of the programs offered by Right Start Early Childhood Center, and to foster a spirit of cooperation between parents and staff. While the Handbook describes the current programs, policies, and procedures of Right Start Early Childhood Center, the child care business is a complex and ever-changing industry. As such, there may be times when the Center has to change the policies, and procedures or programs, with little or no notice. We will make every effort to provide parents with information regarding any changes to our program, policies and procedures in a timely manner. Right Start Early Childhood Center does reserve the right, in its sole discretion, to modify or change the policies, procedures or programs, in whole or in part at any time.

## ***PARENTAL INVOLVMENT***

Parents are always welcome! We believe that parents are the most significant adults in a child's life. We do everything possible to ensure parent's involvement in our program. Your input is important to us. Please feel free to discuss any concerns you may have with the Center Director any time. Other staff persons with responsibility for the center are also available to speak with you. Please consult with the Center Director or your child's teacher should any problems arise concerning your child, whether at school or at home. We seek your active involvement in the center's program, particularly in following your child's progress. We encourage you to attend parent's nights, parent- teacher conferences, and center open house events.

## ***DISCIPLINE***

Right Start Early Childhood Center believes that discipline is different from punishment and is an ongoing daily process. We reward proper behavior rather than punish, as well as redirect rather than scold. Parents are encouraged to visit and observe their child's class at any time. Our staff is always willing to discuss concerns and work with parents to develop a consistent approach for home and school. The following are guidelines that we live by:

- *We will never resort to hurtful words, name calling or shaming to punish a child.*
- *We will never use physical punishment on a child.*
- *We will never withhold food or sleep to punish a child.*
- *If discipline is warranted, the child shall be removed to a quiet area for a short period of time appropriate for the child's age and developmental stage.*
- *Staff members will be familiar with normal child development so that their expectation of children's behavior is appropriate.*
- *We will divert a child who is behaving inappropriately to a more constructive activity*

## ***LINES OF AUTHORITY***

If there is a need or concern please contact the following people:

Center Director  
Owner/ Administrator

## ***HOURS OF OPERATION***

Right Start Early Childhood Center is open from 6:30 am to 6:00 pm Monday thru Friday.

## ***HOLIDAYS AND VACATIONS***

Right Start Early Childhood Center will be closed for the following Holidays:

New Years Day  
Memorial Day  
Martin Luther King Day  
Independence Day  
Labor Day  
Veteran's Day  
Thanksgiving and the Friday after \* Christmas Eve (1/2 day)  
Christmas Day and the day after

If Christmas falls on a Friday or Saturday, the center will be closed all day Christmas Eve (Dec.24)

*Payment is due for these holidays whether or not your child is in attendance.*

Each child is allotted a one-week tuition free vacation after being enrolled for 6 months. Parents must give a minimum of two weeks written notice in order to utilize their time. If two weeks notice is not provided in writing, your weekly tuition payment will be due. In order to reserve your child's space following vacation (of two weeks or more), we must receive payment in full on Friday of the week prior to his or her return.

## ***CENTER CLOSINGS***

In the event that the center will not be open, a message will be posted on our Facebook and Google + Pages. In the event of inclement weather, we follow the same routine as the Chesapeake Public School system.

## ***ARRIVAL AT THE CENTER***

We encourage you to accompany your child into the classroom. This provides a smooth transition and allows you a brief exchange with the teacher to convey information about your child and to learn the day's plans. Our responsibility begins when you place your child in the care of a Right Start Early Childhood Center staff member. Preschoolers should arrive no later than 8:30am.

## ***SIGN-IN/OUT PROCEDURES***

Parents are required to sign their child in and out using the form located in the center's entryway. If someone other than the child's custodial parents or guardian will be picking up the child from the center, prior written authorization must be given. The parent or guardian is the only person who can authorize the center to release the child to another individual. The parent or guardian should provide the names of at least two persons (18 or older) who have permission to pick up the child in case of an emergency. We will ask for proper identification before releasing a child to someone other than his/her custodial parent or legal guardian. *A photo ID is required.*

If either parent wishes to place restrictions on the other parent's rights to pick up a child, Right Start Early Childhood Center requires the enrolling parent to submit a copy of court orders or other legal documentation regarding child custody and/or visitation rights. The information will be kept in the child's file and we will abide by all legally authorized restrictions. Under no circumstances will children be allowed to leave the center unsupervised for another location. We cannot release a child to walk to a bus stop or walk home.

## **Childcare Assistance**

Those receiving childcare assistance through the Virginia Department of Social Services are required to swipe their child's attendance daily. Failure to swipe all attendances and absences will lead to termination from the center.

## ***BUSINESS POLICIES***

### ***Trial Period***

The first two weeks of childcare are considered a trial period. If for any reason the provider feels continued care would not be in everyone's best interest, care can be terminated without written notice or penalty.

### ***Withdrawal***

Two weeks written notice is required should you choose to withdraw your child from the center.

### ***Tuition***

Tuition is due on Friday for the upcoming week. Tuition is due regardless of child's attendance including absence for illness or other reasons with the exception of vacation to which you are entitled one week (tuition free) after your child has been enrolled for 6 months.

In the event of nonpayment the following steps will be taken:

- conference with the Center Director.
- written notice will be provided.
- termination from the Center

### ***Returned Check Policy***

There will be a \$25.00 charge for all returned checks. Cash or money orders will be the only form of payment accepted after two returned checks.

### ***Late child Pick Up***

The fee for pick-up after 6:00 is \$2.00 per minute.

## ***TRANSPORTATION POLICY***

The transporter will ensure safe and punctual transportation of all children and adults in the program. When transporting, the transporter will ensure that all children are fastened securely and properly in car seats or seat belts according to criteria developed by the Department of Motor Vehicles, and that all adults are wearing seat belts while the van is in motion. Beginning October 2015, there will be a transportation fee charged to families who utilize van services to and from home. The fee is \$25.00 per month per family. Payments are due the 1st of each month, failure to pay will result in a loss of van privileges.

***POTTY TRAINING***

We don't believe a child should be pressured in any way to begin potty training. Toilet training is a very important step in a child's life and every child progresses at a different rate. The following are developmental requirements for a child before we will participate in toilet training at Right Start Early Childhood Center:

- *We will not participate in toilet training a girl less than two years and six months old, and a boy less than two years and nine months old.*
- *Child must be able to pull his/her own pants up and down without assistance.*
- *Child must show a true, independent desire to use the toilet.*
- *Child must be able to travel to the bathroom independently.*

***Parent Conferences***

We schedule parent-teacher conferences three times each year preschool age children, so that you may have the opportunity to discuss our program, your child's progress, and/or any concerns you may have. You may request a conference with your child's teacher at anytime. No formal parent-teacher conferences are scheduled for school-age children, however, you are encouraged to request a conference if you have concerns or would like to discuss your child's progress.

***Attendance/Absences***

Good attendance is important to your child's success. If your child must be absent from the program for any reason, please contact the center. Remember, regular attendance and promptness makes a big in your child's progress. Please notify the center as soon as possible if your child will be absent. If your child attends the After School Program and will be absent from his/her regular school for the day, please notify the center as soon as possible.

***Lesson Plans***

The teacher in each classroom will post weekly lesson plans that provide information on activities and the skills being developed during that week.

***Field Trips***

If your child arrives at the center after his or her class has departed for a scheduled field trip, the Center Director will be present to supervise your child until the others return. There will be alternative activities scheduled

***HEALTH AND SAFETY******Child Abuse/Neglect***

We are required by law to report any suspected incidents of possible child abuse or neglect. In some cases, we are directed by the state's child protective agency not to notify the parents of the report. Please understand that we are legally obligated to comply with these guidelines

***Security Cameras***

Security cameras have been installed in all classrooms, on the playground, and the office and parking area to ensure the safety of students and employees.

Our staff will provide a clean and healthy environment that promotes your child's development and enables him/her to reach their full potential. Children will be within sight and sound supervision of staff at all times.

**Open toe shoes:**

Children are prohibited from wearing open toed shoes at the center. This safety policy is in place to ensure that children don't stump, cut, or scrape their toes.

**Hair Beads:**

Girls should not wear the small beads in their hair/or no hairstyles for the infants/toddlers, and pre-school students should include any beads. This safety policy is in place to prevent choking hazards.

### ***Accidents/Injuries***

If your child is injured at the center, first aid will be administered. If treatment by a doctor is needed, we will make every effort to contact you and/or the doctor you have chosen to treat your child. In the event of an emergency, we will make sure that your child receives the necessary emergency treatment until we can reach you. An authorization form granting us permission to obtain emergency medical treatment must be signed during the registration process.

### ***IMMUNIZATION***

For the health and safety of all children, we ask that you follow Right Start Early Childhood Center's health policies for immunization, reporting of communicable diseases and prevention and management of illness. All students must be immunized according to the Standards Immunization Requirement. Right Start may exclude your child for the protection of the other children until such immunizations are current.

### ***Outdoor Play***

Students will go outside each day (weather permitting) for one hour. Students will not play outdoors when temperatures are extremely high/low or when the air quality is poor. Physical activities will be implemented indoors during inclement weather.

### ***INDOOR PROCEDURES***

- *Staff will maintain adequate staff /child ratio.*
- *Facility will have adequate lighting.*
- *All windows will be in good repair.*
- *The carpeting will be clean and will have no loose edges.*
- *All non safety electrical outlets will be covered with a child guard when not in use.*
- *All furniture will be safe and in good repair.*
- *Teacher will ensure that objects/furniture that may warrant danger to children are removed.*
- *All cleaning materials and medications shall be locked and remain out of child's reach.*

## ***OUTDOOR PROCEDURES***

- *Safe entrance from outside to center is assured.*
- *Play areas will be safely fenced and have clearly marked boundaries.*
- *Outdoor play equipment will be safe, clean, and in good condition.*
- *All staff shall be actively playing with and supervising children.*
- *Staff/child ratios will be maintained at all times during outside play.*
- *Staff will be near children when climbing or swinging and be able to provide physical assistance as needed.*
- *Staff will maintain sight of boundaries and entrances at all times.*
- *Resilient surfaces will be evaluated daily by program staff.*

## ***MEALS***

We participate in the USDA child and Adult Care Food Program (CACFP) sponsored by Places and Programs for children. The program and sign up form will be provided on your child's first day in care. Menus are posted each week for you to examine. We serve a healthy breakfast, lunch, and afternoon snack. Meals are served during the following times unless special arrangements have been made:

Breakfast 7:30-8:30 am

Lunch 11:30-11:50am

The following guidelines are followed during meal and snack times:

- *1% Milk is served with breakfast and lunch.*
- *Juice {100% fruit}, water, or 1% milk may be served at snack time.*
- *Children's hands are washed before and after every meal period, toileting, and after nose wiping.*
- *Children are not required to eat.*
- *We serve healthy, well rounded meals, allowing for an occasional treat.*
- *No special meals will be made unless written documentation is provided by child's physician for food allergies.*
- *No outside food is permitted*

### ***MEDICATION ADMINISTRATION***

All medications given to a child must be authorized in writing by a physician and parent. All medication must be in the original container with the child's name, type of medication, amount, and time to be given. Parents must leave all medications brought in to the building with a staff member to ensure that they are stored properly. We cannot administer any medication unless a medication authorization form has been completed and signed by a parent or guardian. Please note that medication authorization forms are effective for a limited period of time. Please see the Center Director or your child's teacher to obtain a medical authorization form. Please inform a staff person at drop off if the child has had any medications administered prior to arrival.

### ***Over The Counter Skin Products***

Right Start will not administer sunscreen, diaper ointment or creams and insect repellents.

### ***SICK CHILD POLICY***

If your child exhibits symptoms that indicate a serious illness, you will be notified to pick up your child as soon as possible. Sick children will be removed from play to prevent the spread of germs and illness. (Please notify a staff member if your child is ill before coming to the center)

State law requires that we notify parents of children who become exposed to certain contagious diseases. This will be done through a notice sent home to parents. If your child becomes infected with a contagious disease, please notify the school immediately so we can notify other parents of their child's possible exposure.

### ***RESTRICTION FROM THE CENTER***

Allergy related symptoms, and non communicable illnesses do not require exclusion from the center. In order to protect all children attending center activities from illness, a child will be restricted from Right Start Early Childhood Center for any of the following reasons:

- Fever of 100 degrees or more
- Diarrhea (any loose, watery stool, or a runny stool occurring more than once in one hour)
- Vomiting

Children may not return to the center until they are free of fever and/or the above symptoms for 24 hours or until their physician has provided a written statement releasing them to return to program activities. The center Administrator shall have final authority in determining whether a child may attend. The Administrator may have to consult with the child's physician regarding the advisability of the child's participation in center activities.

## ***EMERGENCY PREPAREDNESS***

### ***Emergency Contact Information***

Emergency notification cards kept on file in the center. In case of illness or injury, the cards are used to notify and advise you or the person(s) designated by you of the child's status. It is extremely important that the information be kept current with correct phone numbers.

If the following information should change at any time, please notify us so that we can better serve you and your child:

- *Phone numbers where you can be reached during the day*
- *Addresses at home and at work*
- *Names of all persons authorized to pick up your child*
- *Names of emergency contact in case of illness*

### ***Fire Drills/Relocation Facility***

Right Start Early Childhood Center has written policies and procedures for dealing with emergencies. We periodically schedule, carry out, and document emergency drills. We have developed an emergency evacuation system and evacuation plans are posted in each classroom. In the event that the center is severely damaged or declared unsafe, all children will be evacuated to an emergency shelter where they will await your arrival. The Center Director will make a final check of the center to make sure all children are evacuated. Should such an emergency occur, the Center Director will notify you as soon as possible. A notice will be posted at the center with information on the alternate site.

***Emergency Evacuation***

In the event of an emergency that require building evacuation the following plan will be followed:

- *Teachers will remove all children to a safe location and take attendance to ensure children have been safely evacuated from the building*
- *Contact Police/Fire Department*
- *Contact parents*

***MISCELLANEOUS******Staff Training***

We support the professional development of our staff. To assist in this process, each staff member is required to attend several workshops during the course of a year. Both staff and children benefit when adults participate in staff training. These trainings address areas directly related to improving curriculum, interactions, health and safety, and other relevant topics. This training helps our staff understand how children learn and how to more effectively meet the needs of each child.

***Visitation***

Right Start Early Childhood Center welcomes visitors and encourages parental involvement. All visitors must first report to office to sign in and obtain a visitor's pass. Any visitor in the building without a pass will be escorted from the building.

***Personal Belongings***

Each child will be provided with his or her own cubby for storing items. Please label all your child's belongings. Toys and electronic devices brought from home are discouraged. We cannot be responsible for breakage.

***Birthdays***

Birthday parties are permitted at school for the child's classroom. Parents may bring special treats such as cookies, cake, ice cream and party favors. Please make sure all items are age appropriate. Parents are always welcome to attend the party; however, it is not necessary. All birthday parties are held in the afternoon during snack time. All food items MUST be store bought. If you would like to send special treats, be sure to send enough for all children.

## ***TERMINATION FROM THE CENTER***

Right Start Early Childhood Center believes that all children should experience success. We strive for a classroom setting that provides children with opportunities to explore their environment within consistent, age-appropriate limits. In this atmosphere most behavioral issues are prevented. However, if behavioral issues occur, our philosophy is to help children learn human values and problem solving skills and take responsibility for their choices. If this positive guidance is not working effectively and inappropriate behavior persists, Right Start Early Childhood Center will use the following progressive procedures:

- *We will observe and record the child's inappropriate behavior and what we have done to try to change the behavior.*
- *Parents will be asked to participate in parent/teacher conference in which a specific action plan will be developed to address the behavior. The action plan will outline all steps: the staff will take to change the behavior, all steps the parent(s) will take, and the steps toward termination if the behavior persists.*
- *Our staff may suggest outside resources to parents and will work with any outside resources for further guidance in responding to the child's behavior.*
- *If the inappropriate behavior continues, the parent(s) will be asked to keep the child home for one to two days.*
- *If the behavior continues after the child is kept home on one or several occasions, Right Start Early Childhood Center will request that the child be terminated from the Center.*

**Right Start Early Childhood Center may terminate immediately any child whose behavior creates a significant risk of harm to the health or safety of other children or staff, without the above steps.**

## Student Supply List

**Below is a list of supplies that your child will need for the upcoming school year. Please make sure that all items are labeled with your child's name.**

### Preschool Students (Ages 2-5)

- (1) Backpack (to send home correspondence)
- (1) Blanket for rest time
- (2) Bottles of glue
- (2) Large boxes of tissue
- (2) Packs of baby wipes
- (2) Bottles of liquid hand soap
- (1) Box of large crayons
- (1) Pack of washable markers
- (2) Complete change of clothes. All clothing should be placed in a zip lock bag with your child's name on it. This bag will be stored in each student's cubby in case of an accident or spill. Please remember to replace clothing after an accident and as the seasons change.

### School Age (Kindergarten - 6th Grade)

- (1) Pack of pencils
- (2) Large boxes of tissue
- (1) Bottle of liquid hand soap
- (1) Notebook
- (1) Pack of washable markers

## Weekly Fees

\$200.00 Week	Toddler Program (2 years old)
\$185.00 Week	Preschool Program (3 years old)
\$185.00 Week	Pre Kindergarten (4-5 years old)
\$165.00 Week	School Age (Kindergarten - Up)

\$100.00 Non Refundable Registration Fee (Annually in September)

\$100.00 Non Refundable Summer Camp Registration Fee (Annually in June)

\$25.00 Home Transportation Fee (Due Monthly)

Summer Field Trip Fee Varies

## The following information is Required and Must be Complete

As a parent/guardian..

- I have received, read, understand and will abide by all school policies in the Parent Handbook including the *Health Policies*.
- I have been provided in writing **Right Start Early Childhood Center's** policy for communicating an emergency situation with parents
- I understand that once informed of my child's illness, he/she is to be picked up from **Right Start Early Childhood Center** as soon as possible
- I will inform **Right Start Early Childhood Center** within 24 hours or the next business day after my child or any member of the immediate household has developed a reportable communicable disease, as defined by the State Board of Health, except for life threatening diseases which must be reported immediately
- I understand that I am to pick up my child from **Right Start Early Childhood Center** immediately in a natural or man-made emergency situation
- I grant permission for my child to be transported to a safe location in an emergency situation
- I understand that it is my responsibility to inform **Right Start Early Childhood Center** of all changes that may occur to my child's registration forms
- I affirm that my child can function in group care without being a detriment to himself/herself or others
- I grant permission for my child to participate in the activities and in the use of equipment at the school
- I grant permission for my child to be included in school pictures/videos and give permission for those pictures to be used by the center for **Right Start Early Childhood Center's** website, Facebook, advertising, yearbooks, trainings, etc
- I understand that **Right Start Early Childhood Center** closes promptly at 6:00pm. If no one can be contacted within the half hour, social services and/or the local authorities may be contacted, at which time they will then inform the staff as to how to handle the situation.
- I acknowledge that all newsletters and general announcements will be sent via email. If I am not able to receive emails, then it is my responsibility to pick up a copy of the information from the office.
- In case of inclement weather or emergency procedure, **Right Start Early Childhood Center** will email and/or text/call and will not be liable for text messaging charges.
- I have received the Weekly Fees and School Calendar
- I understand that there is a \$100 nonrefundable registration fee for each child enrolling at **Right Start Early Childhood Center**. A \$100 renewal fee is due each year on anniversary date.
- I agree to give two weeks advanced written notice upon withdrawal of my child. If a two week written notice is not received, I am responsible for two week's tuition after my child's last day of attendance in addition to court fees, interest, and other finance charges accrued until my account is settled.

### Late Fees and Additional Charges

A \$25.00 late fee will be assessed if payment has not been received by the close of school on the date due for weekly payments. Co-Payments are due by the 5th of each month, payment received after that will be charged a \$35.00 late fee. If the account remains delinquent, an additional finance charge of 10% will be assessed on the balance due and will be added on the first of each month until the balance is paid in full. After two weeks, the student may not be allowed to return to the school until full payment is received. Re-enrollment will be based upon availability. All returned checks will be assessed \$30.00. A late charge of \$2.00 per minute for pickup after 6:00pm will be applied to your account. After 6:30pm the charge will increase to \$5.00 per minute. Please call if you are going to be late (charges will still apply).

I agree to all policies and procedures stated above, as well as in the Parent Handbook.

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Parent/Guardian Signature

Date