



PARENT HANDBOOK

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Email Address: vc Carroll@stonewalllearningcenter.com

Hours of Operation: Monday—Friday 6:00 a.m.—6:00 p.m.

Revised August 2017

Welcome to the Stonewall Learning Center (SLC)

Welcome to SLC! We are pleased to have you and your child join our program. Choosing good child care is one of the most important decisions you can make for your child. One of our main goals is to support parents by providing a program that assures you and your child will be nurtured in a warm and loving environment that is safe, happy, and allows for a stimulating, meaningful learning experience.

SLC serves children age six weeks through 12 years of age and operates as a weekday, paid tuition program. SLC is nondenominational and open to families of all faiths throughout the community.

This handbook will explain our philosophy, policies, tuition cost, and class structure. As additional information arise we will inform parents. We encourage you to bring your concerns and questions to our attention. There are many community resources that may be of assistance to you and your child and we would be pleased to facilitate any of these resources upon your request.

SLC hopes your child's learning experience will be challenging, enjoyable, and rewarding. For more information, to speak with your child's teacher, or voice concerns to the center director, please contact the office at **(318) 742-1245**.

Sincerely,

SLC Director

Stonewall Learning Center is a Type III Early Learning Center licensed through the Louisiana Department of Education. We also participate in the Louisiana Quality Start Star Rating System and CLASS through the Picard Center at University of Louisiana Lafayette.

For more information, go to: <http://www.louisianabelieves.com/earlychildhood>

Mission Statement

Our mission is to provide a quality, professional environment for children and their families, to foster individual development, self-esteem, creativity, and spiritual growth.

Philosophy

The SLC's program emphasizes interrelated areas important for development using the concept of the whole child: intellectually, socially, physically, emotionally, and creatively. We seek to meet the needs of the individual child in a group setting. A love of learning, fostered by an environment that provides abundant opportunities for growth. Our goal is to inspire the child's natural curiosity as they investigate, discover, and solve problems in their daily experiences.

Philosophy of Learning

In a caring and positive environment, we create a warm and happy place for children to learn and develop. As we bridge the gap from home to school, we guide children to a good self-image while building social and cognitive skills in an early childhood setting.

Sensory, motor, perceptual, and language skills are introduced through materials and carefully planned lessons and activities, which are both child-centered and teacher directed. Work is planned which emphasizes the process rather than the product, fostering a sense of accomplishment and pride.

Based on the theory that children learn through play, classroom routines encourage active involvement, meaningful experimentation and reinforcement through repetition. Schedules are designed which balance structure and choice play, as well as active and quiet time.

Recognizing that children grow in unpredictable stages, we treat each child as an individual, working from the performance level each child has attained and moving forward one step at a time. We teach a love of learning by allowing children to experience many opportunities by which we may help them to feel and recognize the success they achieve.

Parents may gain invaluable insights and techniques from the expertise of the staff and we do encourage parents to feel free to ask questions or express any concerns they may have. We also encourage parents to participate in on-going activities planned by your child's teacher. We encourage such communications so that the child may gain the most from his/her earliest school experiences and hopefully this will continue as the child pursues his/her educational future.

Program Philosophy and Practices

The child "educating" philosophy here at SLC supports a whole-child concept of development based on the premise one cannot educate without offering care and protection and one cannot provide care and protection without also educating young children in a group setting. Learning spaces are designed to be fun, color-filled and enticing. The curriculum includes activities in language and literacy, science, and math and is filled with age appropriate equipment and learning materials. Your child's teacher will provide you with specific information that has been

Carefully planned for your child's class. We strive to meet the Early Learning Guidelines set forth by the Louisiana Department of Education.

General Policies and Procedures

Holiday Closings

New Year's Day, Martin Luther King Jr. Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the Friday after, Christmas Eve and Christmas Day.

Hours of Operation

SLC is open Monday through Friday from 6:30 a.m. to 6:00 p.m.

Arrival and Departure

SLC **will not** receive children before 6:30 a.m. Children are expected to arrive in their classroom dressed and ready for the day. All children must be taken to the restroom, and have their hands washed before entering the classroom. Infants must have on a clean diaper and have clean hands. Learning activities begin promptly at 9:00 a.m. for our Toddler, Preschool and Pre-K classes. Parents are encouraged to ensure the arrival of their children prior to 8:30 a.m. Our teachers have a set schedule planned for the children each day. Please make sure your child's teacher is aware of your child's arrival and departure before you leave the center. Parents arriving after the center closing time will be charged a late pickup fee. There will be no exceptions. If the parent is late more than three consecutive times, the late fee will be doubled. After four consecutive times, withdrawal from the program will be necessary. In the case of emergency, when tardiness is absolutely unavoidable, notify the learning center immediately.

Late Pickup Fee: \$5.00 for each minute after 6:00 p.m.

Any fees procured will be added to that month's tuition charge and payment will be due accordingly.

Parents must sign the child in and out of the center daily. If the family participates in the Children Care Assistance Program parents must also sign the child in and out daily in that system. SLC will not be responsible for children that have not been signed in.

Please understand that the master card you complete during your child's enrollment intake provides space for you to list the names of persons authorized to take your child from the center. Those you list are the **ONLY** individuals, other than the parent (s), who will have permission to pick up your child. Those individuals may also be contacted in an emergency if you are unavailable. Picture ID and fingerprint scanning are required for all individuals you list on your child's records. Please notify the office promptly of any changes.

Admission Requirements

The following records are required by the Louisiana Department of Education Licensing Division and/or SLC to be completed and on file before the first day of your child's attendance:

Tuition Agreement	Health Policy
Registration/Supply fee	Master Record
Record of Immunization (must be current)	Health and Personal Records
Permission to Participate in Gym Activities	Emergency Plan

The last page in this handbook is confirmation that you understand that we have video surveillance cameras monitoring the center, allergy information on your child and acknowledgement that you have read the handbook. This form is to be signed and returned to the office.

Parents as Partners

Parents are the first and most important teachers of their children and as such are encouraged to participate fully in the child's early learning experience. Parents and schools who work together and share common goals create a community in which children feel valued and significant. We strive to maintain a community of this kind by encouraging parents to participate in any way that is comfortable and manageable for their family.

Parents are welcome to visit the center except between the hours of 11:00 a.m. and 2:00 p.m. During the aforementioned hours children are having lunch and preparing for or participating in nap time. Parents may also become involved by sharing their talents, being a guest reader for their child's class, or by donating items to the center. If the parent would like to schedule an appointment with the director or their child's teacher during these hours, please contact the office at (318) 742-1245.

At the beginning of each school year SLC will host an Open House to introduce parents to their child's classroom environment, teacher, policies, and other activities in an informal setting. This allows the parent (s) to see what meaningful experiences their children will encounter each day. During the Spring, SLC teachers will schedule individual parent/teacher conferences to provide opportunities to discuss the progress of their child (ren) during the academic year.

Whenever necessary, you may ask for a conference with your child's teacher and/or the center director. Our teachers will be happy to provide you with information on your child's progress. Our staff would like to provide you their undivided attention when addressing specific issues about your child; please do not ask the teacher to discuss at length this type of information during drop off/pickup time. You may schedule a conference by calling the office at (318) 742-1245 or contacting the receptionist.

All families will be asked to assist us in evaluating and assessing our program each year by completing a comprehensive questionnaire. In addition, throughout the year short surveys will be sent out to assess various events and activities the center may host. Your fulfillment of this

request enables us to maintain our standards, and gives you a voice to express your level of satisfaction with your child's learning experience. We appreciate your serious consideration of the program evaluation, and ask that you return it in a timely manner.

Birthdays

We understand the significance of a birthday for both the child and parent. Traditional celebrations enjoyed in the home are not appropriate for the learning environment. Please limit guest to parent (s) and grandparent (s). You may only bring store purchased treats for the class. Plans must be made in advance and coordinated with your child's teacher. Please remember that SLC is a "Nut-Free" center.

Meals and Snacks

SLC will provide a nutritious breakfast, lunch, and an afternoon snack along with milk or 100% juice. Because of licensing requirements, we cannot allow any food or drinks to be brought into the center. Please notify the director if your child has food restrictions due to medical or religious reasons.

Safety

We ensure, in every way possible that your child has a safe learning environment. Security cameras are located throughout the center, and all activity is recorded. Telephones are located in each classroom. We utilize cabinet locks, outlet plug covers, padded floor spaces in the infant and toddler classes, an enclosed outdoor playground with artificial turf, and other items made for accident prevention.

Child Guidance and Discipline

SLC's philosophy of child guidance and discipline embodies the belief that it takes an individual many years to learn appropriate ways to express strong emotions and interact appropriately with others. Young children are just beginning these difficult personal and social skills.

Understanding that children learn by repetition, teachers maintain daily routines and set clear limits with each age group, thus teaching children to internalize these skills. Routines also provide for the safety of all children, as well as promote the development of each child's self-help and self-control skills. Consistency, or knowing what to expect throughout the day helps children develop a sense of trust and understanding of their environment. A developmentally appropriate curriculum results in good discipline. SLC's daily scheduling, curriculum, classroom arrangements, developmentally appropriate activities, and staffing are designed to be promote a positive and enjoyable learning experience that encourages respectful relationships between children and their peers.

Discipline is a form of constructive guidance. The SLC staff strives to provide immediate and direct related consequences for a child's unacceptable behavior. This is accomplished by setting a limit of accepted behavior, defining consequences if behavior expectations are not met and following through with an immediate response. The use of physical restraint is prohibited. When

necessary a child may be removed from a group activity for a short period of time, but is never isolated out of view or sound of the teacher. The child's return to the group is contingent on them stopping or bringing under control the behavior that precipitated the removal. The child's age and emotional make-up will be considered when redirecting and guiding the child's behavior. No one will ever shout at, shame or hit your child.

Behavior Management Policy

Our program is designed with the hope of instilling inner controls in each child by creating a warm, nurturing atmosphere in which children can learn to be in control of themselves. Our goal is to help them behave in acceptable ways by preventing discipline situations when possible and by increasing a child's feeling of self-worth.

When discipline measures are necessary, we will take the following steps:

- Warn and redirect the child to another activity
- Calmly and confidently remove the child if the behavior persists
- Wait for the child to return to the activity on their own (self-correction)
- Support the child's return to the activity which encourages success

As stated above, we strive to prevent disciplinary situations whenever possible. The staff at SLC will use the following guidelines:

- Communicate to children using positive statements
- Talk with children in a calm, quiet manner
- Explain the unacceptable behavior
- Verbally reward behavior that is acceptable
- Praise and encourage the children
- Apply rules consistently
- Model acceptable behavior
- Set up the classroom environment to prevent problems
- Help children talk out problems and think of solutions
- Have as few rules as possible and make sure those rules are enforced
- Plan ahead and anticipate situations
- Allow adequate time for transitions
- Listen to children and respect their needs, desires, and feelings

In accordance with Title 28, the Behavior Management Policy shall prohibit children from being subjected to any of the following:

- Physical or corporal punishment which includes but is not limited to yelling, slapping, spanking, yanking, shaking, pinching, exposure to extreme temperatures or any measures producing physical pain, putting anything in the mouth of a child, requiring a child to exercise, or placing a child in an uncomfortable position.
- Verbal abuse, which includes but is not limited to using offensive or profane language, telling a child to "shut up", or making derogatory remarks about children or family members of children in the presence of the children
- The threat of a prohibited action even if there is no intent to follow through with the threat

- Being physically disciplined by another child
- Being bullied by another child
- Being deprived of food or beverages
- Being restrained by devices such as high chairs or feeding tables for disciplinary purposes
- Having active play time withheld for disciplinary purposes, except timeout may be used during active play time for an infraction incurred during the play time

Time Out Policy

- Time out shall not be used for children under age two
- Time out shall take place within sight of the staff
- The length of each time out shall be based on the age of the child and shall not exceed one minute per year of age
- For children over age six, a time out may be extended beyond one minute per year of age, if a signed and dated statement, including a maximum time limit, from the parent granting such permission, is on file at the center

Conferences will be scheduled with parents when disciplinary problems occur. The center staff is required to document behavior problems and interventions. When a child's behavior consistently endangers the safety of the children around him/her the director has the right to meet with the parents to discuss the possible termination of early learning center services provided for the child.

Electronic Device Policy

SLC Electronic Device policy provides that all activities involving electronic devices, including but not limited to television, movies, videos, games, computers, and hand held electronic devices, shall adhere to the following limitations:

- Electronic devices activities for children under age two are prohibited
- Time allowed for electronic device activities for children ages two and above shall not exceed two hours per day

Computer Policy

SLC Computer Practice policy required computers that allow internet access by children to be equipped with monitoring or filtering software that limits access by children to inappropriate websites, email, and instant messaging.

Programs, Movies and Video Games Policy

- Programs, movies, and video games with violent or adult content, including but not limited to soap operas, television news, and sports programs aimed at audiences other than children, shall not be permitted in the presence of children:
- All television, video, DVD, or other programming shall be suitable for the youngest child present

- “PG” programming or its television equivalent shall not be shown to children under age five
- “PG” programming shall only be viewed by children age five and above and shall require written parental authorization
- Any programming with a rating more restrictive than “PG” is prohibited
- All video games shall be suitable for the youngest child with access to the games
- “E10+” rated games shall be permitted for children ages 10 years and older
- “T” and “M” rated games are prohibited

Provisions for Weather and Emergency Closings

Weather Closings

On days when closing may be questionable, you are advised to observe local news channels. SLC follows the Bossier Parish School Board policies regarding school closure due to inclement weather. Typically, if Bossier Parish Schools are closed due to inclement weather, SLC will also be closed. If a situation arises during the school day that requires early dismissal notifications will be made via telephone.

Emergency Plan for Evacuation

In the event of an emergency, we follow the direction of the Office of Homeland Security. They will advise us to “Shelter in Place” or “Evacuate to a Safe Haven.” If the situation warrants us transport the children to an alternate location, every effort will be made to contact you by phone. If we are unable to reach you, rest assured, we are prepared to care for your child until Homeland Security notifies us that the emergency is over.

In the event of a call to evacuate SLC will relocate to one of the following locations based on the cause for the evacuation:

Little Union Baptist Church/Daycare Center
 1846 Milam Street
 Shreveport LA 71103
 (318) 221-4491 or (318) 221-4420
 Pastor C.E. McClain

Elizabeth Baptist Church
 301 Old Bellevue Road
 Benton LA 71006
 (318) 965-2592
 Pastor Doyle Adams

Policies Regarding Clothing

Clothing

Children should wear washable play clothes and shoes that are not slick (rubber soles are appropriate). NO OPEN TOE SHOES ARE ALLOWED. Please send extra clothes for anticipated needs. Groups play outside all winter, which may require warm clothing, including hats and mittens. Please label all of your child's belongings to prevent loss or any mix ups with other children's belongings.

Soiled Clothing

It is common for some children under age four to have a wetting or soiling accident. We make every attempt to assist you and your child with toilet training, but sometimes a child is not quite ready. After two occasions of wetting or soiling accidents in one day, the teacher will put the child in a pull-up. Please be sure a seasonal, clean change of clothing is always available for your child.

Policies Regarding Health

Health Policy

As an early learning center licensed in Louisiana, we are required to follow state guidelines regarding illnesses, medication administration, and notification of communicable diseases. In accordance with those guidelines, we have established policies for our center to help us manage the overall wellness of the children in our care.

Parent Notification

Parents will be notified when a child becomes ill at the center. An immediate pick up of your child is expected when deemed necessary. A doctor's release is required for re-admittance of a child after all contagious illnesses. In the event of viral illnesses (vomiting, diarrhea) or in the case of fever 100.2 axillary, the child must remain away from the center for 24 hours after the ceasing of all signs and symptoms of illness. (This means the child must be fever free for 24 without any fever reducing medication). If a communicable disease develops in the classroom, parents will be promptly notified. If a child develops a contagious disease at home, please notify the center.

Medication Administration

In accordance with the Licensing Division and the State Board of Health, no medication or special medical procedure shall be administered to a child unless authorized in writing by a parent. Such authorization will include:

- Name of child
- Drug name and strength

- Date (s) to be administered
- Directions for use, including the route (oral, topical), dosage, time and schedule and special instructions, if any.
- Medication must be with the original label and container
- Signature of parent and date of signature

First Aid

Simple injuries will be treated by SLC staff and documented on an incident form. Serious injuries will be dealt with in the following manner: Parent (s) will be notified first; if parent (s) cannot be reached, the person (s) listed on the Master Card will be contacted. If merited, paramedics will be contacted.

Policies Regarding Fees

Registration/Supply Fee

A registration/supply fee is charged upon enrollment of the child into the center and is non-refundable. This fee is paid annually on the child's enrollment anniversary date.

Tuition

A one-year enrollment contract is required at the time of enrollment. Tuition payments are due in advance of care received. Any variation from this procedure must be made in advance by arrangement with the center director. Tuition payments can be paid weekly or monthly. If the monthly option is selected, then payment is due on the last day of the month which covers tuition for the next month. If the weekly option is selected then payments are due each Friday, if not paid by close of business on Friday your child will be locked out and will not be able to return until the balance is paid in full. Delinquent accounts that remain in arrears will be cause for dismissal without notice. Accounts left with an outstanding balance after withdrawal or dismissal from the center will be turned over to the Shreveport/Bossier Credit Bureau.

Tuition and fees are accepted by mandatory automated payments (Tuition Express). SLC does not mail out tuition statements.

No refunds of tuition will be made when the center is closed due to unavoidable circumstances such as inclement weather, external factors, building maintenance problems, or holidays. No refunds will be given for days that children are absent. Tuition accounts for children who are hospitalized will be credited with a valid doctor's excuse.

Other Policies and Procedures

Non-discrimination Policy

In accordance with Federal Law this learning center is prohibited from discrimination based on race, color, creed, sex, national origin, handicapping conditions, ancestry, or whether a child is being breastfeed.

Abuse and Neglect Policy

SLC, is a mandated reporter. As such all staff and owners shall report any suspected abuse or neglect of a child to the Louisiana Child Protection Statewide Hotline 1-855-4LA-KIDS (1-855-452-5437). As an early learning center, we will not delay the reporting of suspected abuse or neglect to the Child Protection Statewide Hotline to conduct an internal investigation to verify the abuse or neglect allegations. SLC staff members are not required to report suspected abuse or neglect to the center or management prior to reporting it to the Child Protection Statewide Hotline.

Parental Information Policy

Parents shall be offered a minimum of two opportunities for involvement each year, which may include but are not limited to, an open house, parent education session, parent and staff conference, family pot luck dinner, holiday party or parent or grandparent's day.

Disclosure of Information Policy

SLC provides notice to parents of the licensing authority of the Licensing Division and the availability of the licensing surveys/inspections, regulations and information regarding early learning centers from the Department of Education website (www.louisianabelieves.com)

Confidentiality

The SLC maintains a strict confidentiality code with regards to children's records and parent (s) personal information. Records shall be the property of the center, and the Director as custodian, shall secure records against loss, tampering, or unauthorized use. Employees of the center shall not disclose or knowingly permit the disclosure of any information concerning the child or his/her family, directly or indirectly, to any unauthorized person.

Grievance/Compliance Procedure

The SLC structure is designed to assist parents in the various needs and concerns that may arise during their child's enrollment. We encourage the parent to address any concerns, needs, or complaints in regards to their child with the child's teacher. Should the concern or need not be meet satisfactorily, the parent should then address the center director to resolve the issue.

However, if the issue remains, parents should then contact the M-CDC Board of Directors. If your issue is still unresolved, you may contact the Louisiana Department of Education Licensing Division.

M-CDC Board of Directors
935 Eatman Street
Bossier City, LA 71111
(318) 742-0807

Louisiana Department of Education
Licensing Division
P. O. Box 4249
Baton Rouge, LA 70802-9064
Phone: (225) 342-9905
Fax: (225) 342-2498
Web Site: www.louisianabelieves.com

Termination of Services

SLC may terminate your child's enrollment under the following circumstances:

- Non-payment of services and/or a lack of adherence to tuition payment policies. Your child will be withdrawn from care if your account remains delinquent. Parents are responsible for the fulfillment of the tuition agreement. Termination of the contract requires a thirty-day written notice. If tuition is zero balance at the time of withdrawal, the remainder of the contract may be waived. However, if there is an outstanding balance at the time of withdrawal, the contract holds true, and the parent is liable for the remaining months in the contract. The supply and registration fees are non-refundable and are paid annually.
- Knowingly falsifying information on enrollment forms.
- Parents do not agree or do not follow the policies outlined in this handbook.
- Lack of parental cooperation to resolve differences and/or participation in parent/teacher conferences.
- Inappropriate or abusive behavior and/or verbal or physical threats by parent (s), relatives, guardians, or other parties toward center staff, other parents or children.
- The continued enrollment of the child poses a risk to the health and/or safety of other children, parents, or staff members or continued enrollment of the child constitutes an undue burden on the center's resources.

Allergy Information

My child _____ is allergic to the following
_____.

OR

My child _____ has no known allergies.

List any dietary restrictions due to medical or religious beliefs:

I have read and understand the Parent Handbook.

SLC operates with video surveillance cameras monitoring all areas of the facility. I understand the recordings are private and will not be viewed outside the learning center campus. I understand my child may participate in activities located on our playground, in the Multi-Purpose Room or in Life Center Gym next door.

Parent/Guardian Signature

Date

Administrative Staff Signature

Date

PLEASE DETACH THIS PAGE FROM THE HANDBOOK AND RETURN IT TO THE CENTER OFFICE WITHIN THE FIRST WEEK OF ENROLLMENT.