



Parent Handbook of Policies and Procedures

ENROLLMENT

1. This center accepts children from 6 weeks of age until they begin kindergarten.
2. Prior to enrollment, completed physical, updated immunization record, and evidence that the child is free of tuberculosis is required. This information should be updated yearly or as needed.
3. All registration forms must be completed prior to enrollment.
4. Registration Renewal is \$100.00 per child, due every August.

TUITION

Tuition fees are as explained in the tuition schedule and are due on Thursday of designated weeks. There will be a late fee of \$10 per day that will be assessed after 6pm on that Friday. If tuition isn't paid by Monday, your child cannot return to school until balance is paid in full! If tuition is more than 1 week late, your child's enrollment will be terminated. Once the balance is paid, you can re-enroll your child; \$100.00 returning student fee will be due. **Tuition will automatically increase every August. The increase is a minimum of 3%.**

IN THE EVENT OF A PANDEMIC: Please refer to our Pandemic Handbook

Full Tuition is still due:

- If your child is sent home from school and required to stay for any amount of time
- If you decide to keep your child home due to illness
- If Nobis decides to close, for any reason, for less than 2 weeks
- If you decide to keep your child enrolled at Nobis but choose to not attend for any reason

There is one week of vacation allowance given each school year (September to August) any other holidays or vacations are to be paid in full. There are no refunds given and a *two-week cancellation notice is needed when a child is leaving.*

***** THERE WILL BE A RETURNED CHECK CHARGE OF \$35 FOR ANY UNPAID CHECKS. THIS WILL ONLY BE ALLOWED ONE TIME. THE SECOND INCIDENT WILL RESULT IN A CASH ONLY PAYMENT AND THE THIRD WILL BE IMMEDIATE TERMINATION OF ENROLLMENT.**

BASIC SERVICES

The center shall provide a safe and nurturing environment for each child. The child will be involved in a program of play and learning experiences that are appropriate for the ages of the children enrolled in the school. Individual and group activities are geared toward the emotional, social, physical, and cognitive growth of each child. The child shall be put in the appropriate group based on special needs or age. Teachers will give children assistance with personal needs and care. Such needs include but are not limited to: cleaning themselves after using the restrooms, eating, changing, cleaning up after vomiting, etc.

CENTER SCHEDULE

The center will be open Monday thru Friday between the hours of 7 am to 6 pm (depending on location) with a daily limit of 9 hours. The daily cut-off time for drop off is 10 AM. This means all children must be dropped off no later than this time. For child development classes/therapy outside of the center, exceptions must be pre-approved by administration to drop off after 10am.

If you pick up your child for any reason, they cannot return to the center on the same day; as it is often confusing for the child, disruptive to the classroom and interferes with the staff scheduling.

*******ANY CHILD PICKED UP AFTER CLOSING (EVEN 1 MINUTE LATE) WILL NEED TO PAY THE LATE FEE TO THE CLOSING TEACHER UPON PICK UP OF CHILD. THE FEE IS: \$5 FOR THE MINUTES 1-5, \$10 FOR MINUTES 6-10 AND SO ON. If this fee is not paid upon pick up, a \$50 penalty will**



be charged to your tuition. If your child is on a part time schedule (12:30pm or 3:00pm) you must pick up your child by the designated time. Any variation will result in a \$10/hour fee. If you are late more than 3 times, we will require you to pick up your child by 5:00pm.

NOTIFICATION OF ABSENCE

Parents are required to inform the center by 10:00am if a child will not be at the center on a scheduled day. This will enable the center to more effectively maintain appropriate ratios and help the classroom teacher effectively plan for the day. If your child is ill, we request that you notify the center director not only of the absence, but also of the nature of the illness. This enables our staff to keep track of any illnesses, which may occur at our school. This information will only be shared with staff on a "need to know" basis. If your child has a communicable disease, we ask that you share the diagnosis with the Center Director, so that the parents of the children in the school may be notified that a communicable disease is present. Only the communicable disease information will be shared. Nobis Preschool will take all measures necessary to protect your child's confidentiality. Parents are not required to disclose this information by law, and your continued enrollment will not be based whatsoever on your decision to share, (or not) the reason for your child's absence from school.

SIGN IN/OUT

Upon arrival and pick-up, an authorized representative must sign in, with full legal signature, into the folder at the front desk. Each child has an individual sheet for signing into the center at arrival and signing out at time of pick-up. The children's sheets are listed by their last name. All children are required to be picked up from the center by a parent or a parent designee. Only persons listed on the Authorized Pickup form will be allowed to remove a child from the center. This is a licensing requirement! ***There will be a \$5/time penalty for any missing signatures in folder. Additionally, you will be called to return the center to sign your child in.***

MORNING DROP OFFS/ AFTERNOON PICKUPS

When dropping off children in the mornings, please be sure to walk the child to the appropriate teacher. Please be aware that we are not responsible for a child until we acknowledge their arrival.

When dropping off or picking up your child please pay attention to your child. Refrain from using your cell phone or rushing in and out. Understand that your child has waited all day to see you and talk to you about their day. Do not disrespect them by not being attentive. Help your child grow emotionally by showing them this respect.

NOBIS PRESCHOOL'S RIGHT TO REFUSE ADMISSION

Nobis Preschool reserves the right to refuse admission to any child at any time with or without cause. Possible reasons for the refusal of admission include but are not limited to:

1. Lack of staff to maintain appropriate Staff to Child Ratios as determined by State Licensing Regulations.
2. Staff deems the child too ill to attend.
3. Domestic Situations that present a safety risk to the child, staff or other children enrolled at Nobis Preschool if the child were to be present at the center.
4. Parents' failure to maintain accurate, up to date records.
5. Parents' failure to complete and return required documentation in a timely fashion.

Parents WILL NOT be reimbursed tuition for days when their child is refused admission to the program.



SMOKING

For the health of all Nobis Preschool employees, children and associates, smoking is prohibited anywhere on agency property. Parents are prohibited from smoking in the building, on the grounds, and in the parking lot of Nobis Preschool. Parents who are smoking in their cars must dispose of the cigarette **prior to entering the parking lot.**

VIOLATIONS OF THE SAFETY POLICY

Parents are required to follow all safety procedures at all times. These procedures are designed not as mere inconveniences, but to protect the welfare and best interest of the employees, children and associates of Nobis Preschool. Please be particularly mindful of Nobis Preschool entrance. We all like to be polite. However, we need to be careful to not allow unauthorized individuals into the center. Holding the door open for the person following you may, in fact, be polite; however, that person may not be authorized to enter the premises. Please close the entrance door completely when entering and leaving Nobis Preschool.

PARENT'S RIGHT TO IMMEDIATE ACCESS POLICY

Parents of a child in our care are entitled to immediate access, without prior notice, to their child whenever they are in care at Nobis Preschool, as provided by law.

In cases where the child is the subject of a court order (e.g., Custody Order, Restraining Order, or Protection from Abuse Order) Nobis Preschool must be provided with a Certified Copy of the most recent order and all amendments thereto. The orders of the court will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for more liberal interpretation of the order. In the absence of a court order on file with Nobis Preschool both parents shall be afforded equal access to their child as stipulated by law. Nobis Preschool cannot, without a court order, limit the access of one parent by request of the other parent, regardless of the reason. If a situation presents itself where one parent does not want the other parent to have access to their child, Nobis Preschool suggests that the parent keep the child with them until a court order is issued, since our rights to retain your child are secondary to the other parent's right to immediate access. Nobis Preschool staff will contact the local police should a conflict arise.

Visitors are asked to schedule appointments with the Center Director, and are allowed in the child care facility only at the discretion of the Center Director. An employee of Nobis Preschool will accompany visitors at all times, throughout the center.

CLOTHING YOUR CHILD WILL NEED

A child must be fully dressed when they arrive at the center. Playing and activities are such an important part of this center's curriculum; therefore, it is imperative that a child be dressed in comfortable clothing. If you do not want mud, paint or other substances spilled on particular clothing, then it is probably not a good idea to have your child wear it to the center. Children also need to be bathed, teeth brushed, and hair combed/brushed before their arrival at the center. This is important for the health of all children and needs to be done daily to reduce the spread of viruses and bacteria. Children who can walk must wear ***closed-toed shoes***, preferably sneakers.

Footwear such as sandals, flip-flops and boots do not offer the necessary safety and protection, and therefore are **not permitted. CHILDREN WILL BE SENT HOME IF THEY DO NOT HAVE THE APPROPRIATE SHOES IN THE MORNING.** Each child should have a complete change of clothing, including socks and underwear, and leave it at the center. We ask that all children wash their hands upon arrival and departure from the center. This too helps keep everyone healthy!



THINGS FROM HOME

Things such as gum, candy, money, balloons, and toys are prohibited and should be left at home or in the car. Parents are urged to help the child understand the importance of this and explain that these items may get lost or broken. Outside toys interfere with classroom and playground activities and are often a distraction for the child. The center is not responsible for any items if they are brought from home.

PERSONAL CARE SUPPLIES NEEDED

All children need to have a change of clothes, sheets for crib or cot, and a lightweight blanket. (No pillows are needed) Infants need to bring bottles labeled with the child's full name and date. Children not toilet trained need to have diapers and wipes. Toilet training children need to have 3 changes of clothing daily. If your child has more than 2 underwear accidents; for sanitation purposes, the teachers will have your child wear a pull-up for the remainder of the day and reassess strategies with you. Teachers can refuse drop off if your child does not have supplies needed for proper care of your child.

NAP/REST TIME

All children are encouraged to nap between 1:00-3:00. During nap/rest time, teachers rotate their lunch breaks. Children must stay quietly on the cots to keep staff to child ratios. They are not permitted to sit at the table or play with activities during the rest period. After the 1st hour of the nap/rest time, teachers can give children that are awake a book or a quiet activity on their cots.

FOOD-SERVICES

For young children, it is essential to have a nutritionally balanced diet for healthy growth and development. This center's menus are designed to include all major food groups and exceed state regulations. The child shall be provided with a breakfast, hot lunch and an afternoon snack.

If your child arrives at school prior to 8 AM they may bring a healthy snack and we will provide a place for them to eat it. **NO food** will be permitted after 8AM. Foods that are pure sugar (ie, doughnuts, fruit snacks, cookies, etc.) will not be served and will be thrown away. Please help ensure a healthy and safe learning environment.

INFANT FEEDING SERVICES Bottles must be pre-filled and prepared in advanced with your infant's full name and date. All bottles will be sent home each night to be washed and re-filled.

When starting infant food, please have your child try all new foods such as cereal and baby food at home, on a Friday or during the weekend, to be sure there will be no allergic reactions. Once you are sure no allergic reactions will occur, provide us with individual containers of baby food, each labeled with your child's name and date.

Once your infant is ready for table food, Nobis provides breakfast, lunch and afternoon snack.

PEANUT FREE CENTER

Due to the extreme nature of allergic reactions to Peanuts and products containing peanuts in some children, Nobis Preschool prohibits peanuts and/or foods containing peanut products on Nobis Preschool property. These peanut allergies can be so severe that exposure to peanuts can result in an anaphylactic reaction. An allergic child can have a reaction from simply smelling peanuts on someone's breath, or touching peanut oil residue left on a countertop, not only from consuming peanuts or peanut products.

BIRTHDAY/HOLIDAY CELEBRATIONS

We allow parents to bring in cupcakes or other special treats to school to celebrate a child's birthday. We do not have birthday parties at the school. We require the treat to be store bought only with an ingredients list. Please speak with your child's teacher to make arrangements.



HEALTH PRECAUTIONS

The staff will conduct a daily health screening to observe each child's health. If a child shows any symptoms of an illness, the child will be isolated, provided a comfortable place to rest and the parents will be called immediately. Parents have 1 hour to pick up their child, as we cannot leave other children unattended. No child shall be left unsupervised or alone during this waiting period. If there is more than one child in care at Nobis, and one of the siblings becomes sick during the day, all members of the family must stay home until symptoms have cleared. For the health and well being of the staff, other children and your child **please do not bring your child if they have or have had any of the following symptoms within the past 24hrs.**

NO EXCEPTIONS:

- Has a fever of 100° (underarm) or 101° (rectal or oral) or higher.
- Has difficult or rapid breathing
- Has yellow skin or eyes or infected skin patches
- Has a heavy nasal discharge that is not clear.
- Has a constant or severe cough
- Have diarrhea (2 or more runny, watery or bloody stools) or dark (red or orange) urine or gray or white stools.
- Has symptoms of a possible communicable disease such as sniffles, reddened eyes or eye discharge, sore throat, swollen glands, painful ears, rash, hives, headache, abdominal pain and a fever, diarrhea or vomiting.
- Has lice (or nits), scabies, or other parasites
- Has fatigue or is not feeling well enough to participate in activities
- Has draining sore or rash
- Has a stiff neck

Your child may be readmitted once they have been symptom free for 3 days' from the time they were sent home. In addition, children excluded from school due to a fever may not return to school until they are fever free, without fever reducing medication, for 24 hours. We may require a doctor's note before your child can return to the center. Electronically generated doctor's notes are not accepted to return to care. If your child has any communicable diseases, such as chicken pox, please let the center know so that we can take the necessary precautions. Parents shall be notified of any significant occurrences or problems that affect the child, such as exposure to communicable diseases.

VACCINATION REQUIREMENTS

Parents must show their child's Immunization Record as proof of immunizations (shots) before starting child care and at each age checkpoint after entry: Age at Entry/checkpoint Required Doses: **2-3 Months** 1 Polio 1 DTaP 1 Hep B 1 Hib **4-5 Months** 2 Polio 2 DTaP 2 Hep B 2 Hib **6-14 Months** 2 Polio 3 DTaP 2 Hep B 2 Hib **15-17 Months** 3 Polio 3 DTaP 2 Hep B 1 Hib* (on or after 1st birthday) 1 Varicella 1 MMR (on or after 1st birthday) **18 Months-5 Years** 3 Polio 4 DTaP 3 Hep B 1 Hib* (on or after 1st birthday) 1 Varicella 1 MMR (on or after 1st birthday).

Doctor appointments for vaccines must be made on Fridays to allow time for you to monitor your child's reaction and/or side effects from vaccinations over the weekend. If you cannot get a Friday appointment, please allow 24 hours before returning your child to care.

MEDICATION

Parents will provide any medications needed for the child, including over-the-counter and prescription medicine. Written authorization is needed for us to administer ANY medication, prescription or over-the-counter. If you give your child a laxative, please keep them home from school for proper care and attention.

NOTE: All medicines must be in their original container with pharmacist's or manufacturer's label, child's name, dosage instructions, current date, name of medication, and times to be administered clearly



written and dispensed according to the rules and regulations of licensing. The director and assistant director are the only authorized persons to dispense medicine. Lead teachers can apply sunscreen, diaper cream or lotions.

INJURIES

A small cut, skinned knee, small bump, or bruise is not considered an emergency and will be handled using first aid by our qualified staff. Parents will receive a notification of this incident at the end of the day.

If an emergency does occur, part of the agreement in the enrollment form is your authorization for the center to take whatever emergency measures are deemed necessary for the medical care and protection of your child. The center will immediately contact the parents.

EMERGENCY CONTACTS

We occasionally have problems with not being able to reach someone when a child is ill or injured. If you need to be notified because of your child's illness or injury, it is imperative that we be able to reach someone. If you or your spouse/significant other are listed as emergency contacts, please make sure one of you can be reached at all times. If there is ever a situation where you know you cannot be reached, for whatever the reason, please make sure the center has the name and phone number of another individual that can always be reached. If you are notified to pick up your child due to illness or injury, you must arrive at the center to pick them up within an hour. Please understand that an ill or injured child requires one-on-one care. It is also extremely unfair to the ill or injured child to expect them to remain at childcare when they are hurting because we cannot reach someone to come and get them.

INCIDENT/ACCIDENT REPORTS

Should your child be involved in an incident/accident during the course of the school day, a staff member will complete an Incident/Accident "Ouch" Report. Parents are required to sign any incident/accident reports from the day at pick-up. The classroom teacher will be able to briefly discuss the matter with you at pick-up. However, should you feel it necessary to have an in-depth discussion or meeting, it is most appropriate to schedule the meeting for a later date because the teacher is responsible for supervising the remaining children in the classroom. A telephone conference may be scheduled for later in the day or for the next day at nap/rest time if the parent(s) is unable to meet at the center during the course of the day. If a person other than the parent picks-up your child; they must sign the Incident/Accident Report. You will receive a copy of the report if requested.

PARENT/TEACHER CONFERENCES/COMMUNICATION

Twice a year we schedule parent/teacher conferences to discuss your child's development and progress including child observations. A conference may be requested at any time by the parent(s) if there are questions concerning a child's progress or a specific problem.

REPORTING OF SUSPECTED CHILD ABUSE

Any and all staff members in a child care facility who has reasonable cause to know or suspect that a child has been subjected to abuse or neglect or has observed the child being subjected to circumstances that would reasonably result in neglect or abuse, must immediately report or cause a report to be made to the appropriate child protective agency. **We are mandated by law to be reporters of child abuse.**

DISCIPLINE

At this center, we use a behavioral approach that consists of positive reinforcement as a method of discipline. Teachers are trained for awareness of confrontational situations and will intervene, when possible, before a physical altercation arises. Positive reinforcement and redirection are used in controlling aggressive behaviors.



From time to time a child may need to be removed from a group activity and placed in time out. A teacher will supervise this time away from the group, limited to only a few minutes and the child may return when they feel that they are ready. This center and its staff will in no way use corporal punishment, harsh language, threat of physical punishment, or denial of any needs as a form of discipline. **WE URGE THE PARENTS TO USE THE SAME GUIDELINES.**

It is the right of each child to be in a safe, comfortable and healthy environment (LIC101223). Therefore, excessive biting, scratching, kicking, and hitting behaviors can endanger other children or staff. On the first incident, the parents will be notified at the end of the day with an incident report. On the second incident, parents will be called to discuss a guidance plan that will be implemented immediately. On the third incident, parents will be called to pick up their child within an hour to ensure the safety of the other children. If these behaviors continue, Nobis Preschool will meet with the child's parents to discuss a behavioral plan which may include a modified schedule or termination of enrollment for the child, without any further notice or refund of any tuition paid.

From time to time a child may be going through difficult situations where acting out is a way to deal with the anxiety. If there are stressors in your child's life (a divorce, death, illness, etc.) please notify the center. Outside consultation may be recommended to help the child deal with these difficulties. Remember, if you are overwhelmed your child is too!

BITING POLICY

Biting is unfortunately not unexpected behavior for toddlers. Some children and many toddlers communicate through this behavior. However, biting can be harmful to other children and to staff. This biting policy has been developed with both ideas in mind. Unfortunately, biting is a part of a group setting. Our goal is to help identify what is causing the biting and resolve these issues. If the issue cannot be resolved, this policy serves to protect the children or staff that are bitten. Our priority is to keep the children safe. We want to help a child that bites learn different, more appropriate behavior. We do not use techniques to alarm, hurt, or frighten children. The children will be given positive attention and approval to promote the desired behavior.

For the child that was bitten:

1. First aid is given to the bite. It is cleaned with soap and water. If the skin is broken, the bite is covered with a bandage.
2. Parents are notified at time of pick up and sign an "Ouch Report" form is filled out documenting the incident.

For the child that bit:

1. The teacher will remind the child that teeth are for eating food & smiling, not for biting and will be redirected to a different activity.
2. The parents are notified at time of pick up and will need to sign an "Incident Report Form" is filled out documenting the incident.

When children are older than 24 months, biting is less common. Language is beginning to become the tool of choice, with "No!" and "Mine!" being used most frequently. These verbal warnings alert the teachers that it may be time to intervene, and redirect the playmates involved in another direction.

- **1st offense** – The child who bites will be quickly removed from the situation, while one teacher comforts the child who has been bitten and attends to cleaning the bite. This might include guiding the child to a quiet place in the room like the reading center or other similar area where the child can take time to settle down. The teacher will speak with the offending child about what has happened. The child is reminded that teeth are for eating food & smiling, not for biting. Both sets of parents will be told of the incident and sign an "ouch report" and "incident report" at pick up.
- **2nd offense** – The child's parents will be asked to pick up their child immediately and keep them at home for the same number of days that the child attends preschool each week and focus on helping the child understand that biting is unacceptable.



- **3rd offense** – Nobis Preschool will meet with the parents to determine whether the next step which may include a schedule change or termination of enrollment.

CONFIDENTIALITY POLICY

Within Nobis Preschool, confidential and sensitive information will only be shared with employees of Nobis Preschool who have a “need to know” in order to provide the most appropriate and safe care for your child. Confidential and sensitive information about faculty, other parents and/or children will not be shared with parents, as Nobis Preschool strives to protect everyone’s right of privacy. Confidential information includes, but is not limited to: names, addresses, phone numbers, disability information, and HIV/AIDS status or other health related information of anyone associated with Nobis Preschool. Outside of Nobis Preschool, confidential and sensitive information about a child will only be shared when the parent of the child has given express written consent, except where otherwise provided for by law. Parents will be provided with a document detailing the information that is to be shared outside of Nobis Preschool, persons with whom the information will be shared, and the reason(s) for sharing the information. You may observe children at our center who are disabled or who exhibit behavior that may appear inappropriate (i.e. biting, hitting, and spitting). You may be curious or concerned about the other child. Our Confidentiality Policy protects every child’s privacy. Employees of Nobis Preschool are strictly prohibited from discussing anything about another child with you.

LICENSING AGENCY

The license and name of the center director should be posted on the parent information bulletin board near the entrance of the center with the name and address of the appropriate governing agency. All staff members are required to meet state and local educational and screening requirements.

The licensing agency maintains the right to:

- Interview children or staff members to inspect and audit child or facility records without prior consent
- Observe the physical condition of the child(ren). Including conditions, which could indicate abuse, neglect, or inappropriate placement and if determined necessary, provide protective custody and have a licensed medical professional physically examine the child(ren).

TERMINATION OF ENROLLMENT

In certain circumstances, it may be necessary for the center director to discontinue a child’s attendance. Termination of enrollment will only be applicable if all other efforts to correct the problems fail. This decision would be based on the best interest of the child, the other children in attendance, and the center. Reasons for the termination of enrollment may include, but are not limited to:

- ABUSE OF OTHER CHILDREN, STAFF, OR PROPERTY
- CONTINUED VIOLATION OF CENTER POLICIES
- DISRUPTIVE OR DANGEROUS BEHAVIOR
- THE CENTER’S INABILITY TO MEET THE CHILD’S NEEDS
- NON-PAYMENT OF TUITION (IMMEDIATE TERMINATION)

Whenever possible, written notification will be provided to the parent one week in advance of termination of enrollment. We reserve the right to immediate termination if deemed necessary by the director.

A two-week written notice if you plan to withdraw your child from the center is needed. ***There are no refunds on tuition or registration if you withdraw.***



****Please sign this page and return to Nobis Preschool****

I have read the agreement entitled Parent Handbook of Policies and Procedures, and where applicable, have received and read the state Parent Manual/ Brochure and accept the conditions stated therein.

Signature of parent: _____ Date _____

Child's name (please print): _____

Signature of center director/administrator: _____