

# Little Dumplings Child Care Center

## CHILD CARE POLICIES & PROCEDURES

### Enrollment Forms

#### WELCOME!

We would like to welcome you to the Little Dumplings family! Our staff is looking forward to servicing you and your family. If you have any questions or concerns, please don't hesitate to address us. We want to accommodate you and your family in every way possible.

#### PHILOSOPHY

Our philosophy is to have and create an environment where children are loved and cared for, and where they have a feeling of security, therefore promoting child growth and development.

The goal is to provide the best and most professional care for each child. Young children learn best when they have hands-on activities. Each child will be provided with experiences in social development, music, art, science, math, practical life skills. These activities will be presented to each child on a developmentally appropriate level. Each child will be stimulated, challenged, and never put in the position of possible failing to accomplish a task.

We want to maintain a good relationship with each child. Including the parents, so they can be successful. We, as caregivers and parents, need a good rapport with each other in order to provide an enriched stimulation environment so children will have a secure relationship with parents, we can gain the child's trust and confidence, which will allow us to help them use self control and create a great learning environment.

Our personal goal is to try to educate parents, especially young parents about children. In doing this, I hope to instill in parents the very important job they have, that they need to provide a safe and stress free (as possible) environment at home, and to also understand and support their children. As child care professionals, our creed to the parents, with their help, is to shape and mold children's mind by using a variety of positive guidance methods.

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

*To file a complaint of discrimination write USDA, Director, Office of Civil Rights, Room 326-W, (Voice and TDD). USDA is an equal opportunity provider.*

#### Little Dumplings Educational Care Plan

Here at Little Dumplings we use Fun Shine Learning Curriculum. This curriculum is age appropriate and is on the child's level. We also screen our children for developmental delays. In any case a child is developmentally delayed, we will have an outside resource to come in and help with the child with the parent's permission. These are the following steps:

1. Have teacher observe the child
2. Have the child screened with parent permission
3. Set up times that the specialists can come in and work with specific children
4. Work with the specialist and parent on skills that the child need



## **HOURS OF OPERATION**

Little Dumplings will be in operation Monday through Friday from 5:30 a.m. to 5:30 p.m. for all ages. Evening hours are available for an additional charge. Little Dumplings will be closed when the weather conditions are hazardous. When the Conway Public Schools are closed or dismissed early due to inclement weather we will be closed or dismissing early too. When Conway Public Schools are opening later in the day due to inclement weather, Little Dumplings will be opening later as well. Please have an alternative baby-sitter available when we are not open. You may contact Little Dumplings to see if we are open.

Here at Little Dumplings, we feel children need both the nurture and discipline from their parents and the structure and learning from the childcare provider, therefore, we do not allow children to stay in our care for over 10 hours per day.

Please remember that it is against DHS Regulations to keep children in care longer than 10 hours in a day.

## **LATE CHARGES (PICK-UP)**

If you are going to be late picking up your child, we need to be contacted. This means that we need a phone call from you. Your child can only be here 10 hours a day between the hours of 5:30am-5:30pm. Your 10 hours does not start when you drop your child off, it starts from the time you have on your contract. After 10 hours a day there will be a charge of \$6.00 an hour up until 8:30pm. The charge after 8:30pm is \$5 a minute. Evening care hours spaces are limited. If you are going to be late picking up your child, you must call. Because I still have to pay staff that works over, you will still be charged \$6.00 an hour no matter what the reason. This does not mean you can leave your child here past the agreed contracted time. You must still abide by your contract time. All late fees will be due the same day or the next day in the morning before children are dropped off. For children being left at the center with no one to pick them up, we will turn them over to DHS and the police will be notified, and they have the option of bringing child neglect charges against you.

## **SUPERVISION**

Little Dumplings does extensive child maltreatment and criminal background checks on all employees. We also do a FBI check if the employee has lived outside the state of Arkansas in the past 6 years. Our staff is well trained in serving your child at all times. All Little Dumplings staff is required to actively participate in the supervision of children at all times regardless of the type of activity.

## **MANDATED REPORTER**

We at Little Dumplings are mandated reporters of child abuse. Authorities investigating or reviewing a case can interview a child in our care. Child abuse and neglect means the physical, mental injuries, sexual abuse, neglecting treatment, or maltreatment of any child under the age of 18 by a person who is responsible for the child under circumstances which indicate that the child's health or welfare is harmed or threatened thereby. There will be health check done every day. At this time, parents need to tell caregiver in charge at the time of arrival if the child has bruises on them and when happened to cause the bruises. All individuals who work with children are required by law to report any suspected signs of child abuse to the child abuse hot line. It is then up to the proper authorities to investigate. In this case we are not allowed to contact the parents.

## **REGISTRATION**

There will be a \$30.00 registration fee for each child. This is to purchase supplies. This is nonrefundable. This will be paid at the time of enrollment and every January. At this time there will be a financial agreement that will need to be signed by parents. You will have to pay the enrollment fee every time you withdraw and re-enroll. At the time of admission, application forms, personal data sheets, financial agreement, and drop policy sheets must be filled out and signed by parents.



## CHILD CARE RATES

Infants	\$112.00
Toddlers	\$105.00
Preschoolers	\$90.00
Before School	\$40.00
After School	\$40.00
Before/After	\$50.00
School Age	\$85.00
Hourly Rate	\$ 6.00 this is only past your 10 hr stay
Drop-In	\$40.00

Extra Activities and Field Trips admission will be an additional charge.

Partial Days 2—\$60.00

3—\$80.00

When asking about partial days you will be put on a waiting list

4 days is considered a full week of payment

\*There is no hourly rate just to drop children off for a few hours. You must pay the full drop in rate.

School-age children staying at the center when school is out will have to pay an additional \$10 per day + regular fees. *\*Fees subject to change*

Payments are due every Monday of the week. If your child does not come on Mondays, you need to pay ahead that Friday before Monday comes. If payments are not received on Monday there will be a \$5.00 dollar late charge each day after. After 2 days you can no longer attend Little Dumplings until services are paid. Fees need to be paid in advance. Little Dumplings accepts payment in the form of cash, debit, and credit cards. We **DO NOT** accept checks.

## STATE VOUCHERS

Little Dumplings welcomes state voucher participants, but you must understand that the voucher only applies to tuition costs. Other fees including registration fees, late charges, and field trips are the responsibility of the parent/guardian to pay. Only if your voucher is set at TEA will you be exempt from the registration fee but all other fees will still apply. **PLEASE NOTE THAT YOUR CHILD(REN)'S AUTHORIZATION MUST BE RECEIVED INTO THE ONLINE BILLING SYSTEM BEFORE YOUR CHILD MAY ATTEND CARE. NO EXCEPTIONS.** We will notify you when your voucher is close to expiring. Please understand that if your renewal authorization has not been received by the time of expiration, your child will not be accepted into care.

## CUSTODY ORDERS

Certified custody orders must be provided to the center director or office staff prior to enrollment. Any charges in custody orders must be provided to the center immediately. In sole custody situations, the center has the authority to ask that the exchange of the child(ren) is conducted off the center's property.



#### ARRIVAL/DEPARTURE

Children must be signed in and out, and taken to the teacher in charge. This is a requirement by Arkansas State Licensing Department. They must also sign the child out when they depart from the center. Little Dumplings will not be responsible for a child that is not signed in. Visitors must also sign in and out of center on a visitor's form. The proper ID is needed when someone else besides the custodial parent is picking up the child. Also, children that will be attending that day must come before 10:30am or after 2:30pm. We are encouraging parents not to bring children in during nap/quiet time because it disrupts other children that are sleeping. Please be considerate in this rule. Thanks

We cannot release your child to anyone without parental consent. Please include all probable parties on your child's registration form. If the person picking your child up is not on that list, we CAN NOT release your child to them. If you anticipate that someone other than your list of authorized parties will be picking up your child, please notify us in writing. All persons picking up your child will be required to show a picture ID. If parents come in intoxicated or under the influence of drugs we will not release your child to you, and the proper authorities will be notified.

#### ATTENDANCE/ABSENCES

In order to better serve the public and the children in our community, we have to have a working relationship with you the parent. We feel that you will value the quality education and care your child will receive here in the center. But it can not be done without you. To better serve you and your child, the following policy on absenteeism was devised.

1. Children here are allowed One Week of free child care per every paid 1-year. This can be used as sick leave or vacation period.
2. This one week free will be credited to your account only after your child has been enrolled for 1-year.
3. The director has to be notified prior to the week unless circumstances out of control arise.
4. Families with multiples are allowed only one week of free child care also unless otherwise arranged through director.
5. If parents wish to keep their child/children out of the center for over that week, they will be charged for that week as if they were here.
6. Only (1) one vacation week allowed at the same time (holiday, sick, spring break, etc....)
7. Part-Time students can not receive a free vacation week.
8. If your child is going to be absent that day, we ask that you call the center and let us know.

#### VACATION/SICK LEAVE

After children have been enrolled at Little Dumplings for 1-year they will qualify for 5 days of vacation or sick days without paying. Any additional days will have to be paid. These days will have to be approved in advance.

#### HOLIDAYS

Little Dumplings acknowledges and will be closed for the following major holidays examples are:

New Year's Eve  
New Years Day  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
Christmas Eve  
Christmas Day

#### REFUNDS

NO refunds or deductions will be made for withdrawals, ordinary illnesses, inclement weather, vacations, or holidays.



## SUPPLIES

See supply list enclosed in packet for items that are needed for your child's cubby.

## NUTRITION/MEALS

We participate in the USDA Food Program which allows us to provide all children with a nutritional breakfast, lunch and afternoon snack each day. **PLEASE DO NOT BRING OUTSIDE FOOD INTO THE CENTER.** Please make sure you fill out the enclosed Food Program application. We must have this application on all children who attend our center even if you think you do not qualify.

For infants, we will provide Enfamil with Iron formula until the age of 12 months, if you fill out the CACFP Infant form provided in your application. We will also provide baby food and other snacks for the infants and toddlers. Any formula needed other than the one provided will need to be provided by the parent.

Little Dumplings is not fully "peanut-free" environment, however; we take the precautions when necessary. Please inform Little Dumplings staff regarding allergies and concerns. Parents may be asked to provide food substitutions for allergies related to food, and have a note from your physician stating each allergy. For milk allergies, water will be provided as an alternative.

## ILLNESSES

Children running a temperature of 100 degrees will be separated from others until parents or designated person on emergency call list picks up the child

When your child is absent due to an illness, please contact Little Dumplings. Children absent due to a contagious disease may not return without a signed statement from the child's physician indicating that the child is no longer contagious and is able to return to their regular activities. Please remember that when your child is sent/kept home with a fever of 100 or higher, vomiting, or diarrhea, they **MUST** be free of symptoms for 24 HOURS before returning to the center. This not only aids in the recuperation of your child, but also will help to prevent the children from spreading the illness. \*This is a DHS regulation and must be followed at all times.

The following is a list of contagious/infectious diseases that will require us to send a child home:

- Fever (100° or more)
- Diarrhea (3 or more watery stools in a 24 hour period)
- Vomiting (2 or more occasions in a 24 hour period)
- Rash (body rashes not associated with diapering, heat or allergic reactions to medicine)
- Sore Throat (if associated with fever or swollen glands)
- Severe coughing (episodes that may lead to repeated gagging, vomiting or difficulty breathing)
- Pink Eye (pink or red eye(s) which may be swollen with white or yellow discharge, until on antibiotics for 24 hours)
- Untreated Scabies, Head Lice, or presence of nits (may return after treatment)
- Multiple Sores inside mouth with drooling (unless determined as non-infectious)
- Ring Worm (may return after evaluation and under treatment by a health care provider-doctors note required)
- Impetigo (may return 24 hours after treatment is initiated)
- Chicken Pox

Please keep in mind this is only a standard list. There are many other communicable diseases.

## MEDICATION

We may dispense medication **ONLY** with written permission signed by a parent stating the date, time, and the amount of medication to be given. All medication must be in the original container with prescription label intact. Please fill out the Medication Distribution form. All medications must be left with teacher. A sleeping child will be given medication as close to schedule as possible. The only time medication will be given without written permission is if a child is running a temperature of over 100 degrees. If this occurs, the parents will be notified and Tylenol will be



administered with the parent's verbal consent. The parent will be required to sign a medication release upon arrival to pick up sick child.

#### IMMUNIZATION RECORDS

Children must have an up-to-date shot record before enrollment. If not available upon enrollment, than one must be provided within 15 days.

#### INJURIES

If a child in our care acquires an injury, whether self induced or by another child, the staff witnessing the injury will fill out an accident/incident report. If the injury is serious in nature, the parent/guardian will be called or we will call for an ambulance and EMTs (unless we are instructed to do different). Please realize that any medical expense will be the responsibility of the parent/guardian. The staff of Little Dumplings is CPR and First Aid certified.

#### BITING

Because biting is a common occurrence in programs serving children under three years of age, and because biting is a common concern of parents of infants and toddlers, Little Dumplings has carefully researched its policy concerning biting. The following procedures are followed at Little Dumplings: First, the victim receives the first attention and any necessary first aid is immediately available. The biting child is dealt with firmness, kindness and briefly. The child is told that biting hurts and that biting cannot be allowed at Little Dumplings. Further response or action would depend on the reason for the biting incident.

- a. If the biter is an infant, usually the child is biting just as the child would bite a toy. The child gets response, so he/she bites again. Careful supervision is used to prevent bites, and many chewable toys are provided.
- b. Some children begin to bite because they imitate the kisses or playful bites of adults. Parents are warned that such "biting" play may very well encourage their child to bite in the future so this type of play may want to be stopped.
- c. A child could be teething and just needs something to bite on.

The staff at Little Dumplings supervises very closely at all times. Everything possible is done to keep all of the children at Little Dumplings safe and secure. However, just as all toddler falls cannot be prevented, all bites cannot be prevented. Accident reports are filled out on all bites that leave a mark. All bites are documented. If the bite should break the skin, the parent will be notified. If a child is biting repeatedly, the director will discuss the matter with the parents of the biter to assure that the child is being dealt with in a consistent way. However, the name of the biter is not given to other parents. The child must be protected from any negative reactions from others. Biting is a normal behavior for toddlers, but some people may look at a biter in a negative way. Toddler bites and infant bites are not intentional. Parents who have further questions about biting are invited to discuss the matter with the director. Specific questions can be answered and written information is available.

Considering the above information, we will do our best to work with the parents and child in biting situations. However, we also have a responsibility to protect all of the children in the classroom from injury. If a child bites more than 2 times in one day, the parent will be called to pick up child. If a child bites more than twice in a week or 2 children, they can be suspended from the daycare a few days with pay. If a child bites more than 5 times in one month, dismissal will be considered. The policy will be amended considering the situation, the severity and the frequency of the biting. We strive to provide support, parent education and resources to families who deal with biting issues and will only use dismissal as a last resort.



## TOILET TRAINING

Little Dumplings promotes and encourages toilet training. Parents need to notify staff to address communication, routines, and dressing skill. It is very important to have consistency at home and at school. As parents and teachers, we work together with your child's toileting needs. Little Dumplings children will not scolded or shamed children should an accident occur. Extra clothing garments and diapers/pull-ups should be labeled and provided by parent. Little Dumplings will not provide diapers/pull-ups or wipes. You the parent will be responsible for bringing and signing your child's diaper/pull-ups in with a teacher. Your child will not be allowed to stay at the center if they do not have diapers or pull-ups. When toilet training, please dress your child in EASY TO REMOVE CLOTHING. Little Dumplings will assist children in toilet routines and hygiene practices. Please bring a pack of wipes once a month.

## OUTDOOR PLAY

Children are required a minimum of 1 hour of outside play daily. The children will go outside every day unless rain or extreme cold prevents them from doing so. In cold weather, the time spent outside is adjusted to the temperature; children will be taken out if at all possible. Please do not request that your child stay inside. Little Dumplings does not have extra staff available to stay in with one child. It is a policy that if a child is unable to participate in the day's activities such as outside play, the child should not attend that day. Please think of the child's comfort and possible daily weather changes when you dress your child and in planning outer garments to wear or bring to the center daily. It is licensing policy that children have at least one hour outdoor play per day in suitable weather. If weather is above 100 or below 30 degrees, the scheduled outdoor play time may be moved to a different time of day or shortened.

## CLOTHING REQUIREMENTS

Children must wear appropriate clothing to school. Please keep in mind that on some days the children will use paints and other materials that might get onto clothing. So put clothing on them that they can play in and you don't mind them ruining. Please do not bring them in sandals. All children must have extra clothing. All extra clothing must be labeled with the child's name. If they bring a backpack, it will be checked daily.

## PERSONAL HYGIENE

Children shall be clean and dressed appropriate for weather. When they are wet or dirty they will get changed or a new diaper put on them. Also if your child has started to smell under the arms, please make sure they have deodorant on daily. Please remember to LABEL ALL coats, socks, and shoes

## CHILDREN WETTING

If children do not have extra clothing, parents will be called to see if extra clothing can be brought in. If Little Dumplings has to provide a pull up or diaper on your child, there will be a \$1 charge

## TOYS

Children will not bring toys from home. They may bring a toy to sleep with only during quiet time. At no time can they bring war toys, balloons, whistles, or harmonicas. The center will not be responsible for any toys brought from home. Please do not let children bring money especially coin money to school.

## FIELD TRIPS

Field trips will be announced in advance and every parent must sign a permission slip for each trip. We will provide transportation to and from the field trip.



## QUIET TIME

Children will not be forced to sleep, but they will be quiet for the children that choose to sleep. We will provide individual mats with a cover sheet and a light blanket for each child.

## FIRE/TORNADO DRILLS

Our facility is equipped with smoke detectors; fire alarms, fire extinguishers, carbon monoxide detectors, and doors that open out to the exterior of the building. We hold monthly fire and tornado drills with the children. Each room has an emergency evacuation plan posted which shows the route to be taken in case of a fire or other emergency. In case the center has to evacuate, private vehicles will transport the children and the center will not be held responsible for unpreventable accidents.

## EVACUATION PLAN

Antioch Baptist Church will provide temporary shelter for children and staff in the event of a disaster/emergency situation.

## LOST/MISPLACED ITEMS

*Please be aware that Little Dumplings is not responsible for lost, misplaced, torn, stained, or stolen items. To avoid this as much as possible, please label all of your child(ren)'s items with their first and last name.*

## DISCIPLINE POLICY

Little Dumplings discipline, consist of positive reinforcement, time-out, conference with parent, 3-day paid suspension or termination of the child. The use of physical punishment is never permitted. We ask that if there are any changes going on in the child's life that may alter his/her behavior please talk to a faculty member or director. We reserve the right to ask parents to make other arrangements for the care of the child if discipline is a problem.

## WITHDRAWAL POLICY

Should a parent decide to withdraw a child voluntarily, a two-week written notice is required. The account must be current and paid in full at the time of withdrawal. In the event that a 2 week notice is not given, parents will still be charged and required to pay for 2 weeks of tuition. If a child is voluntarily withdrawn and the parents decide to re-enroll the child, the child will be put at the bottom of the waiting list and new registration fee must be paid.

## DISMISSAL POLICY

Little Dumplings staff reserves the right to dismiss any child or family who violates policies and procedures. Other reasons for dismissal are but not limited to; non-payment, non-attendance for at least 2 weeks without proper notice, biting and destructive behavior. This decision is at the discretion of the child care and facility directors.

## PARENT CODE OF CONDUCT

Little Dumplings encourages parents to participate in the center. Parents are welcome to assist on field trips, parties, sharing their hobbies, or occupations. We just ask for a week in advance if you are planning to come and participate in the classroom.

\*Parents: We ask that you do not discuss problems in front of children or other parents.

Little Dumplings prohibits the use of inappropriate language by any person while inside our facility. This includes swearing, the use of "cuss" words, racial slurs, etc.



It is the policy of Little Dumplings to contact local law enforcement in the event that a staff member, parent or child is threatened by another person. Any parents of an enrolled child who threatens another person may be asked to leave the facility permanently. This may cause his/her child to be dropped from the center's enrollment.

Little Dumplings policy prohibits adults from using physical or verbal punishment on its property regardless of the circumstances. Also, at no time is any adult to discipline or punish in any way any child other than their own.

Arkansas Child Care licensing regulations prohibit smoking in all child care centers.

It is the policy of Little Dumplings that all parents and staff deserve to be treated with respect. This policy prohibits all persons from quarreling with any other parent or staff. Persons who choose to engage in quarreling will be escorted from the facility, by law enforcement officials if necessary. If there is an issue to be discussed, the parent may set up a conference time with staff member and director.

#### CONCLUSION

This concludes the policies and procedures for Little Dumplings and you are encouraged to refer to it when you have questions.

THANK YOU FOR ENTRUSTING US WITH THE CARE OF YOUR CHILDREN. WE LOOK FORWARD TO CARING FOR YOUR CHILDREN AND SHARING IN THEIR DAILY LIVES.

- Please keep information pages and refer back to them any time you may have a question or concern.
- Fill out all other forms and turn in to office at the time of enrollment.

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### CLASSROOM SUPPLY LIST

Little Dumplings requires the following labeled items be in your child's cubby box as applicable:

#### Toddler and Infant Care

We ask that you provide the necessary items for your child:

1. Diapers, Pull-up, Training pants with plastic rubbers
2. Baby wipes, diaper rash ointment with child's name on it
3. Bottles with child's name on it
4. Formulas/Milk gallon (Infants only if using other than what we provide)
5. Baby Food (Infants only if using other than what we provide)
6. Extra Clothing for accidents
7. Medicine will not be given unless there is a medicine release form filled out completely and that the medicine is in the original bottle labeled with the child's name

Little Dumplings will not be giving out bottles or sippy cups with sugar water, soda, coffee, or other sweetened drinks. Infants will not be force-fed.



What Items Should be At Preschool

1. Please bring a bag or a Standard size backpack to school with your child everyday that can adequately hold ALL of your child's belongings for the day. Please use the Standard size backpack as a guide for the size your child will need. **DO NOT SEND ANYTHING LARGER THAN A STANDARD SIZE BACKPACK OR MORE THAN ONE BAG.**
2. All children will need an extra change of clothing kept in their bags at all times, please include a large zip lock sack for soiled garments.
3. Each child will have a work folder supplied by Little Dumplings sent home each day with your child's work. letters from teachers, newsletter, art, and other work that your child did during the day. Please check this folder daily and ALWAYS keep in your child's backpack. You may also use it to send letters to your child's teacher or director as well.
4. Label all clothing and other items. There cannot be any medication left in the bag.