



Little Eagle Child Care Center

(LECCC)

250 Murall Drive

Kearneysville, WV 25430

Phone (304) 264-7132 Fax (304) 264-7017

Parent Handbook

Revised January 2017

Welcome to Little Eagle Child Care Center

GENERAL INFORMATION

Welcome to Little Eagle Child Care Center! LECCC is a non-profit child care center established in 1990 to provide quality child care for the children of the local federal agencies and accredited by The National Association for the Education of Young Children. LECCC is dedicated to offering children and their families' quality child care.

LECCC was established by the Internal Revenue Service(IRS) Enterprise Computing Center (ECC) in September 1990 to provide quality child care facility for the children of IRS employees, employee of the Veterans Administration Medical Center (VAMC), employees of other Federal agencies and the general public. LECCC is a not-for-profit corporation and is governed by a Board of Directors.

We serve children aged 6 weeks to 12 years and they are placed in age appropriate classrooms depending upon developmental milestones and available slots in that age group. Groupings are flexible and a child may be moved from one group to another to meet special needs. All but the youngest group intermingles daily outdoors with another age group in the next classroom.

All staff members have experience as early childhood educators. All staff participate in a continuous program of in-service education and studies for professional advancement in order to remain alert to the ever-changing needs of today's families and to the findings of current research.

LECCC does not discriminate on the basis of age, race, color, religion, national origin, sex, sexual orientation, handicap, or any other factors protected by law. Every child is an individual in our eyes. You may see children with special needs in our population as inclusion of all children is our goal. Please help your children understand this concept by talking with them, since children learn compassion and tolerance by exposure to diverse situations. We do our best to reasonably accommodate individuals; however, we are limited by our resources as to the number of cases for which we may be able to provide services.

Our program's expectations of the children are to have respect for themselves and others. We also ask that the parents and guardians feel free to be a part of the program, offer suggestions, comments, and constructive criticism, as well as financial and moral support.

OUR VISION

Little Eagle Child Care Center serves as a role model for the community, fostering happiness and developing "life-long learning skills for enduring success; for children, staff, and families. Caring, professional staff nurtures this environment.

OUR MISSION

Little Eagle Child Care Center is committed to offering high quality child care programs to children of all ages. We ensure our children have a rich environment full of educational materials, positive experiences, and an active learning community that prepares each child for future success in all aspects of their lives. The staff at Little Eagle are well-trained educated professionals that participate in on-going professional development tailored to the needs of young children. The expertise of the staff acts as a catalyst to effectively communicate with the children, parents, and society as a whole.

DAILY PROGRAM

When the children enter the classroom in the morning, they are greeted by their teacher, and then given freedom to explore the various learning centers and activities. These are changed from week to week, day to day, and sometimes from hour to hour; paint, clay, musical instruments, blocks, books, dolls to bathe, suitcases to pack, and special things for special days. There are enough learning centers and activities to keep a child motivated. There is always something new or some new way to do things, but enough things remain the same to provide the securities and comfort of familiarity. Learning centers are arranged for maximum challenge to the body and mind.

A teacher is always nearby to lend support when needed and to help children when they momentarily lose control of materials, equipment or even their emotions. A teacher is always nearby to answer questions, offer a challenging statement, or make a suggested change while remaining within each particular child's current level of achievement, interest, ability, and needs.

The children may enjoy a story, quiet music, or a gradual approach to a rhythmic activity. They will dance or crawl and jump or grow like flowers or blow like the wind. We go outdoors to run, climb or jump as much as possible. We allow plenty of time for each child to explore, experiment, discover, play, and simply be a kid.

NUTRITION

Child Care Nutrition Policy Adopted January 2017

Little Eagle Child Care Center wants to provide your child with the best possible nutrition and optimal physical activity environment possible. To ensure best practices, we have adopted these policies. Little Eagle participates in the CACFP child care food program. The schedule for meals is as follows:

Breakfast:	8:00am-8:45am
Lunch:	11:15am-12:00pm
Snack:	2:30pm-3:00pm

****Pre-K meal times may differ slightly during the school year****

Our menus will be available on a monthly cycle that allows for seasonal change and a combination of new and familiar foods.

We will offer fruits and vegetables to children at least 2 times a day. We will only provide fruit that is in its own juice. Vegetables will be steamed, boiled, roasted, or lightly stir-fried with little added fat.

We offer pre-fried meats (chicken nuggets, sausage, and bacon) and potatoes only once or less a week. We offer beans or lean meats at least once a day. Foods will be high in fiber; whole grain foods are offered 2 times a day and sweet and salty foods less than once a week or not at all.

We make drinking water freely available so children can serve themselves both inside and outside. We do not offer sweetened drinks and juice is offered less than 2 times a month. Infant to 24 months will be given whole milk; 2 years and over will be offered 1% milk. We do not provide soda at any time.

One staff member will sit with the children at meal time and gently and positively encourage children to try a new or less favorite food. We will not use food to encourage positive behavior. We will serve the meals as a family style and the staff are strongly encouraged to not eat less healthy foods or beverages in front of the children.

We will provide quarterly training opportunities for staff and families on nutrition. The staff will participate in trainings that support the guidelines through CACFP.

Please do not bring your child to the Center with food for any reason. We cannot alter our child's diet for one day or any length of time without a special dietary needs paper signed by the child's physician. Any special request, such as Soy Milk, needs to be accompanied by a doctor's note. If the request is a parent preference, the parents may be responsible for providing the alternative.

Parents of infant who are not eating table food must provide prepared formula bottles and food. Please label bottles with the child's name, type of formula, ounces, and date. Bottled baby food should also contain the child's name and date. We are unable to provide solid food to a child that is four (4) months of age and younger without a written plan of care signed by the child's licensed health care professional. Little Eagle will use fresh refrigerated breast milk within 48 hours of receipt. Breast milk that has been frozen and properly thawed within twenty-four (24) hours of receipt and frozen breast milk within two (2) weeks of receipt if it has been in the back of the freezer. **See your teacher for more details on nutritional guidelines and storage of breast milk/formula.**

Physical Activity Policy Adopted January 2017

We provide at least 120 minutes of active play time to all children every day. Weather permitting, we will provide opportunity for outdoor play 2 or more times a day. In the weekly lesson plans, teachers will incorporate 60-90 minutes of vigorous physical activity in the classroom and not withhold active play time for children as a consequence for poor choices. We rarely show videos or movies. The teachers will also provide the children with alternative activities when there is inclement weather.

Healthy Guidelines for Celebrations Policy Adopted January 2017

Please help us encourage lifelong healthy habits among our children. We encourage parents to join us for their child's birthday and special holidays and bring food to help celebrate. Please select healthier food options that your child enjoys. All food brought into the Center for Celebrations must be store bought. No homemade products will be served.

Suggestions include:

- Favorite foods
- Lower fat baked goods (mini cupcakes or muffins)
- Healthy foods in fun shapes

Also, consider celebrating with favorite stories, music, games, and activities. Often the most important thing to your child is that you took the time to help plan something special. We know it's hard to break old habits like cake, ice cream, and candy, but we would appreciate all efforts to make sure our children have the best possible health opportunities.

****Some classrooms have different guidelines to follow for snack foods. Please make sure you talk to your teacher before bringing food into the center****

HOURS OF OPERATION

LECCC is open Monday through Friday from 6:30am until 6:00pm. Those parents who will be late are asked to call the Center to request overtime care at least one hour prior to the scheduled pick up time. Parents are likewise asked to let the Center know in advance if they will be bringing their child in earlier than their normal time. Our tuition rates are based on 9 hours of care per day. If your needs require more than 9 hours a day of child care, there is an overtime charge that will apply. Your overage charge will be pro-rated based on your tuition rate and will occur for anything over 3 days of being late per week.

State licensing mandates staffing ratios and it is imperative that parents adhere to their stated drop-off/pick-up schedules unless prior notice and approval is given. We need to insure the proper care of your children.

A late fee, of \$10.00 per child, will be charged to parents for each 15-minute interval past the Center closing time of 6:00pm. If the child is left for more than two hours, proper authorities will be contacted. Clients who fail to pick-up their children timely and violate the Center closing policy three times can be removed from the program at the Director's discretion. The director will have the final say in these matters.

HOLIDAYS

The center will observe and be closed for nine (10) holidays. (New Year's Day, Martin Luther King Jr., Memorial Day, Fourth of July, Labor Day, Veterans Day, Columbus Day, Thanksgiving Day, Friday following Thanksgiving, and Christmas Day.) When a holiday falls on a non-workday (weekend day), the holiday will be observed on the designated Federal holiday.

On rare occasions the IRS is closed by an Executive Order of the President. On these occasions, LECCC will also be closed.

There will be no credit on tuition for days the Center is closed.

SNOW DAYS

We will attempt to keep the Center open at all times. In case of inclement weather, LECCC uses the local radio station, our website, a mass parent e-mail when available, a mass Remind App text, and our FB site to notify you of important changes. You can call the main line at 304-264-7132 and a message concerning changes will be posted by 5am.

There will be no credit on tuition for days the Center is closed due to snow.

ABSENCES

You may call the main line to report your child's absence but more importantly you should contact your child's lead teacher at least one hour prior to regularly scheduled arrival time.

There will be no credit on tuition for days the child is not in attendance.

ARRIVAL AND PICK-UP

Parents are expected to bring their child/children into the Center and see that they are under supervision before leaving the premises. They are expected to re-enter the building when picking up their children. Please be sure to sign/scan your child/children in and out every day. This is a mandatory state-licensing requirement and is very important in case of an emergency. Please remember if your child's class is outside when you pick up, let a staff member know that you will be removing your child.

SECURITY

The Center has been designed with safety and security in mind. Only those individuals listed on your authorized pickup list will be allowed to pick-up your child/children. In an extreme emergency situation, special arrangements can be made with the Director. Please do not give out your door code to anyone that is not on the authorized pick-up list.

SAFETY/EMERGENCY DISASTER PROCEDURES

In the event of an emergency evacuation of these premises, LECCC's first meeting place will be the Quality Inn & Suites Hotel, the second location will be The Shop-N-Save, and the third location is Sheetz. Parents/Guardians will be notified of the evacuation as soon as possible. Our first priority is to ensure the safety and well-being of all children and staff. Twice a year, we will practice a full evacuation to our first emergency location.

LECCC will practice fire drills twice a month. Children and staff evacuate the building and meet at the fence near the security gate. A fire drill form with date, time, how many individuals were evacuated, and time involved in the procedure is posted at all times for you to view.

IMPORTANT SAFETY RULES

We ask each family to adhere to a few safety rules while enrolled at Little Eagle Child Care Center. Remember these rules are to keep everyone safe and secure.

- All children must enter the building with you. Leaving children in your vehicle unattended is unacceptable.
- Please turn your car off when you enter the building.
- Please hold your child's hand on the way in and out of the door. The parking lot can be a dangerous place.
- Please leave designated handicap spots, in the front of the parking lot, for those with clearly labeled handicap signs.

- Once you sign/scan your child out for the day, you are responsible for their well-being.
- We ask that only adults enter their front door codes and only adults push the exit button.
- We strongly discourage parents/family members/staff from sharing photos on social media sites, web sites, or any other form of public internet site.

**LECCC has the right to call law enforcement, as needed, for issues concerning children left in cars and/or improper use of seatbelts. **

Field Trip Chaperone Policy

Adopted January 2017

This policy is intended to serve as a basic guide for individuals who want to serve as a chaperone for Little Eagle Child Care Center.

Little Eagle Child Care Center's procedure requires that individuals serving as chaperones for our daytime activities have a criminal background check through the state of West Virginia.

Any candidate for chaperoning who has a past conviction of or pending proceeding related to an allegation of child abuse or neglect MAY NOT work with children and youth at Little Eagle Child Care Center. Refusal to complete the Chaperone Application process or having a conviction for any of the following: drug-related activity, pedophilic behavior, incest, rape, assaults, indecent exposure, pornography, sodomy, or abuse of a minor, will automatically disqualify an individual from chaperone service with our children.

We will process a maximum of two (2) people per child and each person must be 18 years or older. The person(s) designated for each child will be the only ones allowed to attend the field trip. No person will be allowed to attend a field trip without a proper background check. ** Little Eagle will be responsible for the cost of the fingerprints and submitting the information to the proper authorities. All background checks must be completed by Little Eagle Child Care Center. No other agency checks will be accepted.

**Special circumstances/arrangements must be approved by the Director.

PAYMENT

Tuition must be paid in accordance with your tuition agreement. All payments are to be made in advance, by Friday, prior to services. Three payment plans are available: weekly, biweekly, and every four weeks. A late fee will be applied if payment is not received on the Friday before the upcoming week.

If your account is two weeks past due, you are subject to termination of child care services without further notice. If you continue to be delinquent in your payments, you will receive a second notice, and if payment is not made within a reasonable amount of time, your child care services can be terminated until an arrangement can be made.

There is a \$30.00 charge for any returned checks. You will be asked to make future payments in the form of a cashier's check or money order.

A one-time \$30.00 registration fee per family is payable upon enrollment into our program. Re-enrollment will require an additional registration fee.

CANCELLATION OF CHILD CARE SERVICES

The services of Little Eagle Child Care Center may be terminated by either the parent or LECCC with a written two weeks' notice to the other party. Even in the event that a two weeks' notice is provided, tuition payments are still required during the time period and the Center will continue to provide a space for your child (ren).

BITING POLICY

Biting is a normal behavior for children. Children who bite are not mean or bad. We can try to help them by redirecting their behavior. If your child bites or is bitten by another child, you will be notified in writing. After the parent signs this report, they will receive a copy and one will be kept in the child's file.

We wash all bites with soap and water (regardless of skin breakage or not) and comfort the child. If there is a puncture wound, the parents will be notified immediately to come and pick up the child responsible for the biting.

We work on redirecting the biter to another activity while comforting the child that was bit. If a child bites more than once in any given day, the parents will be contacted to come and pick up the child.

If and when a child bites repeatedly, the Director will contact the parent(s) to discuss possible solutions and alternatives. We always redirect the biter, and we can have a staff member shadow the child where he/she watched only that child to see what is causing the biting. If the biting continues and our strategies are not working, the Director may request that the parents consult a pediatrician. The parents will be required to bring a note from the pediatrician stating that biting was discussed. If the biting continues and the parents DO NOT cooperate with the Center, the child may be removed from our care.

The Center maintains strict confidentiality in all biting incidents; we ask the parents to please do the same.

BEHAVIOR POLICY

All we expect of the children is that they come to the Center, be themselves, and have respect for others. When a child displays difficult behavior, we will address it using the following policy. As always, Little Eagle Child Care Center focuses our attention on the behavior separate from the child.

Difficult behavior includes, but is not limited to:

- Threatening the Center
- Threatening another child or staff member at the Center
- Hurting themselves, another child, and/or staff members
- Destroying property
- Excessive disrupting a classroom or the daily operation of the Center

Our first step in combating challenging behavior, is by redirection.

- When we encounter any behavior problems, we explain to the child why the behavior is inappropriate and possibly redirect their behavior to another activity. If the behavior appears to continue, the staff will begin keeping a behavioral log.

The second step is to notify the Director of the child's behavior that cannot be redirected.

- After a discussion and review of behavioral logs, a courtesy call may be made to the parents to make them aware of the situation. The parents will receive a behavior notice detailing the incident. After the parent signs this notice, they will receive a copy and one will be kept in the child's file. We will then consider consulting with a Behavior Specialist for additional ideas and/or suggestions.

The third step will be to have a conference with the parents.

- The Director and teachers will have a conference with the parents(s) about the behavior and offer ideas and resources to assist the child. We have a Behavior Support Specialist that can observe the child and offer advice.

The fourth step would be to suspend the child for one day from the center.

- We will do everything we can to keep the child in our care. Parents are encouraged to work with the Center to improve the behavior of the child, but if the behavior is placing another child and/or teachers' safety at risk, we must do what is best for the program. IF the one-day suspension is not effective, we reserve the right to suspend up to three days.

The last step will be to terminate services.

- If the behavior continues and our resources are exhausted, the child may be removed from our care.

The center maintains strict confidentiality in all behavior incidents; we ask the parents to please do the same.

BULLYING POLICY

Little Eagle prohibits any form of racial, sexual, religious/ethical, or disability harassment, violence, bullying, or intimidation by any student, Center employee, or member of the public using the facility.

Bullying is described as an intentional gesture or any intentional written, verbal, or physical act of threat that a reasonable person under the circumstances should know will have the effect of harming another or their property. Cyber bullying is the use of an electronic device to intentionally demean, intimidate or humiliate another individual or group through any device of communication; at any time of the day or night that negatively impacts the center's climate, creates conflict between two people, or contributes to a hostile environment.

Little Eagle will not tolerate any acts of bullying from parents, children, and/or employees. If an incident is reported to us, we will take all the necessary steps to investigate the alleged event. We will speak with each party involved, parents, and school personnel, as needed, to ensure an accurate chain of events. Upon completion, Little Eagle administration will determine an appropriate course of action up to and including termination of child care services.

CONFLICT RESOLUTION

The Director will attempt to resolve all concerns to the parent's satisfaction. If the concern is unresolved after being brought to the Director's attention, the parent has the right to formally bring the complaint before the Board of Directors. The complainant should submit the written complaint to the Board of Directors through the Board President and should include a detailed description of the complaint. The Board of Directors will respond in writing within thirty days. Any decision made by the Board of Directors is final. All conflicts must be filed with the appropriate people within 30 days of the incident.

IMMUNIZATIONS

Your child's health is a matter of major importance to all of us. Upon enrollment, you must submit a health physical form signed by a physician. We also require that the child have standard immunizations. As your child gets immunizations and annual physicals, please keep us informed through updated paperwork for the child's file. This is the parent's responsibility.

ILLNESS OR INJURY

Our Center will not admit or retain in care, except with the written approval of a physician, a child whom:

- Is diagnosed as having or being a carrier of a communicable disease, such as, but not limited to: strep throat, pink eye, chicken pox, and/or hand, foot and mouth disease
- Has one of the following symptoms, or a combination of any of the below:
 - Fever of 100 degrees or higher
 - Diarrhea (more than one abnormally loose stool in one day)
 - Vomiting (one occurrence)
 - Severe cough
 - Sore throat
 - Mouth sores
 - Yellow color of skin or eyes
 - Redness of eyes
 - Unidentified skin rashes, spots, or lesions
 - Severe itching of body or scalp
 - Stiff neck with headache and one or more of the symptoms listed above
 - Difficulty breathing or wheezing
 - Complaints of severe pain or extreme irritability causing the child not to function adequately.

Your child will be sent home if any symptoms of illness appear during the day. In such cases, you will be contacted to pick up your child within the hour. We will isolate your child as much as possible while we wait for you to arrive.

A child may return to LECCC when the symptoms have disappeared for 24 hours (including fevers) or with a note from the doctor stating the child is not contagious.

Please do not bring non-prescription medication to the Center for any reason. Little Eagle does not administer this type of medication. We will only administer prescription medication. We do require a signed consent form to administer medication. Medication should have the original label clearly attached to the front with the prescription number, name of medication, date the prescription was filled, the physician's name, the child's first and last name, specific legible directions for administration and storage, and the expiration date.

NOTE: Tylenol, Advil, and Motrin do not treat the ailment that causes a fever. They only alleviate the symptoms. A child should not be brought to the Center if being given these medications for any reason.

If you suspect your child is getting sick, it might be beneficial to keep the child home or take him/her to the doctor. This protects a sick child from getting worse and protect healthy children and staff in the Center. It is our duty to maintain a healthy Center.

In case of accidental injury, we will make an immediate attempt to contact a parent/guardian. If we can't reach you, we will call the child's physician, if necessary. We will also call an ambulance or paramedics, if warranted. Until the arrival of a parent/guardian, physician, or paramedic, a staff member will be in charge and make all decisions about the care of your child. You will be expected to assume responsibility for any resultant expense. The Center will maintain a parent's signed consent form agreeing to this provision. It is to your child's benefit that you keep the Center up-to-date on phone numbers, emergency numbers, and other pertinent information. This should be done on a daily basis if you will not be at your regular home or work number.

CHILD ABUSE

Little Eagle Child Care Center reports suspected child abuse and neglect to Child Protective Services or other law enforcement as deemed appropriate to the situation. All employees at LECCC are mandated reporters.

WHAT TO WEAR TO LECCC

No pajamas, slippers, flip flops, dress-up outfits, or shoes or clothes that do not fit properly. Cleats are inappropriate shoes to wear to the Center.

Please consider your child's comfort, and provide simple clothing that is free of complicated fastenings.

Throughout the day, our children use messy materials and participate in messy activities, so please provide extra clothes or clothes that are easy to wash/clean.

Our children spend most of their days outside on the playground, so please make sure clothing is sturdy and will withstand hours of hard play.

Please consider the change of season when dressing your child (ren). Provide sweaters and jackets even on sunny, fall days. It is much easier to remove an unneeded item than to put on something you don't have. Please provide long pants from at least mid-October through mid-April, although they are appropriate during the other months as well. On cold, windy days, please make sure to provide a suitable head covering when needed. A light raincoat should be provided on days with rain. Umbrellas are ok, but should be left outside of the classroom or in the child's cubby.

Please make sure to label all out garments, including hats and boots.

Every preschool child will need to have one complete set of clothing left at the Center, and infants/toddlers need two complete sets. All parents should consult with the lead teacher in their child's room for seasonal needs.

Wipes, diapers, and pull-ups must be provided by the parents.

TOYS

Please leave your child's toys at home or in your car. No outside toys are permitted. If any item is brought to the Center, you will be asked to remove it from the building. Special sharing days will be announced.

Please bring in sharing items in a bag labeled with your child's name on it. We cannot be responsible for these items.

If your child's teacher permits a sleeping item, it should be soft and cuddly, like a stuffed bear or bunny. Please check with the lead teacher in each classroom.

PARENT INVOLVEMENT

The strength of any quality child care center is in the involvement of the parents in the program. Our children are special and unique; so are our parents. Parents with special talents, hobbies or any occupation are always encouraged to share their skills with our children through a visit. Children are proud to have their parent as the special person of the day and their classmates are excited and enriched by the experience. Parents are invited any time when their schedule allows.

Fundraisers are a necessary part of LECCC income. Please join us in making the most of the ones chosen for the year. Suggestions are always valued. We need you!

If you would like to be involved in any way, please see the Director or drop a note in the tuition box at your earliest convenience.

WAYS IN WHICH WE MAY BE OF HELP TO YOU

When you enroll your child in our Center, we assume the responsibility of giving you assistance with special needs relating to your child's adjustment, growth, and development.

Conferences relating to your child's progress will be offered in the Spring and Fall of each year. Your child will be given maximum consideration as an individual. We will look after your child's health and safety while he/she is at our Center. We will present a planned program geared to what we believe to be developmentally sound and educationally beneficial. Little Eagle wants to work together with each family to ensure your child is successful at our center. Open and clear communication skills will assist in situations where professional values and practices differ from family values and practices. We have a lending library of child development related resources available for parents to borrow.

Together parents and teachers can help your child develop to his/her full potential.

NOTES TO PARENTS

We want you to know, understand, and discuss our goals with us.

We want you to know that we recognize parents as the primary educators in their child's life.

We want you to realize the importance of play and learning.

We want you to appreciate that our staff members are trained child care professionals.

IMPORTANT PHONE NUMBERS

Tricia Sheely, Director	304-264-7551
Amanda Day, Assistant Director	304-264-7184
Lisa Berry, B/A Care Supervisor	304-264-7752
Front Office/Main Line	304-264-7132
Kitchen	304264-7180
Bouncing Bundles	304-264-7182
Busy Town	304-264-7181
Sesame Street	304-264-7186
Snoopy's World	304-264-7183
Disney	304-264-7274
Pre-K	304-264-7185

LITTLE EAGLE CHILD CARE CENTER PARENT HANDBOOK

ACKNOWLEDGE OF RECEIPT

I have met with the Director or designated staff member and discussed the Center's statement of purpose including the Center's policies on behavior management, reporting of abuse and neglect, health and medication, confidentiality and information disclosure, discharge policies, and grievance procedures. I have received a copy of the Centers policies. I am aware of my right to grieve without retaliation against my child or myself. I have been informed of my right to make a complaint to the State, related to the Center's compliance with the provisions of the WV Code 49-2B-1 et.seq. and the requirements of the Child Care Center Licensing Regulations.

Parent's Name (Please print)

Signature