Angel Haven

Early Childhood Center



Parent Handbook

Revised May 2023

**General Information**

**Angel Haven Early Childhood Center**

598 SE DD Hwy, Suite 6

Warrensburg, MO 64093

(660) 429-5800

**Owner:** Colleen Edwards

**Cell Phone:** (660) 909-5929

**Director:** Courtney Owens

**Cell Phone:** (660) 624-9893

**Website:** [www.angelhavenecc.com](http://www.angelhavenecc.com)

**Facebook:** Angel Haven ECC

**Children Ages 4 Weeks to 10 years**

**Hours of Operation**

6:00 a.m. - 6:00 p.m.

Monday through Friday

* Contracted with Division of Family Services to accept state assisted daycare
* Participates in the Child and Adult Care Food Program (CACFP), administered by the Missouri Department of Health.
* 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.
* To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten building, 1400 Independence Avenue, SW Washington, D.C. 20250-9410 or call (202) 720-5964 (voice and TDD) USDA is an equal opportunity provider and employer.

****Welcome!! I am so excited that you are looking at Angel Haven for your child care needs!

My name is Colleen Edwards and I am the Owner of Angel Haven Early Childhood Center LLC. My family and I moved to Warrensburg from the state of California in the summer of 1996. Warrensburg has been a great place for us to live and raise a family. My husband, Steve, works in law enforcement in the Overland Park, KS police department. We currently have an empty nest, except for our puppy, Kai! Our three children are grown with children of their own. We have six beautiful grandchildren; Zoey, Adrian, Alannah, Brady, Berkley, and James. You may see any one of them at Angel Haven on any given day.

I am very proud to say that we are a military family; my husband and both of my sons have served in the Armed Forces. My husband, Steve, was in the Air Force for 6 years, 1983-1989, the first 6 years of our marriage. My oldest son, Andrew, was in the Navy for 8 years. My middle son, Jordan, currently serves in the Air Force. My daughter Bri is a registered nurse, and her husband Brandon was in the navy for 8 years. I have a special place in my heart for our military families, as I know personally how challenging military life can be.

Being with young children is something I have always enjoyed. I babysat from the time I was 12 years old, and in high school and college I worked at several Early Childhood Centers and Preschools. A year after high school graduation, I married my high school sweetheart. Steve had joined the Air Force a few months earlier, and we married right after Tech School. Our first station was Keesler AFB in Biloxi, MS where we lived for 18 months. During our time there, I taught at a local preschool. Our time in Mississippi was followed by a 4-year tour to Eielson AFB in Fairbanks, Alaska, where Jordan and Brianne (my two youngest children) were born (Andrew was born in California between Mississippi and Alaska.) With three children ages 3 and under, I decided to stay home with them and did Family Home Childcare on Eielson AFB. In 1989, after 6 years in the Air Force, we moved back to California. Steve opened his own business with a long time friend and we settled in.

As our children neared school age, we made the decision to homeschool. This came out of my desire to teach and, as a mom, to grow with, learn with, and be with my children (being a mom is my greatest pleasure!) Homeschooling turned out to be a wonderful, exciting experience for all of us, and the children excelled!

After four years of homeschooling and seven years of business in southern California, we made the decision to move to Warrensburg. We had lots of big changes that year (1996), one of which was to allow my children to attend public school. They all adjusted easily and earned super grades. It was a difficult adjustment for mom, however. What was I to do with myself? What better place than back with preschoolers!

I eventually accepted a position at a center here in Warrensburg, Stepping Stones Childcare, as their new 2-year old teacher. I loved it! About 8 months later, in July of 1997, Stepping Stones was sold, but I remained on with the new owner. I taught in the 3-4 year old room and in a Kindergarten Readiness class before being promoted to the position of Director. I remained Director until March 2001.

I opened Angel haven in August 2001, and have not looked back since! Opening my own Early Childhood Center had been my dream for many years. Getting this opportunity was an answer to prayer for my family and me. It is with great excitement that I share these things with you and hopefully welcome you to our “family” here at Angel Haven. I understand as a parent, and now as a grandparent, that your child/children are your greatest treasure, and I consider it an honor that you are looking into Angel Haven as a reliable caregiver in your absence.

As you join our family, know that our doors are always open to you. You are welcome at Angel Haven any time.

Please read the following Handbook completely. All of the information you will need during the enrollment process and beyond, you will find in these pages. Feel free to clarify any questions you may have.

**Thoroughly complete and sign the Tuition & Policy Contract when you have read the Handbook in full.**

**Tuition Rates**

| **Age Group** | **Weekly Care** | **Daily Care (5+ hrs)** |
| --- | --- | --- |
| **Infant/Toddler Approximately**  **4 wks-24 mo** | $225 /week | $56 /day |
| **2 Year Old Room** | $165 /week | $42 /day |
| **Full Time Care + Preschool  (ages 3-5)** | $165 /week | $42 /day |

**\*\*\*Occasional Care is provided on a space available basis. Arrangements must be made in advance and child must be enrolled with all paperwork completed.**

| **Kindergarten - 5th Grade** | |
| --- | --- |
| **Before School** | $12.00 /day $50 /week |
| **After School** | $15.00 /day $65 /week |
| **Before + After School** | $18.00 /day $75/week |
| **Full Day\*** | $42 /day |

**No extra charge for early release days when enrolled in the After- School Program**

**\*Full Day tuition applies to registered school agers who still need care on days when school is not in session, i.e. Snow Days or Teacher In-Services. See handbook for details regarding holidays. Due to ratio requirements, care on these days is space available only, and not guaranteed. You must register and pay in advance**

| **Fees and Deposits** | |
| --- | --- |
| **Enrollment Fee** | $50 per family |
| **Deposit** | Equal to One Weeks Tuition |
| **Late Payment Fee** | $10 per day (if not paid by noon on Monday) |
| **Returned Check Fee** | $25 |
| **Late Pick Up Fee** | $10 for **first 10 minutes** and $1 for each **additional** minute |

**Effective September 2022**

**Philosophy and Goals**

Our philosophy and goals here at Angel Haven are simple. We recognize that you, the Parent/Guardian, are your child's primary caregiver. Because of circumstances and sometimes choice, there are times when your child cannot be with you. We attempt to make that sometimes difficult transition as easy and positive as possible.

Our goal at Angel Haven is to have a developmentally appropriate program geared to meet the varying needs of the children involved. This means that we plan the environment and program to meet the changing needs of the growing, developing child. These needs may be different for different children of the same age, and while we must consider the needs of all the children, each child is evaluated on an individual basis.

We feel very strongly that young children learn by "doing" and “being”. Research indicates that children learn best in an environment which allows them to explore, discover, and play. Play is an important part of our developmentally appropriate child care program at Angel Haven. Play is closely tied to the development of cognitive, socio-emotional, and physical behaviors. Play and learning go hand-in-hand. They are not separate activities. They are intertwined.

 At all times children are being continuously challenged by specific learning goals that we have set for them.

• In order to begin to read and perform other academic tasks, children must first gather meaning from the world around them and develop an awareness of concepts.

• In order to gather meaning from the world, children must have many satisfying sensory and sensory-motor experiences; they must touch, feel, smell, hear, etc. Perceptual development follows. This is how children interpret their sensory experiences, which is a prerequisite for developing their minds. Children practice and reinforce their learning in multiple areas during play. It gives them a place and a time for learning that cannot be achieved through completing a worksheet. A child’s preparation for life and school comes through play: boisterous, spontaneous play, running, jumping, skipping, playing house and pirates and fairies and superheroes. Yelling and screaming and crying are all a part of this. So is first friend-making, and rejection, taking risks- creative, physical and social risks, dressing up and storytelling, trying out crazy and messy art, encountering conflict and sorting it all out, learning empathy.

. At Angel Haven you will see:

• Games, both group and individual, sensory tables to touch and feel, play-doh to sculpt, blocks to build with, cars to drive, bikes to pedal, equipment to climb, shovels to dig with, water to play in, props to encourage pretend play, interactions with other children and adults.

* A wide variety of materials with which a child can create, discover and imagine
* Sand trays, easels, chalkboards, magnetic boards, puzzles, glue, paint, markers, puppets, dolls, dishes etc.
* No complicated, abstract meanings that a child cannot comprehend, but ideas to share and things to talk about, relate to, compare with, match, fit into, try out, reinforce, invent, discover, imagine and enjoy.

Our program is geared towards helping children develop habits of observation, questioning, and listening. It gives them an awareness of their own feelings and their right to express those feelings by sometimes channeling them into other means of expression. They learn that they are free to make choices, and that there are consequences for all of the choices they make, both positive and negative, but that as long as they stay within the limits of consideration for people and things, they do not always have to conform. Our open-ended program prepares children to use their intellectual and creative abilities in future learning tasks.

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

• We want you to look often into our busy, happy, noisy, creative rooms and see your child at play.

• We want you to realize the validity of that play and the importance of what is being learned while they play and interact.

Working together, parents, guardians, and caregivers can help your child discover and develop to his or her full potential.

**Enrolling Your Child**

**Requirements for Enrollment:**

* A $50 non-refundable enrollment fee per family is due upon enrollment.
* A non-refundable deposit equal to one week’s tuition is due upon enrollment. This deposit is credited towards the last week of attendance if the required two weeks written notice of termination is given. This deposit is not refundable in cash under any circumstance.
* The first week’s tuition is paid a week in advance of attendance. No child will be permitted for care until the first week is paid in full. Each subsequent week’s tuition is due on Friday, the week **PRIOR** to care. Late fees begin at Noon on Monday, at $10 per day.
* An enrollment orientation with the Center Director or Designated Other. This assures an understanding of all policies and procedures and gives all parties a chance to ask questions and clear up any concerns each may have.
* All necessary and required paperwork, completed and turned in, including:
* Satisfactory evidence of required immunizations
* Completed Child Enrollment Forms, including emergency contacts
* Completed Disaster Release Info
* Signed “AH Disruptive Behavior Policy”
* Completed “All About Me” form
* CACFP Paperwork- IEF (Child and Adult Care Food Program)
* Signed Tuition & Policy Contract (signed by all parents/guardians)
* Signed Accident, Injury and Emergency Medical Care Form (signed by all parents/guardians)
* **Child Medical Exam Report, signed and dated by a physician within 2 weeks of enrollment** OR Parent’s Health Statement For School-Age Child (if child is enrolled in school)
* Infant And Toddler Feeding And Care Plan (children under 2 years)
* Signed Infant Safe Sleep Policy Form (children under 12 months)
* Sunscreen Consent Form

**Other needed items**:

* Complete extra change of clothes (more if potty-training) appropriate for the current weather. Change them out as needed, or if sent home.
* Crib size sheet and travel size pillow with pillow case for nap time. (Please no full size pillows/sheets)
* Spill proof water bottle (will be sent home on Fridays to be washed)
* Diapers & Wipes or pull-ups (if applicable)
* Formula/Breast Milk (if applicable)
* Bottles- at least 3 (if applicable)
* Pacifiers (if applicable)

**Please be sure to label EACH item with your child’s name**

**Photos/Videos**

Angel Haven staff frequently takes photos and videos of the children participating in activities and experiences at Angel Haven, and while on field trips. We occasionally send these pictures and videos to parents, via email or cell phone. We may display them in the classrooms or the foyer, as well as on our **Facebook Page** **(Angel Haven ECC),** or on our **website** **(angelhavenecc.com).**  Please be sure to let the Director know upon enrollment if there are any restrictions to taking and/or displaying **in any way**, photos and videos of your children.

**Tuition Policy**

Our program runs entirely on enrollment tuition. It is imperative to the smooth operation of the center that your tuition is paid promptly and in full each week. In order to support the program and the high quality of care that your child will receive, tuition is due on the Friday BEFORE the week of care and is considered late if not paid by the following Monday by noon. **There is a $10 late fee for each day after Monday noon. If tuition is not paid in full by Wednesday morning of this same week, your child may be withdrawn from the program.** An enrollment fee of $50 will be required upon re-enrolling your child. Extenuating circumstances will be dealt with on an individual basis with the Director. There will be a $25 returned check charge. We reserve the right to require cash payments after the 2nd returned check.

**Flexibility in Scheduling/Occasional Care**

Our desire is to provide quality, flexible childcare to meet the varying needs of families. Parents are allowed flexibility in scheduling and we will accommodate your requested hours as best we can. In addition to full and part-time care, we provide hourly & daily care for the “occasional” child, as space allows. Your child must be enrolled in our program, with all necessary paperwork on file. Please discuss details of this option with the Director.

**Observed Holidays (Center Closed)**

**(Please note that regular tuition is due for these days)**

* New Year’s Holiday (may close early on New Year’s Eve)
* Memorial Day
* Independence Day
* Labor Day
* Thanksgiving Day and the Friday after
* Christmas Holiday (exact days will be announced well in advance for your planning convenience)

**\*If a holiday falls on a Saturday or Sunday it may be observed on Friday or Monday**

**Vacation Policy**

As each family’s vacation habits differ, we offer two vacation plans for you to choose from. Please keep in mind that once you have chosen a plan you must stick with that plan until the yearly anniversary of your child’s start date. All vacation plans must be given to the Director at least one week in advance of said vacation use.

**Plan #1:** You earn free vacation days as your child attends, up to the amount of days your child is enrolled per week. These days are accrued at the rate of one day every two months, beginning on your child’s actual start date, with a maximum of 5 free days per year. The free days may be used alone or grouped together, but they are not transferable and may not be carried over to the next year

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**Plan #2:** Three weeks of vacation per year at a rate of one half of your total weekly tuition, per week. These vacation weeks must be used in weekly increments, Monday-Friday, and may not be used one day at a time. Vacation time must be approved with the Director in advance of use and is available after 6 months of continued enrollment.

**Signing Children In and Signing Out**

**Arrival:**

Each day that your child attends Angel Haven, he/she is required to be signed in. The Daily Attendance Sheet is on the desk in the front foyer. After signing in, you must personally walk your child to the half door and make sure a teacher sees and acknowledges you. Allow enough time to get your child comfortably settled in. Smiling teachers will assist you with the transition. If your child has a difficult time separating from you, you may need to allow for some additional time, however, quick and easy drop offs are encouraged for children who have a harder time with this initial separation.

**Departure:**

Upon pick up, each child is required to be signed out, including the exact time and a signature from whoever is picking up. If you are later than closing time we do charge a late fee of $10 for the first 10 minutes, and $1 per minute after that (due with the following week’s tuition payment). If you are more than 30 minutes late and we are unable to reach either you or your emergency contact, the Department of Family Services may be contacted.

**Authorization to Pick Up a Child**

No child will be released to a person not authorized by a parent or legal guardian. We must have written or verifiable verbal authorization for changes in this respect. Any permanent additions or deletions must be made in writing by the parent or legal guardian. The authorized person will be required to show a picture I.D. upon pick up and must sign the child out with a signature on the Daily Attendance Sheet. Any person picking up a child is subject to ID confirmation at any time, so please always have ID available if requested.

**Custody Arrangements**

Please be sure to make the Director aware of any legal custody arrangements and/or restraining orders, and any changes to these orders. We require a certified copy for the safety and protection of all involved. It is a policy of Angel Haven to remain neutral in all custody matters and Angel Haven may not serve as a visitation site.

**Absences/Start Times**

Because the center is staffed according to state-specified staff/child ratios based on enrollment, no credit is given for absences. Your contracted weekly tuition remains constant whether your child attends or not. The only exception to this is pre-planned vacation days. If, for any reason, your child will not be attending on one of their regularly scheduled days, please inform us as soon as possible. A call to Angel Haven, or a text to the Director, is much appreciated. This allows us to accept occasional children or to adjust staffing.

If you would like your child to eat breakfast, they must arrive by 8:30AM

**If your child has not arrived by 9:30AM, and we have not heard otherwise, we will assume that they will not be attending for the day.** This gives us time to collect an accurate lunch count, to accept drop-ins, or to adjust staffing if needed. If your child arrives unexpectedly after this time and staffing has already been adjusted or drop-ins accepted, we may not be able to accommodate them for the day. Communication is key in this area. **Again, please call/text by 9:30 at the very latest for any change in your child’s schedule**.

The Preschool Program begins at 9:00 AM each day. In order for your 3-5 year old to receive the intended benefits of this specialized program, please have him/her present and ready to engage in our activities by 9AM each day. This is most important from August-May.

**Substitutes**

If your child’s teacher is out for any reason, a qualified substitute will take their place. We substitute from within as much as possible, but also keep a list of reliable sources.

**Before and After School Care**

We offer care for school age children before and after school. On school closing days you must check in advance to see if we have available space and extra staff. There is an extra charge for these full days. Transportation to and from school is provided by the school district via the bus system. Angel Haven is on the route of bus #6. The bus picks up children in the morning at approximately 7:30-8:00 a.m. and drops the children off at approximately 4:00 p.m. Breakfast is provided in the morning if your child arrives by 7:20 a.m. This gives them time to eat without rushing. A snack is served when they return in the afternoon.

**Parent Involvement**

As we recognize that you, the parent, are your child’s primary caregiver, it is our desire to work as a team to provide the best possible care for your child. We feel that you should be involved as much as possible in the care that your child receives while with us. That is why we encourage you to visit anytime and join us for field trips or special family events at the center. We would also welcome you to volunteer in your child’s class, to read a story, play with children, or help create a work of art! You are welcome to join us for lunch or snack anytime, just let us know in advance so we can prepare accordingly. Special Holiday events are a great time to visit as well.

In addition to a parents orientation upon enrollment, special meetings with the Director and/or teacher can be requested at any time.

To keep informed of daily happenings and special events, please read our parent and message boards both in the foyer and in your child’s classroom and on our private Facebook group for families. Very young children receive individualized daily reports each day of attendance. Don’t forget to check the Family Files in the front foyer daily.

**Birthdays**

Birthdays are a special time for children and we want to help you celebrate. We welcome any treat that you would like to provide. We ask only that you let us know in advance and that you provide enough treats for every child in your child’s group.

**Prayer**

A short and simple prayer is offered to God the Father at each meal, thanking Him for our food and blessings. Prayer is ALWAYS voluntary.

**No child will ever be forced, coerced, or pressured in any way to participate in prayer.**

.**Meals and Snacks**

We provide a nutritious breakfast and lunch and a healthy afternoon snack each day. Our entire menu is planned to meet all state guidelines, including CACFP (Child and Adult Care Food Program). All meals are served “family style” with children encouraged to serve themselves and assisted as needed. The mealtime atmosphere is enjoyable and relaxed. Appropriate table manners and conversations are modeled and taught. No child is forced to eat but we do encourage the children to try a bite of everything they are offered. Extra helpings are always available. Because of the number of children we serve, special orders due to likes or dislikes are not possible. We will, however, make every effort to accommodate your child’s needs regarding any documented food allergies he/she may have. Please be sure to have your child’s pediatrician fill out and sign a medical substitution form. Food from home is not permitted unless there is a special event or holiday celebration.

**Infant and Toddler Meals/Snacks**

A written diet plan for each infant and toddler must be on file and updated according to the individual needs of the child. We provide Parent’s Choice Milk-Based formula until the child reaches 12 months of age and is drinking regular fluid milk from a cup. The parent(s) or guardian(s) may provide formula and/or breast milk, if desired. Your preference must be indicated on the Infant and Toddler Feeding and Care Plan

If your child remains on a bottle after this time, you are responsible to supply any and all bottles required each day, and bring them to the center clearly labeled with your child’s name, and ready to feed. Bottles will be warmed per each infant or toddler’s individual needs, as instructed by the parents on the written diet plan. Until infants can hold a bottle comfortably, a caregiver will hold them during bottle-feeding. Bottles are never propped. Permission for the child to eat table foods must be given in writing. If you choose to provide bottles for your infant, please bring at least 3 per day and label with the child's name. Also, please label any pacifiers brought in. We do not supply these.

**Rest Periods**

A much needed rest time is provided every day. Children lie down on individual cots while quiet, relaxing music is played. They may be read to or be given books to look at to help them settle down to rest. After a rest period of one hour, children who do not sleep are given quiet play choices until a majority of the children are awake. The infant and toddler groups nap and rest as needed, per their own individual schedules.

Please provide a sheet (a standard size crib sheet fits the cots perfectly, or a port-a-crib sheet for the infant room cribs), a small blanket, and a travel size pillow with a washable pillowcase for each child. Please label each item clearly with your child’s name. Most toddlers 12 months and older will sleep on a cot (with written parental permission) but a crib will be provided if needed. We will wash all nap items (sheets, blankets, etc) weekly.

**Personal Items and Toys from Home**

We have lots of educational toys and learning games to keep the children happy, busy, and challenged. Therefore, we ask that you keep your child’s toys and special personal items at home or in your car. An exception to this would be a favorite “stuffy” for nap time. We have occasional “Show and Tell” and sharing times when your child may be permitted to bring an item from home, but please be sure it is labeled with your child’s name. (No guns, war toys, or other toys of destruction at any time, please!) Books and music are always welcome, but we ask that they be left for several days so the children can enjoy them fully. Angel Haven cannot be held responsible for lost or damaged items.

**Clothing**

Because a day at Angel Haven is full of excitement and creativity and includes such activities as running, jumping, climbing, singing, painting, gluing, eating, squishing, coloring, digging, etc, etc, etc (both indoors and outdoors) your child should wear comfortable, sturdy, washable clothing. Rubber-soled, closed-toe shoes are **highly encouraged.** Because of our active schedule we also ask that you provide a complete change of clothing including socks and underwear, just in case. Also, weather appropriate outerwear is a must.  
Remember to replace the clothing immediately if it is used and also to change the sizes and styles appropriate to the changing seasons. Please label each item with your child’s first name and last initial (because sometimes we have more than one child with the same name!) This will help ensure that your child’s clothing is not accidentally sent home with the wrong family. An “OOPS REPORT” will be sent home with all soiled clothing explaining what happened.

**Potty Training**

This is a most exciting time for both you and your child. One step closer to that independence they so desire! Because this can also be a challenging phase it is our desire to practice teamwork to make the whole process just a little bit easier. Potty training will become a joint venture initiated when you feel your child is ready. Sometime around the age of two is normal.

When you do decide to begin, we ask you to supply us with 2-3 complete changes of clothing, including socks, an extra pair of shoes, and an ample supply of training underpants or pull-ups (parent’s discretion).

Dress your child in clothes that are easily removed (no overalls please). Dresses, long t-shirts, and elastic waist pants, if pants are needed, are perfect. Thick training underwear is recommended for children who have few accidents. Pull-ups are encouraged for newly potty training children, as they make the frequent accidents that are common more manageable for both the teacher and the parents (soiled backup clothing must be replaced every day).

**Field Trips**

Field trips are a great way to teach by giving children hands-on, real-world experiences. We will incorporate field trips into the curriculum as much as possible. Safety issues and child restraint laws prohibit the younger children from going on many excursions. The older groups may go a bit more often, especially during our Summer Camp Program. Strict safety precautions are observed, including lower staff/child ratios, parent volunteers when needed, and written parental consent for every excursion. Short unscheduled walks within walking distance of the center may be taken without prior parent notification.

**Room Changes**

**Room advancements may not occur on the exact date of a child’s birthday**

There are many factors to consider when moving a child to a new room:

* What is best for the child
* Developmental stages
* Social and emotional levels
* Physical development
* Room availability

The move will be discussed by all involved to decide if the room change will be positive for everyone:

* The Center Director
* Both Caregivers
* Parents/Guardians
* The Child, when appropriate

We do allow for a transition period when moving a child so that the child is able to adjust at their own pace. Primary room rates apply during transition times, until the child is moved permanently.

There is not a specified transition time. Some children adjust quickly and some need a little more time. It may even be determined that the child is not ready to move, and we will try again at a later date. All decisions are made on an individual basis. If you have any questions or concerns, please see the Center Director.

**Medical Records/Immunizations**

A medical examination report is required by the licensing agency for each infant, toddler, and preschool child enrolled and a health report for each school-age child. These reports must be provided within 15 days of enrollment. There are no exceptions to this requirement and failure to provide the needed verification will result in disenrollment.

No child will be permitted to enroll in or attend Angel Haven without having been adequately immunized against vaccine-preventable childhood illnesses. Satisfactory evidence of the required immunizations must be provided upon enrollment.

**Sick Children**

Children are observed for contagious illnesses upon arrival and throughout the day. Unusual behavior is monitored closely and parents are contacted if the behavior continues or if other symptoms develop. These behaviors include, but are not limited to:

* Is cranky or less active than usual
* Cries more than usual
* Has loss of appetite
* Feels general discomfort or seems unwell

Your child may be sent home if any symptoms of illness appear during the day. In such cases, your child will be isolated from the other children and you will be contacted. **For the benefit of all concerned, including the comfort of your child, you are requested to respond in a timely manner.**

The licensing agency **requires** that any child exhibiting **any** of the following symptoms must not be permitted in care:

1. Diarrhea - more than one (1) abnormally loose stool. If a child has one (1) loose stool, he/she shall be observed for additional loose stools or other symptoms.
2. Severe coughing - if the child gets red or blue in the face or makes high-pitched croupy or whooping sounds after coughing.
3. Difficult or rapid breathing (especially important in infants under six (6) months.
4. Yellowish skin or eyes.
5. Pink Eye - tears, redness of eyelid lining, irritation, followed by swelling or discharge of pus.
6. Unusual spots or rashes.
7. Sore throat or trouble swallowing.
8. An infected skin patch(es) - crusty, bright yellow, dry or gummy areas of the skin.
9. Unusually dark, tea-colored urine.
10. Gray or white stool.
11. Fever over one hundred (100) degrees Fahrenheit by mouth or ninety-nine (99) degrees Fahrenheit under the arm.
12. Headache and stiff neck.
13. Vomiting more than once.
14. Severe itching of the body or scalp, or scratching of the scalp. These may be symptoms of lice or scabies.

As we must be concerned for the health of all the children and caregivers at Angel Haven, children exhibiting any of the above symptoms may not be brought to the center for care. Children must be fever free without the aid of a fever reducer for at least 24-36 hours before returning for care. A doctor’s note may be required as well.

**Administering Medication**

There may be times when your child needs to take medication while at the center. To make sure that we administer medication in a safe and healthy manner, a Medication Authorization Form must be completely filled out and signed **prior** to the administration of any medication, including Tylenol (or equivalent). **All medication, including prescription and non-prescription,** **must be in the original container and labeled with the child’s name, instructions for administration, and times and amounts for proper dosages.** Dosage amounts may not exceed the recommended dosage for your child’s age. Non-prescription medications not recommended for children your child’s age must be accompanied by a signed and dated physician's order.

Sleeping children will not be awakened in order to administer medication. Proper doses will be given when the child awakens on his/her own. It is your responsibility to ask for the medication at the end of the day.

**Allergies**

Please be sure to make the center aware of **ANY** allergies your child may have, including food, medication, bee/wasp, or other. These allergies must be documented in writing along with any precautions and/or emergency procedures that may be necessary. Also list any signs or symptoms we must be alert to. You can supply an EpiPen to keep on site if needed.

**Fire & Severe Weather Drills & Inclement Weather**

To prepare for fire or a tornado, we have regular drills and practices so that the children can react in a safe and orderly manner. Evacuation routes and severe weather shelter areas are clearly posted and all staff and children are made aware of the procedures. In the event of an actual emergency, we will notify you as soon as the children are safe. In cases when severe weather forces our closing or delays opening, it will be announced on our Facebook page, and if possible, on our voicemail greeting. Please note that every effort will be made to have the center open all hours and days as scheduled, however, staff and children’s safety must always be first priority. The Center will open as soon as a staff member can travel safely. It would be recommended to call Angel Haven first to be sure we are open before heading out in questionable weather. There will be no tuition reduction in cases of closure due to inclement weather.

**Discipline**

Learning self control is a normal part of growing up. As trained caregivers in early childhood, it is part of our job to know the normal developmental stages of young children. Knowing that ages and stages vary greatly from child to child, every effort is made to deal with each child’s behavior individually. Positive reinforcement and redirection are used to encourage acceptable behavior and to help children develop self-control and to assume responsibility for their own actions. Praise and encouragement of good behavior are standard.

If needed, a short “break” or “calm down” time is given to remove a child from a difficult situation. It gives the child a chance to think about his/her actions before returning to the group. It is a positive form of discipline that teaches the right behavior while allowing the child to make the decision to improve his or her own behavior. These short periods of separation may last no more than one minute for each year of the child’s age but most often the child rejoins the group whenever he/she feels ready.

\*\* ”Physical punishment including, but not limited to, spanking, slapping, shaking, biting, or pulling hair are strictly prohibited on Angel Haven premises, as well as any discipline technique which is humiliating, threatening, or frightening to children. Children shall not be shamed, ridiculed, or spoken to harshly, abusively, or with profanity”. This is a State Licensing Regulation that includes staff, parents and any visitors to the Center.

**Behavior Issues**

Because we provide childcare in a group setting, we must be concerned for the overall welfare and safety of all of our children. When a particular child’s behavior threatens the safety or well being of any of the other children or caregivers, the child may be dis-enrolled immediately. There may be cases when a child or family may not adjust to our childcare environment. In these cases, if the decision is made to dismiss the child, at least a one-week notice would be given. Certain other instances may occur that would require immediate dismissal. In the instance of disruptive or aggressive behavior, a “Behavior Report” may be filled out. This report will detail the actions of the child, and any actions taken by staff members. This form will be signed by the supervising caregiver, the director or person in charge at the time, and the parent. A copy is available upon request. Please refer to our Disruptive Behavior Policy for more details.

**Reporting Child Abuse and Neglect**

Childcare providers, as well as physicians, teachers, principals, and any other person with responsibility for the care of children, are mandated by Missouri State Statute 210.115 to report any suspected child abuse or neglect. If there is a question, we will always err on the side of the child.

**Withdrawing Your Child**

We would hate for you to withdraw your child from our program, but if for any reason you do choose to leave, we require a two-week written notice, or payment of the difference. Your tuition deposit, equal to one week’s full tuition, will be applied to your child’s last week of attendance. This deposit is not refundable in cash.

**Accidents, Injuries, and Emergency Medical Care**

We take every precaution to make sure that your child is safe while with us. Young children learn by “doing”, and here at Angel Haven children play on climbers, bikes, swings, and with other toys where an unintentional injury may occur with a caregiver present. Occasionally accidents do happen. In the case of a minor accident or injury to your child, a written report will be made. Information regarding the date and circumstance of the accident or injury will be noted in writing, signed by the parent (or parent’s representative), supervising teacher and person in charge at the time, and placed in the child’s record. A copy will be available to you upon request. If we feel that medical attention may be warranted, you will be requested to come to the center to make that decision yourself. In the case of a more serious injury, and if we cannot reach you, we will call the child’s physician. If necessary, we will also call an ambulance or paramedics. Until the arrival of a parent or guardian, the physician, an ambulance, or paramedics, the director or an assistant will be in charge and make all decisions about the care of the child. You will be expected to assume responsibility for any resulting medical expenses. The center will maintain a parents’ 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.**