

PLAYHOWSE

LEARNING CENTERS

Playhowse Learning Center

9727 Hwy 165 N
Sterlington, LA
71280
318-665-0003

Playhowse West

705 Splane Dr
West Monroe, LA
71291
318-327-3271

Parent/Student Handbook

“Train up a child in the way he should go, and when he is old, he will not depart from it” Prov. 22:6

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Owner: Jan Howse

Directors: *Playhowse Learning Center- Zack Howse*
Playhowse West- Tori Zeigler

Dear Parents,

The Owner and staff of the Playhowse Learning Centers wishes to extend a warm and friendly welcome to you and your family. We are looking forward to being an integral part of your family's life and your child's development. You have trusted us with enormous responsibility and we in turn will trust you to commit to our goals, mission, and philosophies. It is especially important that we all work together for the good of your child. Please read this handbook thoroughly. Many policies and procedures included in the handbook are a result of state guidelines and must be met through the cooperation of parents and staff alike. Playhowse Learning Centers are licensed Type III centers that maintain academic approval by meeting the performance and academic standards required in Bulletin 140—The Louisiana Early Childhood Care and Education Network, verified by the Louisiana Department of Education.

Philosophy

Playhowse Learning Centers are first and foremost a Christian ministry to the communities of Sterlington and West Monroe. In and through the ministry, we will seek to provide quality childcare, as well as teach basic Bible principles. We believe that each child is a special gift from God and needs guidance to develop physically, mentally, and spiritually.

Goals

- Teach the love of God, love of learning, love of family, and love of self.
- To develop the whole child (spiritually, mentally, physically, emotionally).
- Provide secure, loving, and age-appropriate care and activities for each child.

Programs Offered

- Full time childcare beginning at 6 weeks of age through age 12.
- Pre-K for ages 3 & 4.
- (Sterlington location): After school pickup from Sterlington Elementary School for ages 4 through 12.

Hours of Operation

- Playhowse Learning Center: Monday through Friday 7:00am-6:00pm
- Playhowse West: Monday through Friday 6:30am-6:00pm
- Both locations are closed on Saturday and Sunday.

Holiday Schedule

- Playhowse Learning Centers will close in observance of the following holidays: New Year's Day, Martin Luther King Jr. Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day & Friday after, Christmas Eve & Christmas Day.
- Any holiday that falls on a weekend will be observed on business days prior or after. Parents will be notified of such occurrences ahead of time.

Non-Discrimination Policy

- There will be no discrimination by the Playhowse Learning Centers based on race, color, creed, sex, national origin, handicapping conditions, ancestry, or whether a child is being breastfed; this is prohibited.

Child to Staff Ratio

- Child-to-staff ratios are established to ensure the safety of all children.
- Minimum child to staff ratios shall be always met.
- Minimum child-to-staff ratios for centers are as follows:
 - Infants under 1 year- 5:1
 - 1 year- 7:1
 - 2 years- 10:1
 - 3 years- 13:1
 - 4 years- 15:1
 - 5 years- 19:1
 - 6 years and up- 23:1
- There must be a minimum of two staff members present when more than four children are present.
- An average of the child to staff ratios may be applied to mixed age groups of children ages 2, 3, 4 and 5.
- Maximum group sizes for centers are as follows:
 - Infants under 1 year- 15
 - 1 year- 21
 - 2 years- 20
 - 3 years- 26
 - 4 years- 30
 - 5 years- 38
 - 6 years and up- 46

Tuition & Fees

- Infant, Toddler, & Pre-K- \$165 per week
- Afterschool- \$82.50 per week
 - during summer & holiday breaks the weekly rate for school age children becomes \$165 per week
- Family Discount- \$10 per week for families with multiple children enrolled, per each additional child
- Registration Fee- \$100 per child
 - must be paid when the spot is confirmed, prior to the start date
 - families who withdraw and later re-enroll will be charged another registration fee
- Annual Fee- \$150 per child
 - due every September unless the start date is June 1st or later of the same year
- Summer Fee- amount varies by age group & activities planned
- Holding Fee- \$300
 - offered to those currently working or enrolled in the education system. This fee is per child and is collected to ensure a child's spot from the end of school in May until the return of school in August
- Late Payment Fee- \$30 (see Payment Policy)
- Returned Check Fee- \$30
- Card Decline Fee- \$5
- Late Pickup Fee- \$10 for the first minute & \$1 for every minute after, per minute (see Payment Policy)

Payment Policy

- Tuition is figured as a weekly rate regardless of attendance and is billed on Mondays.
- Other than afterschool at the Sterlington location, Playhowse Learning Centers do not offer part-time care.
- No refunds or deductions are given due to illness, vacation, closed holidays, days missed, or closings for bad weather, power outages, or other situations beyond our control.
- Accounts can be paid weekly, or bi-weekly. In order to pay your tuition monthly you must participate in

our Tuition Express automatic withdrawal program.

- It is the parent's responsibility to stay informed on your account balance. Your ledger can be viewed at any time on the Procure check-in screen upon entering your code and clicking the "Accounting/Payment" button at the bottom of the screen.
- If your account becomes two weeks behind, you will receive an "oops" letter either in paper form or via message on the Procure check-in system notifying you that payment is due immediately to avoid a late fee and to avoid receiving a "termination" letter.
- If tuition payments are then later than the following Monday at 9:30am, a \$30 late payment fee will be charged, and you will receive a "termination letter" notifying you that childcare will be terminated and when your child's last day will be. If the total balance is not paid by the child's last day, then the child(ren) will become unenrolled and admission to the center will no longer be permitted.
- You are responsible for payment until you withdraw from the center with the director and are required to give at least a two-week withdraw notice. You will be responsible for payment for the weeks included in the notice whether the child is in attendance or not.
- If you leave with an unpaid balance, you will be mailed a bill, and if left unpaid for 30 days you will be turned over to our collection agency.
- Children picked up after 6:00pm will be assessed a fee of \$10 for the first minute, and \$1 for every minute after, per minute. Our clock will be used to determine late pickup charges. Continual late pickups may result in the dismissal of your child from our center.

Tax Information

- Playhowse Learning Centers participate in the Quality Start Program. This is a voluntary quality rated system in which the centers are rated according to staff qualifications, program structure, and quality.
- Our lead teachers are observed by a third party throughout the academic year and are given scores based on their performance.
- Because of each center's high star rating, parents of children 5 and younger are eligible tax credits through the School Readiness Tax Credits.
- More detailed information can be found by visiting the Quality Start website, www.qrslouisiana.org. Or the Louisiana Department of Revenue website, www.revenue.louisiana.gov.
- Tax credit documents will not be given out if the account balance is greater than zero.

Admission Policy

Each child enrolled must provide the following to attend:

- Registration fee paid in full.
- Name of child, date of birth, sex, date of admission.
- Name of parents/guardians, current home address of both child and parents, email addresses for parents.
- Phone numbers where parents may be reached while the child is in our care.
- The information sheet completed with the name and phone number of people to contact in an emergency if parents cannot be reached promptly, and written authorization noting first and last names of individuals to whom the child may be released other than parents.
- Permission forms signed for non-vehicular activities, administration of medication, photography, allergy information, medical treatment, and after-school transportation if applicable.
- Signed statement of receipt, implementation, and adherence of the handbook and policies.
- Current immunization record.
- Any special concerns including but not limited to allergies, chronic illness, special dietary needs and/or restrictions, food allergies and/or intolerances, and any developmental delays or concerns if applicable.
- It is the parent's responsibility to update the center of any changes to this information ASAP.

Receiving and Releasing of Students Policy

- We will not accept children past 9:30am without a doctor's excuse and should never arrive during rest time. This will be strictly enforced.
- According to state regulation, children may be in our care no longer than 10 hours daily.
- The Department of Education requires that all children must be signed in and out by an authorized adult.
- Each person must have his or her own code to sign children in and out and the security door should not be held open for anyone that has not entered their code.
- No child may be dropped off or picked up outside of the facility.
- A parent or guardian must accompany each child into and out of the classroom upon arrival or leaving.
- Children will not be released to the care of a sibling or sitter under the age of 18.
- To minimize exposure, do not bring siblings/unnecessary guests into the classroom.
- Children will only be released to those listed as authorized emergency and pick-up contacts with written authorization from the parent.
- The parent may further authorize additional individuals via a GroupMe message, phone call, or email to the center in unplanned situations and follow it with written authorization. A picture ID will be required for those individuals as well.
- We may refuse to release children if we have reasonable cause to suspect that any person picking up a child is under the influence of drugs or alcohol or is physically or emotionally impaired in any way that may endanger the child. If an impaired parent or individual insists that their child be released into his/her custody, the center staff will immediately telephone the appropriate law enforcement officials.
- Children must be properly restrained in the appropriate safety seat according to Louisiana State law upon departure.
- Parents must contact the center before 2:00pm to notify our drivers of after-school children that will not be picked up by the Playhowse bus.
- Child custody/parental disagreements:
 - Playhowse will not be placed in a position of interference between parents.
 - We are legally bound to respect the wishes of the parent/guardian with legal custody based on a certified copy of the most recent court order, active restraining order, or court-ordered visitation schedule. Only signed orders from a judge in a court of law that are clear and definable will be accepted and adhered to by administration.
 - Without court documentation, both parents/guardians have equal rights to custody and Playhowse cannot refuse a parent the right to pick up their child from the center. Additionally, both parents must agree on third party release list for their child.
 - We will not accept the responsibility of deciding which parent/guardian has legal custody where there is no court documentation. If an agreement can't be reached between both parents, we will no longer be your childcare provider.
 - Playhowse reserves the right to discontinue services to any family who requires unusually high levels of attention as it relates to custody issues of a child or disagreements with the other parent of the child.

Prohibited Items Policy

- Playhowse prohibits the use or possession of alcohol, tobacco, illegal substances, unauthorized potentially toxic substances, fireworks, and firearms including pellet and BB guns on the center premises, in any vehicle used to transport children, and on any sponsored field trip or at any center sponsored activity.
- Smoking or the use of smokeless tobacco is also not permitted in the center, on the grounds of the center, in any vehicle used to transport children, and on any sponsored field trip or at any center sponsored activity. This includes the use of e-cigs, vapes, or any other nicotine containing device.

Disclosure of Information

- The regulation and licensing authority for childcare centers is the Department of Education's Licensing Division.
- You can find licensing surveys, inspections, regulations, and information regarding early learning centers on the Department of Education's website. www.louisianabelieves.com

Confidentiality & Security of Files Policy

- The records that are established when a child enrolls at the Playhowse Learning Centers are the sole custody of the center and are maintained by the Owner and Director.
- The center will maintain the confidentiality of all children's records, and as custodians, they will secure the records against loss, tampering or unauthorized use.
- Center staff are prohibited from disclosing or knowingly permitting the disclosure of any information concerning a child or the family of a child, either directly or indirectly, to any unauthorized person.
- Records of children shall be maintained for a minimum of two years from the date of termination of the child's enrollment at the center and shall be available for on-site inspection upon request by the LDOE.

Photographing/Videoing of Children Policy

- To further ensure the privacy and security of the children enrolled in the center, Playhowse will not allow any child to be photographed for use of advertising or promotion without written consent from the parent or guardian.
- PB&JTV webcams are installed in each classroom and playground to provide parents with the chance to watch their child grow and learn from anywhere the internet is available.
- To ensure that webcam streaming is completely safe and secure, no one other than the parents of the children in each individual room will be permitted access.
- Screenshotting while using the PB&JTV app is not permitted and will place an automatic hold on the account.
- PB&JTV footage is the property of Playhowse Learning Centers and may only be viewed upon written request of the parent and requires the approval of the Owner. All requests may not be granted and will be handled at the discretion of the Owner.

Communication Policy

- All children and families will be treated with respect and dignity. In return, we expect the same from each of our families. We will not tolerate hostile or aggressive behavior or language. If this occurs, we reserve the right to terminate childcare service to your family.
- The Playhowse office line is the first option for direct communication with administration/teachers.
- The GroupMe App is a versatile group messaging app that can be effectively utilized for teacher-parent communication. QR codes for each specific classroom's GroupMe are posted next to each room door.
- Our teachers will use this app to share updates, reminders, and information related to class activities in a group format. GroupMe also offers direct messaging if needed.
- Staff will be encouraged not to share their personal cell phone numbers.
- Teachers can be contacted during our business hours of operation. (M-F 7am-6pm)
- Teachers will make every effort to respond in a timely matter to parent communications.
- Parents are asked to keep these things in mind:
 - Confidentiality may limit information that can be shared with parents, including but not limited to the names of other children in the class/center, & any other information about children other than their own.
 - Events of day-to-day job duties sometimes preclude immediate responses.
 - Teachers may need some time to collect needed information before responding.
 - Always use a respectful tone making requests not demands.

-Be prepared to work collaboratively to solve problems entering all exchanges with an open mind assuming a shared best interest for your child.

Parental Access Policy

- Parents/Guardians are welcome to visit the building anytime during regular operating hours as long as your child is enrolled.
- We ask that you check in with the Director or staff in charge when coming and going from the center.
- Please, remember the security door is not effective if not used properly. Do not allow anyone through the security door without them first entering a code into the machine.

Parental Involvement Policy

- Parental involvement with your child is encouraged. We will have several opportunities throughout the school year and summer for parents to attend and get involved with their child's classroom.
- Some activities include but are not limited to: Donuts with Dad, Muffins with Mom, Breakfast with Grands, field trips, holiday parties, etc.
- Teachers are more than happy to arrange the best available time for a conference with a parent upon request.
- Any conference should be conducted in the privacy of the teacher/parent/administrator and never in front of the child.
- When appropriate, the center's Owner and/or Director may request a meeting with the Parent/Guardian in order to discuss their child's developmental growth, learning, progress, behavior, etc. At times, the TIKES Mental Health Consultant may help conduct these meetings.
- Parents will be required to attend any conference or meeting called by the center's Director.

Infant Daily Report/Observation Report Policy

- Every infant under the age of 1 will have an Infant Daily Report.
- Included in each Infant Daily Report is information such as liquid/food intake and times, disposition, diaper change times and type, and sleeping patterns including times and duration, and will be kept current throughout the day.
- Observation reports are completed by the teacher upon arrival at the center and updated throughout the day.
- Included in Observation Reports is information such as physical condition of each child that will be observed for possible signs of illness, infections, bruises or injuries, and when something is observed, it will be documented, and such documentation shall include an explanation from the parent and/or child.

Incident/Accident Report Policy

- The parent will be notified immediately in the following circumstances:
 - blood not contained in an adhesive strip
 - head, neck, or eye injury
 - human bite that breaks the skin
 - animal bite
 - impaled object
 - broken or dislodged teeth
 - allergic reaction skin changes (e.g. rash, spots, swelling, etc.)
 - unusual breathing
 - symptoms of dehydration
 - temperature reading over 100.4
 - injury or illness requiring professional medical attention

- Incidents, injuries, accidents, illnesses, and unusual behavior will be documented and reported to the parent no later than when the child is released to the parent or authorized representative on the day of the occurrence.
- Incident/Accident Reports are property of Playhowse. A copy of these reports may be provided upon request.

Safety/Prevention Policy

- Parents are required to bring their children into the building each day and sign them in, and to sign their child out, picking them up from inside the center. (See: Receiving and Releasing of Students Policy)
- Visitors of Playhowse must park in front of the building, enter through the front door, and must be accompanied by an adult staff person at all times. A daily attendance record must be kept for all visitors to include the name, date of visit, arrival and departure times, and the purpose of the visit.
- Individuals who do not serve a purpose related to the care of children or who hinder supervision of children in care shall not be present in the center.
- Playhowse will not permit any individual convicted of a sex offense to have physical access to the center.
- The children are supervised at all times in the center, on the playground, on field trips, on non-vehicular excursions, and during all water activities.
- While supervising a group of children, staff shall devote their time to supervising the children, meeting the needs of the children, and participating with them in their activities.
- Staff duties that include cooking, housekeeping or administrative functions shall not interfere with the supervision of children.
- Children shall not be left alone in any room (except the restroom or when being provided services by therapeutic professionals), outdoors, or in vehicles, even momentarily, without staff present.
- Car seats must leave with parents at drop-off. Playhowse does not have the storage capacity.
- The Playhowse administration will conduct staff safety training and inspect the facility for hazards.
- Items that can be harmful to children, such as medications, poisons, cleaning supplies and chemicals, and equipment, tools, knives and other potentially dangerous utensils, shall be kept in a locked cabinet or other secure place that ensures they are inaccessible to children.
- The classroom and outdoor equipment are observed continually for stability and safety.
- The playground is fenced, and children are not permitted to play outside without adult supervision.
- All electric outlets are capped.
- All Playhowse Staff are informed of safety rules, special hazards, and commonly occurring accidents at the time they are hired.
- Staff members shall adhere to proper techniques for lifting a child.
- Staff members shall not lift a child by one or both arms.
- Fighting is not allowed; running or throwing objects is not allowed except as a supervised part of curriculum.

Clothing Policy

- Please dress your child in practical and appropriate clothing that allows for freedom of movement.
- Children's attire first and foremost should be age appropriate. Clothing should never display inappropriate pictures or wording. Underpants should be covered at all times. If a child is wearing a dress, they must have shorts or bloomers underneath. Also, if spaghetti straps are worn, they must fit correctly. If they constantly slip off and expose the child's chest the child's clothes will be changed.
- The children participate in many activities throughout the day. Do not send your child in their best clothes. We do many art projects which may result in a mark here or there. We do our best to choose mediums which are washable. Outside play is the most common stain creator. The children are always drawn to the tiniest of puddles outside. They will undoubtedly get dirty at some point. It usually means

they had a lot of fun for the day. We will do our best to keep them as clean as possible. However, we are not to be held responsible.

- Onesies are not appropriate for potty-training age children.
- Children must wear shoes to the center. Sturdy, serviceable shoes that fit well and stay on foot are best. Sandals and flip-flops are not ideal for center play and make it difficult for your child to participate in some activities.
- Each child must keep a change of clothes that are always weather appropriate at the center. If a child has an accident and does not have clothes to change into, the parent will be contacted to bring a set immediately.
- Write your child's name on all articles including clothing, coats, hats, swimsuits and blankets that are brought to the center.

Potty Training Policy

- Potty training is most successful when there is a strong family/teacher partnership.
- We are committed to working with families to make sure that potty training is carried out in a manner that is consistent with each child's physical and emotional abilities.
- Each classroom that holds children that are old enough to show interest in potty training includes bathroom access.
- Playhowse staff will respond promptly to a request from a child for toileting assistance.
- Children will be changed and cleaned immediately following a toileting accident.
- It is the parents' responsibility to send their child with adequate amounts of clothing and pull-ups in case of accidents.
- Children must be fully potty trained (a pull-up only worn at nap time if needed) before beginning our Pre-K 3 and/or Pre-K 4 programs.

Health & Sickness Policy

- All bottles & cups must be labeled with the child's first and last name.
- Pacifiers cannot be attached to a child.
- The center cannot accept or use cloth diapers.
- We understand that it is difficult to leave or miss work, but to maintain the health and well-being of every child in the center, sick children, or children that have noticeable fever, rash, or infection are not permitted to attend the center.
- It is imperative that children are kept at home if one or more of the following symptoms are present: earache, headache, diarrhea, cold, virus, vomiting, pinkeye, discharging eyes, rash, nausea, chills, sore throat, contagious illnesses, lice, fever of more than 100.4 degrees.
- We cannot keep a child inside while others go outdoors for daily gross motor. We cannot accept your child if he/she cannot participate fully in the indoor and outdoor programs.
- If a child becomes ill while at the center, the parent will be notified and required to pick him/her up as soon as possible.
- *Parents have one hour from the time of being notified to pick up their sick child. Playhowse staff are required to contact Ouachita Parish Child Welfare if a sick child is not picked up within one hour past notification as it is considered neglect.
- A child may return to the center after being fever free for 24 hours without fever reducing medication. A child must also be diarrhea free for 24 hours. This is a State Health Department policy and must be strictly enforced.
- In the event that a child develops a contagious illness and/or skin condition, a physician's note stating that the child's condition is no longer contagious will be required to return to our care.
- Please notify the center if your child has a contagious illness such as chicken pox, flu, hand foot & mouth,

measles, pinkeye, lice, covid, etc.

- The center will notify parents of an outbreak of contagious illnesses as appropriate and will maintain confidentiality for all involved.
- Parents of children affected by lice will be notified and informed that their child must be treated before returning the next day. Playhowse will maintain a no nit policy.
- Emergency medical treatment will be provided if necessary.

Medication Policy

- Prior to Playhowse staff administering medication to a child, the parent/guardian must complete and sign a “Medication Authorization Form”.
- All medication brought to the center must be brought from home by the parent/guardian in its original container and labeled with the child’s first and last name and must not have an expired date. The medication cannot be inside their diaper bag or bottles.
- For any prescription medication, the pharmacy’s print out of possible side effects must be present as well.
- Any medication that gives a minimum weight or age for dosages must be strictly followed.
- Authorization for “as needed” prescription and non-prescription medication shall be updated as necessary or at least every six months by the parent and shall include circumstances for administering “as needed” medication and any applicable special instructions.
- If the dosage recommendation says to consult a physician for any child under a certain age, we will not be allowed to administer the medication without a physician’s signed statement with dosage amount listed.
- Prescription medication cannot be shared among siblings. The medication will only be given to the child whose name appears on the container.
- All aerosol medications must be delivered to the center in pre-measured dosages.
- The center cannot apply topical ointments, sprays or creams without a written authorization signed and dated by the parent.
- Children shall not administer their own medications without written authorization from the parent and such children shall administer medication in the presence of a staff person.
- Medication administration records shall be maintained for all children regardless of who administers the medication. Records shall include the following:
 - Name of the child and medication name and dosage administered.
 - Date and time medication administered.
 - Documentation of telephone contact with parent prior to giving “as needed” medication.
 - Signature of person administering medication or witnessing the child administering own medication.
 - Signature of person completing the form.
- When a parent administers medication to his/her own child on center premises, the medication administration record shall be documented by either the parent or a staff member.
- Children that require medical procedures such as tube feeding shall have specific instructions from a health care provider as part of the overall care plan for the child.
- Administration of feedings or medications through a tube-feeding apparatus shall be performed by a staff member trained and authorized by the parent or individual designated by the parent.
- Parental authorization and training shall be documented and shall include the name of child, date of training, name of staff trained, signature of staff trained, and signature of parent.
- Documentation of feedings and medications administered shall include the name of child, date, time, what was administered, and signature of administering staff member.
- All staff members who administer medication shall have current medication administration training that includes auto-injectable epinephrine.
- Children shall not be administered any form of supplements (herbal or other dietary, nutritional, or other food or medical supplements administered to be ingested by children orally, in aerosol form, or in any other manner) without prior written parental authorization.

Anaphylaxis & Stock Emergency Medications Policy

- Early learning centers may have stock emergency medications.
- Stock supply in the name of and for use by the early learning center can only be prescribed by a licensed healthcare professional authorized to prescribe said medication.
- Life-saving emergency medications can be dispensed by a licensed pharmacist or licensed prescriber for stock supply.
- Emergency medications are medications that can be administered to treat life-threatening conditions. Such medications may include, but are not limited to Epinephrine, Albuterol, Naloxone, and Glucagon.
- At least one employee at each early learning center shall receive training on the use of auto-injectable epinephrine. Early learning center employees may be trained by a registered nurse, a licensed medical physician, an anaphylaxis training organization, or any other entity approved by LDH.
- Early learning center employees may be trained on the use of other stock medications such as albuterol, naloxone, and glucagon by a medical emergency training organization, a registered nurse, or a licensed physician who is on the LDOE registry of approved trainers on the administration of emergency stock medications.
- Employees administering any of these emergency stock medications shall be trained annually on the following:
 - a. techniques on how to recognize signs of a life-threatening emergency
 - b. procedures on the storage of emergency medications
 - c. administration of emergency medications
 - d. emergency procedures such as calling emergency medical services (EMS) immediately before or after administering a life-saving medication
 - e. any protocols, including those issued by the LDH for the administration of the emergency stock medications
 - f. procedures for proper disposal of the stock emergency medications along with the means by which the medication was administered.
- Once trained, early learning center employees can administer and must properly dispose of any stock emergency medications, upon the earlier of the prescription's usage or expiration, to a child on the premises who is experiencing a life-threatening medical emergency and has received written authorization for administration of said medication, in accordance with the protocol in the emergency medication standing order.
- Children who require emergency medications, such as an EpiPen or Benadryl, shall have a written plan of action that shall be updated as changes occur or at least every six months, and shall include:
 - Method of administration.
 - Symptoms that indicate the need for the medication.
 - Actions to take once symptoms occur.
 - Description of how to use the medication.
 - Signature of parent and date of signature.
- Medication administration records for emergency medication shall be maintained and include the following:
 - Symptoms that indicated the need for the medication.
 - Actions taken once symptoms occurred.
 - Description of how medication was administered.
 - Signature of administering staff member.
 - Phone contact with the parent after administering emergency medication.
- Playhowse Learning Centers will:
 - Assure that all staff who interact with the child understand allergies, can recognize symptoms of anaphylaxis, and know what to do in an emergency including the administration of an epinephrine auto-

injector.

- Keep Epinephrine in an easily accessible secure but not locked location central to center personnel who are properly trained in epinephrine administration.
- Confirm that the child always has access to epinephrine, including off-campus center events.
- Be prepared to handle a reaction and ensure that multiple, epinephrine-trained staff members are available during the center's day regardless of time or location.
- Provide all center staff with annual re-education on child-relevant medical issues, including but not limited to allergies and anaphylaxis.
- Follow federal/state/district laws and regulations regarding sharing medical information.

Meals/Feeding Policy

- Breakfast, a wholesome lunch, and afternoon snacks will be provided for all children in attendance.
- Breakfast is served from 8:00am until 9:00am and lunch is served from 10:25am until 12:00pm.
- Afternoon snacks will be served from 1:00pm until 3:00pm and again at 5:00pm if necessary. Snacks shall be served no more than three hours apart.
- Meals are served on a daily schedule per age group. Parents must check their child's daily class schedule to ensure that they are here for breakfast. Any child arriving after 9:00am will need to be fed breakfast prior to arrival.
- Menus can be found for the current month posted in the center's lobby.
- If there are any food allergies or restrictions for your child, please inform the center administration and the child's teacher so that appropriate precautions can be taken.
- A written statement from the parent is required when the child requires a modified diet.
- Packing a lunch for your child is permitted if the lunch does not include common allergens such as nuts, nut butter, eggs, shellfish, etc., the lunch meets state requirements regarding nutrition, and the lunch does not require heating from the center.
- Microwave ovens shall not be used for warming bottles or infant food.
- Any food brought in for special occasions will need to be cleared by the Director to ensure that known allergies in the class can be avoided.
- Children under age four shall not have foods that are implicated in choking incidents. Included but not limited to: whole hot dogs, hot dogs sliced in rounds, whole grapes, hard candy, nuts, seeds, raw peas, hard pretzels, with the exception of puffs, popcorn, whole marshmallows, and chunks of meat larger than what can be swallowed whole.
- As a class, children that are old enough to do so participate in praying before breakfast and lunch.
- Children shall be allowed a reasonable time to eat each meal and snack and will not be forced to finish all of their food.
- Drinking water will always be readily available indoors and outdoors to children. Water will be given to infants only with written instructions from parents or a physician.
- Parents may provide breastmilk and may be provided space to breastfeed their child on site if requested.
- Formula bottles must be prepared by the parent and brought ready to use to the center. "Ready to feed" formula may be brought in its original container or in a prepared bottle.
- The center may not keep powdered formulas and prepare bottles in the classroom. All bottles brought in must be placed immediately under refrigeration.
- Infants will be fed on demand unless the parents provide written instructions otherwise.
- Current feeding instructions shall be provided to the center by the parent. These instructions, from the parents or physician, shall be kept on file, and followed.
- Infants that cannot hold a bottle shall be held while being bottle-fed. A bottle should not be propped at any time.
- An infant/toddler who can hold a bottle shall not be placed in a crib, on a mat, or otherwise with the bottle nor be allowed to carry a bottle around with them.

Sleep/Rest Policy

- Infants shall be allowed to sleep according to their individual schedules.
 - A safety approved crib shall be assigned to and available for each infant in care.
 - Cribs shall be free of toys and other soft or loose bedding, including comforters, blankets, sheets, bumper pads, pillows, stuffed animals and wedges when the child is in the crib.
 - Children are prohibited from sleeping in playpens or cribs with mesh sides.
 - All infants shall be placed on their backs for sleeping.
 - Written authorization from a physician is required for any other sleeping position.
 - Written notice of the specifically authorized sleeping position shall be posted on or near the crib.
 - Infants shall not be placed in positioning devices, unless the center has written authorization from a physician to use a positioning device.
 - Written authorization from a physician is required for a child to sleep in a car seat or other similar device and shall include the amount of time that the child is allowed to remain in said device.
 - Infants who use pacifiers shall be offered their pacifier when they are placed to sleep, but it shall not be placed back in the mouth once the child is asleep.
 - Pacifiers shall not be attached to a child.
 - Bibs shall not be worn by any child while asleep
 - Nothing shall be placed over the head or face of an infant.
- Children under the age of 4 years shall have daily rest time of at least 75 minutes.
- Small dolls or stuffed animals may be brought for nap time but must be kept in the child's cubby for the remainder of the day.
- Children ages 4 and 5 shall be offered the opportunity for daily quiet time.

Physical Activity Policy

- Children under the age of 2 shall be provided with time and space for age-appropriate physical activity both indoors and outdoors, weather permitting, for a minimum of 60 minutes per day.
- Children aged 2 and older shall be provided with a minimum of 60 minutes of physical activity per day that includes a combination of both teacher-led and free play both indoors and outdoors, weather permitting for a minimum of 60 minutes per day.
- Outdoor plays occur on a daily schedule per age group. The schedule varies during the summer months.

Behavior Management Policy

- The purpose of guidance as early childhood professionals is to help children learn acceptable behavior and develop inner controls. Our long-term goal is to equip children with the skills needed for happy, responsible, and productive adult life through age-appropriate learning experiences.
- Our staff will be patient, concise, loving, and consistent when dealing with the ongoing positive process of helping children develop inner control so that they can manage their own behavior in an appropriate and acceptable manner by using corrective action to change the inappropriate behavior.
- Discipline concerns require cooperation and communication among those working with the child and the parent/guardian.
- If a behavior becomes dangerous and/or out of control, suspension or expulsions will be considered as a final action after the implementation of behavior support strategies including:
 - engaging parents by written communication and/or parent conference
 - providing a referral to Early Steps, Child Search, and/or mental health consultant if appropriate
- No child shall be subjected to any of the following while in our care:
 - Physical or corporal punishment which includes but is not limited to: yelling, slapping, spanking, yanking, shaking, pinching, exposure to extreme temperatures or other measures producing physical pain, putting anything in the mouth of a child, requiring a child to exercise, or placing a child in an uncomfortable

position.

- Verbal abuse, which includes but is not limited to using offensive or profane language, telling a child to “shut up,” or making derogatory remarks about children or family members of children in the presence of children.
- The threat of prohibited action even if there is no intent to follow through with the threat.
- Being disciplined or bullied by another child.
- Being deprived of food or beverages.
- Being restrained by devices such as highchairs or feeding tables for disciplinary purposes.
- Having active play time withheld for disciplinary purposes, except age-appropriate timeout for may be used during active play time for an infraction incurred during playtime.

Timeout Policy

- Time out is a technique for temporarily separating a child when inappropriate behavior has occurred and is intended to give a child time to calm down, thereby discouraging such behavior.
- Time out shall not be used for children under the age of 2 years old.
- Time out shall take place within the sight of a staff member.
- The length of each time out shall be based on the age of the child and shall not exceed 1 minute per year of age.
- For children over age six, a time out may be extended beyond one minute per year of age, if a signed and dated statement, including a maximum time limit, from the parent granting such permission, is on file at the center.

Biting Policy

- Biting is a developmentally appropriate behavior common among infants and toddlers.
- If a child is bitten, the caregiver will comfort the child and administer first aid, wash with soap and water and apply ice if needed.
- The caregiver will complete an accident/incident report noting the situation, time, and place of the incident.
- The parents of the children involved will be notified when they are picked up and asked to sign the accident/incident report.
- If a child is consistently biting or shows signs of biting more than a random one-time incident, the child will be supervised within arm’s length during the day, and the parent will be notified via phone call.
- If biting occurs multiple times in one day and/or becomes an ongoing issue (multiple parent notifications), Playhowse administration reserves the right to take further action as needed on a case-by-case basis.
- Actions include but are not limited to:
 - signature on a biting chart daily noting the number of attempts and bites made
 - parent meeting with administration
 - wellness checkup from child’s pediatrician to discuss the biting concerns
 - providing a referral to EarlySteps, Child Search, OT/PT/ST, and/or mental health consultant
 - suspension from the center for the day and/or up to multiple days/weeks requiring tuition still be paid to hold the child’s spot
 - dismissal from the center

Dismissal of a Child by Owner/Director Policy

- May occur when the following is or has taken place:
 - Absenteeism from the center, without notification to the Director within two weeks.
 - Tuition is not paid in a timely manner as the payment policy states.
 - Final action concerning behavior in line with the behavior management policy.

Electronic Device Policy

-All activities involving electronic devices, including but not limited to television, movies, games, videos, computers, and handheld electronic devices, shall adhere to the following limitations:

- Electronic device activities for children under age 2 are prohibited.
- Time allowed for electronic device activities for children ages two and above shall not exceed two hours per day, with the exception that television, DVD, or video viewing shall be limited to no more than one hour per day.
- All television, video, DVD, or other programming shall be suitable for the youngest child present.
- Any electronic devices brought from home by children or staff are not the responsibility of Playhowse.

Transportation Policy

- These general transportation rules apply to all transportation, whether for field trips or daily transportation.
- Transportation arrangements shall conform to all state laws, as amended, including but not limited to those requiring the use of seat belts and child restraints.
- Only one child shall be restrained in a single safety belt.
- The number of people in a vehicle shall not exceed the manufacturer's recommended capacity.
- Children shall never be left unattended in a vehicle.
- Each child shall enter and exit a vehicle from the curb side of the street or shall be escorted across the street.
- Children shall be supervised during the boarding and exiting of the vehicle by an adult who remains outside of the vehicle.
- Vehicles shall be maintained in good repair with evidence of a current safety inspection.
- First aid supplies shall be in each center vehicle along with center emergency information prominently posted, including the name of the Owner, Director, and the phone number and address of the center.
- The use or possession of alcohol or tobacco in any form, illegal substances, unauthorized toxic substances, or firearms of any kind is prohibited in any vehicle used to transport children.

Motor Vehicle Passenger Check

- A visual passenger check of a vehicle is required to ensure that no child is left in the vehicle.
- A staff member shall physically walk through the vehicle and inspect all set surfaces, under all seats, and in all enclosed spaces and recesses in the interior of the vehicle.
- The staff member shall record the time of the visual passenger check and sign the log, indicating that no child was left on the vehicle.
- For field trips, each vehicle shall have a visual passenger check, and a face-to-name count conducted at all the following times: prior to leaving the center, upon arrival at and prior to departure from each destination, and upon returning to the center.
- For daily transportation services, the vehicle shall have a visual passenger check made at the completion of each trip or route, prior to the staff member exiting the vehicle.

Field Trip Policy

- Field trips offer substantial learning value for children, primarily through hands-on experiences that cater to various learning styles, including visual, auditory, and kinesthetic.
- By immersing children in environments beyond their usual routines, these outings create opportunities for learning that contribute to a child's social, emotional, and cultural development.
- Parents will receive detailed information about any field trips, including a clear itinerary, safety expectations, and what their children need to bring, at least a week prior to the trip.
- The center shall obtain and maintain a signed parental authorization for each field trip.

- A written record for each field trip shall be maintained and shall include the following: Date, destination(s), method of transportation, names and age range of all children being transported in each vehicle, names of the driver, staff members and other adults being transported in the vehicle, names of other adults who joined the field trip at the destination(s) to assist with supervision of the children, and the presence of each child each time the children enter or exit the vehicle.
- All transportation rules apply.
- Minimum child to staff ratios, plus one additional adult, shall be met for all field trips.
- An adult staff member from the center shall be present with each group of children.
- At no time shall a child or group of children be left alone without an adult staff member present unless the child is supervised by the parent of the child or designated representative authorized in writing by the parent.

Water Activities Policy

- Playhowse will obtain written parental authorization for a child to participate in any water activities or water play activities as those activities are defined in.
- Children under age 3 shall not engage in water activities due to the risk of contamination and disease.
- The use of saunas, spas or hot tubs is prohibited.
- Staff shall actively supervise children engaged in water activities and shall be able to see all parts of the equipment used for the activity.
- Playhowse will have at least two staff members who are responsible for supervising children in swimming or wading pools or in other water activities, whether on-site or off-site, who are certified in infant, child, and adult CPR and pediatric first aid and shall maintain documentation of such certification.
- A minimum of two staff shall be present when children are engaged in water activities.
- The following minimum child to staff ratios apply when children are engaged in water activities, excluding water play activities:
 - Three years- 20:2
 - Four years- 25:2
 - Five years and up- 30:2

Non-Vehicular Excursion Policy

- A Non-Vehicular Excursion is any activity that takes place outside of the licensed area that is within a safe, reasonable, walking distance, and that does not require transportation in a motor vehicle. This does not include walking with children to and from school.
- Written parental authorization shall be obtained for all non-vehicular excursions.
- Authorization shall include the name of the child, type and location of the activity, date and signature of the parent, and shall be updated at least annually.
- Playhowse will maintain records of all non-vehicular excursion activities to include the date, time, list of children, staff, and other adults, and type of activity.
- Minimum child to staff ratio, plus one additional adult, shall be met for all non-vehicular excursions.
- An adult staff member from the center shall be present with each group of children.
- At no time shall a child or group of children be left alone without an adult staff member present unless the child is supervised by the child's parent or designated representative authorized in writing by the parent on the non-vehicular excursions.

Complaint Policy

- Complaints may be made to the center's Director.
- If issues are not resolved, then all complaints may be directed to the Owner.
- If the issue is still unresolved parents may be directed to the following:

Staff Qualifications

- Playhowse staff are hired in compliance with state requirements and qualifications as a base minimum.
- Staff are required to pass a criminal background check and be deemed eligible for childcare purposes by the Louisiana Department of Education prior to assuming sole responsibility of children.
- If staff is hired on a provisional basis due to an incomplete CCBC based determination of eligibility for childcare purposes, the provisional employee will be monitored by a qualified staff member as set forth in section 1811.d of the state licensing regulations.
- All staff will participate in orientation and ongoing training in the areas of child development, health and safety, developmentally appropriate practices, guidance, professionalism, child abuse identification and reporting, including phone numbers for mandatory reporting and suspected child abuse and neglect, location of emergency exits and emergency preparedness plans, handling of emergencies due to food/allergic reactions, location of first-aid supplies, list of children with allergies, children with disabilities, and children with special health care needs, identification of critical staff including but not limited to staff trained in CPR and first aid and staff who can administer medicine, child release policies and restrictions, child-to-staff ratio policies, daily schedules, opening policy, closing policy, and transportation policy and vehicle inspection procedures.
- Each employee receives a minimum of 12 hours of continuing education training in childcare and development annually, as well as training in Health and Safety.
- Prior to assuming sole responsibility of children staff receive training in Pediatric & Infant CPR/First-Aid, as well as complete online training required by the Department of Education including: LDOE Key Training Modules 1, 2, & 3, and the DCFS online Mandated Reporter Training.
- All staff members responsible for transporting children shall receive additional orientation training in the following areas prior to assuming transportation duties: transportation regulations, including the modeling of how to properly conduct a vehicle passenger check and demonstration by staff to Director on how to conduct a vehicle passenger check, proper use of child safety restraints required by state law, proper loading, unloading, and tracking of children as required by state law, location of first aid supplies, and emergency procedures for the vehicle, including actions to be taken in the event of accidents or breakdowns.
- All staff members who administer medication shall have medication administration training that includes auto-injectable epinephrine.
- The goal for each of our lead teachers is to have attended Early Childhood Education courses, have received their CDA, have received an associate degree in Early Childhood Education, or poses a combination of these.

Suspicion of Abuse or Neglect

- As mandated reporters, all staff and Owners are required to report any allegation or suspicion of abuse or neglect of a child to the Louisiana Child Protection Statewide Hotline (855) 4LA-KIDS [(855) 452-5437].
- Early learning centers may not require staff to report suspected abuse or neglect to the center or administration prior to reporting it to the Child Protection Statewide Hotline.
- Staff must not delay the reporting of suspected abuse or neglect to the Child Protection Statewide Hotline in order to conduct an internal investigation to verify the abuse or neglect allegations.
- Any suspected abuse and or neglect of a child must be reported in accordance with L.A.R.S 14:403 to the local Child Protection Agency of the Department of Social Services.

Emergency Policies

- An individualized emergency plan shall be in place for each child with special health care needs and shall include medical contact information and additional supplies and equipment as needed.
- **-Inclement Weather:**
 - In the event of inclement weather, (i.e., icy roads, flooding) Playhowse may choose to close the center for the safety and well-being of staff, children, and parents alike.
 - Playhowse will make all decisions regarding closing the center the night before whenever possible. We will notify parents through the center Facebook page, class GroupMe, The News Star website, local news channel, and text or email if possible. www.myarklamiss.com/www.knoe.com/www.thenewsstar.com
- **-Tornado:**
 - Playhowse staff will move all children into the designated safety areas and instruct them to kneel, put their heads down, and cover the back of their heads with their hands.
 - Infants will be placed in our safety cribs and wheeled into the hall with a light blanket over the top to prevent dust and small debris from coming in contact with them.
- **-Fire:**
 - Playhowse staff will move children through one of our designated means of egress.
 - Infants will be placed in safety cribs and wheeled out of the center to safety, while all other children are escorted in an orderly fashion to designated safety areas.
- **-Lockdown:**
 - Playhowse staff will be notified of an intruder over the intercom by a code word or code phrase.
 - Staff will turn the lights off and move children into a safe area away from the windows and doors.
 - Children and staff will remain in those areas until the 'all clear' has been given by the administration or authorities.
- **-Shelter in Place:**
 - In the event of sheltering in place, (i.e., loss of power, road closure, chemical spill) the Playhowse Learning Centers are equipped with supplies to meet all the needs of children in our care until parents can pick them up.
- **-Evacuation:**
 - Each center has designated evacuation points depending on the situation at hand.
 - In the event of an evacuation, staff will place children in vehicles as safely as possible and transport them to the designated areas.
 - After reaching the evacuation points, the Playhowse staff will supervise the children while the Director contacts and informs parents via phone, news, and/or Facebook page.
 - Staff will remain at the evacuation point until all children are in the care of a parent or guardian. Listed below are evacuation points for each center:

Playhowse Learning Center Sterlington, LA

<u>Evacuation North:</u>	<u>Evacuation South:</u>
Paron Baptist Church 676 Hwy 2 Sterlington, LA 71280	Lea Joyner Memorial 4390 Old Sterlington Rd Monroe, LA 71203

Playhowse West West Monroe, LA

<u>Evacuation North:</u>	<u>Evacuation South:</u>
New Iona Presbyterian 1403 Wellerman Rd West Monroe, LA 71291	Glenwood Hospital 503 McMillan Rd West Monroe, LA 7129

PLAYHOWSE

Learning Centers

Information Sheet:

Child's Name: _____ Sex: Male/Female Birthday: _____

	Mother	Father
*Name		
*Address		
*Employer		
*Cell #/Carrier		
*Work #		
*Home #		
*Email		

-Person with whom the child lives: _____

Child's Doctor: _____ Doctor's Phone #: _____

Child's Dentist: _____ Dentist's Phone #: _____

-Individuals to contact in case of an *emergency*: (Parents will be first contact)

Name: _____ Relation: _____ Phone: _____

Name: _____ Relation: _____ Phone: _____

Name: _____ Relation: _____ Phone: _____

-Does your child have: food allergies: Yes/No Other allergies: Yes/No

-Does your child have any dietary restrictions? Yes/No

-If "Yes" to any please explain: _____

-My child has permission to be released to the following individuals, *as well as the above stated emergency contacts*:

Name	Relationship

Authorizations:

Non-Vehicular Excursions

My child, _____, has my permission to participate in the following activities when accompanied by Playhowse staff.

*(*nature walk around the building *wagon or bike ride on parking lot *sidewalk chalk *jump rope *jumper)*

- Parent Signature: _____ Date: _____

Emergency Transportation

By signing this, I acknowledge that I am aware of all Playhowse Emergency Policies and give permission for my child, _____, to be transported by The Playhowse in the event of an emergency.

- Parent Signature: _____ Date: _____

Emergency Medical Treatment

I authorize Playhowse to secure emergency medical treatment for my child _____.

- Parent Signature: _____ Date: _____

Emergency Medication Administration

I authorize Playhowse to administer stock emergency medications in life-threatening situations when my child, _____, is experiencing signs of a severe allergic reaction, asthma attack, or similar medical crisis and immediate action is necessary to preserve the child's life or prevent significant harm.

- Parent Signature: _____ Date: _____

Permission to Photograph

My child, _____, has my permission to be photographed for use of advertising or promotion.

- Parent Signature: _____ Date: _____

Permission to Post Child's Name & Allergy Information

I authorize Playhowse to post information regarding any food allergies and/or special diets for my child, _____, in the food preparation area and in the center classrooms (public view).

- Parent Signature: _____ Date: _____

Statement of Acknowledgment

This is to acknowledge that I have received a copy of the Playhowse Learning Centers' policies, practices, and all the above in the Parent/Student Handbook. I understand that it is my responsibility to read, understand, become familiar with, and comply with the policies that have been established.

- Parent Signature: _____ Date: _____

Playhowse Learning Center After-School:

After-School Policy

- The Playhowse bus will pick up students from Sterlington Elementary School only.
- Transportation arrangements shall conform to all state laws, as amended, including but not limited to those requiring the use of seat belts and child restraints. (See transportation policy)
- Parents need to contact the center before 2:00pm to notify our drivers of after-school children that will not be picked up by the Playhowse bus.
- The bus will arrive at the school at approximately 2:15pm on regular school days and will pick up on all half days unless otherwise notified.
- Once at The Playhowse, all children will be given a snack and allowed to work on homework unless parents have specified that they would prefer it to be done at home.
- Please understand that the teacher will help with homework when available but would encourage parents to review it with their child when they get home.
- This form must be signed by a parent/guardian for your child to be transported from Sterlington Elementary School to The Playhowse Learning Center via the Playhowse bus.

After-School Transportation Authorization

I give permission for my child(ren) _____ to be transported from Sterlington Elementary School to Playhowse Learning Center.

- **Parent Signature:** _____ **Date:** _____