



*A Place for Everyone to Grow and Learn*

# Parent Handbook of Policies and Procedures

412 E. Mullan Avenue  
Post Falls, Idaho 83854  
208/777-2629

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## **I. Philosophy**

We believe that all children are to be valued, loved and respected as the wonderful individuals that they are and that all children deserve the very best of our hearts and minds. We believe that we are partners with parents and families to provide a circle of caring for children in which they are secure and nurtured. We believe that children learn through play essential social, emotional and educational values. Understanding this basic brain development fact we have planned our environment to be a warm, enriching place to learn and grow for all children at our facility. Our program is inclusive and our mission is to provide developmentally appropriate care for all children regardless of their developmental stage and or abilities.

Our care is personal and individualized to enhance each child's growth and sense of well being. Your questions, comments, and input are important so we can work as a team to achieve the very best experiences for your child.

## **II. Non-discrimination**

The Learning Garden admits children of any race, religion, disability, color, national and ethnic origin to all the rights privileges, programs and activities made available to students at the school. We do not discriminate in any way within the administration of our educational policies; enrollment policies, financial plan or any other school administered program. A multi-cultural, anti-biased curriculum is offered. Every effort is made to provide materials in the primary language of the family. In the event translation services are necessary the Learning Garden will refer parents to translation services provided by the Idaho Department of Health and Welfare.

We participate in the USDA Food Program and in accordance with federal law and the 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, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410 or call: 800/795-3272 or 202/720-6382 (TTY). USDA is an equal opportunity provider and employer.

## **III. Hours of Operation**

Hours of operation are 6:30 a.m. to 5:30 p.m. Monday through Friday.

## **IV. Holidays**

**Religious & National Holidays** - Parents who might have objections to recognition of religious or other

holidays, such as Christmas, Thanksgiving, Easter, or Valentine’s Day, should so indicate to the staff so that proper arrangements can be made to respect you and your child’s wishes.

**Paid Holidays** - Paid holidays are scheduled as listed below. If the holiday falls on a weekend, then we will be closed the same days as the federal and state offices. All holidays are traditionally scheduled as a three-day holiday if the date falls on a Tuesday or Thursday. The Learning Garden will also be closed for teacher work days two times a year. These days are essential and allow the teachers time to complete assessments and prepare for parent teacher conferences. We have scheduled these days near holidays when historically we have the lowest need for child care.

New Years Day	Labor Day	Monday after Easter – teacher work
	day	
Memorial Day	Thanksgiving & the day after	Friday before Labor Day – teacher
	work day	
Independence Day	Christmas Eve, Christmas Day and 26 <sup>th</sup> of December	

**Severe weather closures** - Closures prior to opening of the program will be reported on the local television channel 6, KHQ, there can be delays in the station reporting closures of private organizations. The station always reports the public school closures first, the Learning Garden will always be closed when the Post Falls School District closes due to severe weather conditions.

In the event of severe weather conditions during operating hours, the Learning Garden Developmental Preschool will remain open except in the event of a power outage, closure of schools by Post Falls School District or when local authorities request early closure due to hazardous road conditions. You will be called prior to a closure during operating hours.

## V. Admission & Enrollment

### A. Definitions of Full and Part Time Enrollment

Full Time: Monday through Friday, Four (4) or more days a week

Part Time: Monday through Friday, Three (3) or less days a week.

### B. Ages of admission are toddler through kindergarten age.

C. Every attempt will be made to be flexible in our enrollment policies to suit the needs of individual families. We will ensure that services are provided to our families in their native language and will help locate community resources in their native language.

### D. Full time and part time registrations are accepted subject to availability of space and accommodations.

E. Pre-placement observations are scheduled during business hours and families are encouraged to bring their child to explore the environment to see if it is a good fit for their needs.

F. Drop-in care is provided on a space available basis only for families currently enrolled for part time care.

The following forms are required and need to be completed prior to placement:

- 1) Registration form signed by parent or guardian, which includes the date of last physical examination.
- 2) Complete record of immunizations
- 3) Written consent for child to receive medical treatment
- 4) Signed policies and procedures agreement
- 5) A signed fee and payment plan with a copy to parent.
- 6) If parent is an Idaho Child Care Program (ICCP) participant the Health & Welfare monthly invoice, mailing address form and confirmation of eligibility from Health and Welfare is required to be completed prior to placement.
- 7) A signed consent for a child to go on field trips off the premises, including walks.
- 8) A signed transportation agreement.
- 9) The Learning Garden is also certified as a developmental disability agency by the Department of Health and Welfare. Developmental disability services are available for your child if they meet the eligibility criteria. These services include Habilitative Intervention, Habilitative Supports, Family Training, Family Education, Therapeutic Consultation, Respite and Crisis Intervention, These services are not part of the child care services offered but are a separate developmental disability program which requires additional documentation for participation. Please speak to the Director if you have any questions or want additional information regarding developmental disability services.

## **VI. Basic Rates, Benefits, Payments, Other Fees, & Written Notice**

### **A. Basic Rates**

Toddlers (30 months - 35 months)

Full time: \$750 per month

Part time: \$600.00 per month

Preschool (36 months and up)

Full time: \$650.00 per month

Part time: \$525.00 per month

### **Drop in Care**

Drop-ins are welcome on a space available basis for existing enrolled children. All registration paperwork and immunization records are required to be on file prior to placement. Drop-in care is charged at a daily rate of \$75.00 per day per child. This is payable at the time the child is picked up from the center unless previous arrangements have been made.

### **B. Benefits**

**Discounts** - A 5% discount will be given on all tuition paid one month in advance excluding already reduced fees. A discount of 5% will be given to families that have more than one child enrolled on a full-time basis.

**Vacation** - Five days vacation is allowed annually for full time enrollment only. We must receive two weeks written notice or you will be charged for days your child is not in attendance.

**Parent Policy Board** – We strive to provide excellent service to the families at the Learning Garden and as such have a parent board that serves the program and assists with teacher interviews, policy decisions and grievance procedures. If you are interested in participating please speak with the Director.

**Orientation** – It is our desire to make the transition into our program as smooth as possible for your family. If at all possible in your schedule our preference is that your child come and spend a few hours throughout the week before he/she starts full time. This allows them to become familiar with the environment and routines and develop an assurance that this is a safe place. Parents are welcome to observe in the classroom and meet with the teachers outside of the classroom to answer any questions. This orientation is highly recommended and there is no charge for this time in our program. This is also a great time for you to get to know the classroom environment and the teachers better.

### **C. Payments:**

**Basic Rates** - Enrollment payments are made on a monthly basis and are due on the first day of each month. If the first day of the month falls on the weekend or a holiday, payments are then due on the last working day prior to the first day of the month. A rebilling fee of \$10.00 per day will be assessed for all payments received later than the 5<sup>th</sup> of each month.

As your child ages, the tuition will lower once they turn three years of age beginning the month

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immediately following your child's birth month.

**Late pick-up charges** - Fees are based on a maximum of 10 hours a day (plus 1/2 hour driving time if necessary). A late charge will be assessed:

For pick-ups after 5:30 p.m.: a charge of \$1 a minute up to 15 minutes will be assessed. After 15 minutes, the charge will be increased to \$2 a minute. If you are late picking up your child due to an emergency please contact the Center as soon as possible so that arrangements can be made for your child.

**D. Other Fees:**

**Returned Checks** - A charge of \$25.00 will be assessed for any returned checks plus an additional late fee of \$5 per day until payment is paid in full.

If a check is returned for non-payment all future enrollment fees will be required to be paid in advance.

**Court Fees** - Should it become necessary to file suit, as a result of non-payment of fees owed, attorney fees and costs, filing and process service fees will be your responsibility in addition to the past due amounts owed.

**E. Written Notice:**

1. Two weeks advanced written and paid notice is required when:

You wish to use allotted vacation days;  
You wish to terminate your contract.

2. The Learning Garden will give a minimum of a two week written notice to parents if it should become necessary to terminate child care services. Examples of situations that would require a termination of services include but are not limited to non-payment of services or unsafe interactions of adults with children, staff or other parents. Should you need assistance you have options to resolve any conflicts such as, speak to your child's teacher, meet with the director and finally you can request a meeting of the parent board to review the issue and work towards a solution prior to any dismissal action. Child care services will not be stopped prior to a review of any issues by the parent board unless continued services endanger the health or safety of the children, staff or families in the program.

We recognize the importance of continuity of care for your child and will make every attempt to resolve issues as they arise. Every effort will be made to resolve issues in order to provide continuity of care for your child and appropriate supports for your family. We strive to create a culture of open communication with each family and provide supports to ensure that your experience at the Learning Garden is beneficial to both you and your child.

3. We will give 30 days written notice prior to implementation of contract changes.

**F. Grievance Policy**

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Should a parent have any concern or grievance regarding their family’s experience at the Learning Garden they can speak directly with the Director or their child’s teacher. A special conference can be scheduled at the earliest convenience to resolve the matter. If the situation is not resolved satisfactorily an appeal can be made to the parent policy committee. Grievances must be made in writing for an appeal to the parent policy committee.

### VII. A Typical Day

Time	Activity	Description/Skill Focus
6:30 a.m. to 9:00 a.m.	Greeting/Learning Centers	Greetings; exploration of indoor/outdoor learning centers.
9:00 a.m. to 9:45 a.m.	Breakfast/Discussion	Children practice table manners, self help skills and language skills. Discuss a plan for the morning.
9:45 a.m. to 11:45 a.m.	Learning Centers and small group activities	Exploration of indoor/outdoor learning centers; small group cooperative activities.
11:45 a.m. to 12:30 p.m.	Lunch/Discussion	Children practice table manners, self help skills and language skills. Review the morning experiences and plans for afternoon experiences.
12:30 p.m. to 2:30 p.m.	Story time/Rest time	Children will brush teeth and prep for rest time. A small group story will be offered and individual attention for rest time.
2:30 p.m. to 5:30 p.m.	Snack/Learning Centers/Departure	Snack offered at 2:30 p.m. and 4:30 p.m.; Exploration of indoor/outdoor learning centers; small group cooperative activities; departure.

**Daily Learning Centers:** dramatic play, writing, art, math, science, block play, puzzles, sensory, literacy, music and cooperative games.

**Weekly activities:** science and community exploration, and cooking.

**Environment changes:** Materials, equipment and activities are rotated in and out of the class based on the

children's interest and weekly schedule. The children and teachers bring in items of interest from their homes and nature for the class to explore and discuss each week.

## VIII. Routine Needs

We individualize our curriculum to meet the developmentally needs of all children. We provide a warm enriching environment in which children can learn through play valuable social, reading and math readiness and critical thinking skills.

Parents of children under three are encouraged to enroll in the Idaho Child Find Program to receive free developmental screening and monitoring. Idaho Child Find is a program of the Department of Health and Welfare and serves families of children from birth to age three. If interested you can contact the Panhandle Health District by calling 211 and asking for the Child Find Coordinator for Region 1.

Diapers: Changes are scheduled for every 1 1/2 to 2 hours with the exception of nap time in which case each child will be diapered as soon as he or she awakens. In addition, a child will be changed when needed. We will use disposable diapers only, which are provided by the parent. Diaper changing procedures will be followed in accordance with the State of Idaho health regulations.

Toilet Training - We will work with parents to initiate potty training when the individual child shows interest. In order to be successful in this training, it is important that both parent and staff are consistent in their techniques. Cleanliness and hand washing will be emphasized in the training process.

## IX. Education & Guidance Policy

**Educational approach:** Children are active learners that acquire the most information and skills when they are actively engaged in hands on experiences. Our responsibility is to provide these enriching experiences that encourage exploration and critical skill development. We practice an emergent curriculum based on the Reggio Emilia approach focusing on the children's individual needs and interests. The children are an active participant in planning changes to our environment and learning experiences. Through this process your child will learn essential life and critical thinking skills that will enable him/her to reach their fullest potential.

**Developmental evaluations** – A developmental screening using the Ages and Stages Questionnaire (ASQ) will be completed in conjunction with parents within the first 30 days of your child's enrollment. It is important to give your child time to become familiar with the environment and build relationships during this transition. After the initial screening, additional screenings will occur at regular intervals in

accordance with the ASQ schedule based on your child's age in months. Throughout your child's attendance in our program, staff will document your child's interactions, strengths and interests through weekly observational notes and collect work product. These observations are important so that we can share with you your child's progress and incorporate his/her interests, strengths and developmental needs into our curriculum. Additional screening tools that may be used include the Devereaux Early Childhood Assessment (DECA), Vineland Adaptive Behavioral Scales, Sensory Profile, and the Preschool Idaho Reading Indicator as well as formal functional behavioral assessment if needed.

Our staff will communicate with you prior to conducting any screenings to discuss the screening tool, the basis for the data collected and will meet with you to discuss the outcomes and develop individual goals for your child. If your child needs assistance from outside professionals we will support you in this process with referrals to community professionals. We will calendar any referrals and follow-up with you within two weeks of the initial referral. Should your child receive services from community professionals we will be an active participant in supporting these efforts and may request that you sign a release of information so that we can receive relevant reports and assessments to further support your child's development.

**Standards of experience:** We are committed to providing a high quality experience for your child in our program. The following are the standards of experience that we adhere to daily:

- Being intellectually engaged and challenged
- Applying developing skills in purposeful ways
- Developing confidence in their own intellectual powers
- Extended conversations/interactions with adults and peers
- Taking initiative/responsibility; making choices
- Generating questions/predictions/hypotheses
- Sustained involvement in investigations of worthwhile topics
- Overcoming obstacles and set-backs
- Helping others to find out about and understand things better
- Making suggestions to others
- Feeling a sense of belonging to a community in the school

**Parent/teacher conferences:** We are active partners with the families of the children enrolled to support each child's development. Formal parent/teacher conferences will be held twice a year each Spring and Fall. These conferences are essential to reviewing your child's progress and developing individual goals for your child.

**Guidance Policy:** When a child is having a difficult time following directions or treating others or equipment with respect, developmentally appropriate guidance techniques are used. These techniques are as follows:

**Positive Reinforcement:** The child will be encouraged when he/she is demonstrating acceptable behavior.

**Redirection:** The child is redirected to another activity and given an opportunity to try again at another time.

**"When & Then" Statements:** A statement in which the child is encouraged to accomplish something before going on to something else. Sample: " *When* you finish picking up the blocks, *then* you can go outside."

**Take A Break:** The child is separated from the group for a *child*-regulated period of time. This technique is used only when a child is exhibiting *temper tantrum* type behavior or *hurting self or others*. When the child shows that he/she is ready to demonstrate calm behavior, the child is encouraged to join the rest of the group and try again.

## X. Meals & Snacks

**Nutrition** - Since food and nutrition are important components of a child's development, the Learning Garden Developmental Preschool emphasizes fresh and natural foods such as fresh fruits and vegetables, whole grain breads, etc. We follow USDA meal guidelines for all of our meals and snacks. A copy of these requirements is available upon request.

**Mealtimes** - Well-balanced mid-morning and mid-afternoon snacks will be provided. All children arriving prior to 8:00 a.m. will be offered breakfast. A monthly menu will be provided for parental review. Mealtimes are valuable times to build social, self-help and conversational skills. We practice family style dining where the children serve themselves and are encouraged to share their ideas and experiences with each other.

**Special Diets** - If a child has a particular dietary need, substantiated by a medical evaluation, the staff of Learning Garden Developmental Preschool must be informed and given a doctor's note. Substitute meals or snacks may be brought from home in this instance.

### Sample Menu:

Early morning breakfast: cereal, fruit & milk

Mid-morning snack: pancakes, fruit, & milk

Lunch: spaghetti, green beans, green salad, dinner roll, & milk

Mid-afternoon snack: cheese, crackers, fruit & water

## XI. Health & Safety Practices

**Hand Washing** - Hands will be washed before and after meals, after bathroom use, nose blowing or wiping, messy play, handling pets and upon entry to the classroom. This practice minimizes the potential for germs and viruses being brought into the classroom from outside sources. We appreciate your helping your child with this vital practice.

**Diaper Changing** – Non-latex gloves are utilized while changing diapers and changed between each diaper changed, hands will be washed before and after changing diapers. The changing mat is sterilized with recommended bleach solution before and after each use. Soiled diapers will be disposed of in a closed and sanitized container.

**Toys & Equipment** - These will be sterilized daily or as needed with the recommended bleach solution.

**Bedding & Soiled Clothing** - These items will be laundered on a weekly or as needed basis.

**Fire Drills** - Practice drills will be conducted at least monthly and recorded on record sheets provided by the City of Post Falls Fire Department.

**Health Care Plan** - Only children who are current on immunizations or have a completed exemption form from the State of Idaho shall be admitted. Medical records and immunizations will be kept up to date in children's files.

**Accidents & Injuries** - First Aid will be administered to a child needing care. Each accident will be recorded on a report. Parents will be given a copy of this report and the center will maintain a copy.

**First Aid Training** - We require all of our staff to maintain a current CPR & First Aid Certificate.

**Daily Reports** - May be written about your child's activities upon your request.

**Release of Children** - Children will absolutely **NOT** be released to anyone except those authorized to pick up the child on the enrollment form. Photo identification will be required of those authorized who are unfamiliar to staff. In the event you wish another adult to pick up child, it would require that you give written permission in advance or a phone call to verify.

**Child Abuse Prevention and Reporting** - Idaho State Law and licensing requirements states that child care facilities are required to report immediately to the police or Child Protective Services (CPS) any

reason to suspect child abuse, neglect, or exploitation. Abuse may be physical, emotional or sexual. Neglect is the failure, refusal, or inability, for reasons other than poverty, to provide necessary care, food, clothing, shelter or medical care. We are not obligated to inform parents/guardians of this report.

Our staff annually review the guidelines for recognizing child abuse and are committed to the following child abuse and neglect prevention practices:

1. There are many situations in our program where one to one staff/child situations occur for instruction, guidance, therapy and adaptive assistance throughout the day. Our staff are professionals that have been trained in child abuse and prevention practices, undergone extensive background checks and supervision to ensure the safety of all children in our care.
2. Design our classrooms to avoid hidden and secluded areas.
3. Makes sure interactions between children and staff can be observed and interrupted.
4. Uses proper names for body parts.
5. Never forces children to give affection.
6. Tells children that if they have questions about someone's behavior, the best thing they can do is ask about it.
7. Explains that secrets can be harmful.
8. Requires a background check for all staff.
9. Develops positive, non-judgmental relationships with parents.
10. Is alert to signs of stress in parents and struggles in the parent-child interaction.
11. Communicates regularly with parents concerning a child's progress.
12. Provides education including offering tips for specific challenges.
13. Provides opportunities for parents to become involved in their child's care.
14. Provides information about community resources.
15. Models developmentally appropriate practices by allowing the parent observational opportunities to see their child interact with child care staff.
16. Provides an atmosphere for parents to share their experiences and develop support systems.
17. Reaches out to non-custodial parents, grandparents and other extended family members that are involved in a child's development.

A report of child abuse is not an accusation. It is a request for more information by a reporter who has reasonable suspicion that abuse or neglect may be occurring. A report does not mean that our employees must determine that abuse and/or neglect has occurred. In Idaho, Child Protective Services is responsible for that determination.

## **XII. Illness**

**Screening** - Children will be visually screened as they arrive at the facility. If a child exhibits signs of illness, it will be determined if the symptoms indicate the need for exclusion until remedied. In the event a child becomes ill and needs to be picked up; the child will be separated from the rest of the children until a parent arrives.

**Non-Admittance** - Your child will not be allowed to attend the Learning Garden Developmental Preschool if he/she exhibits symptoms for exclusion within a 24 hour period prior to child's admittance back to school. If your child is unable to participate in the normal activities of the daily schedule, then your child must stay home.

**Symptoms For Exclusion:**

- Fever of 101 degrees F or higher
- Diarrhea (three or more watery stools within 24 hours)
- Vomiting on two or more occasions during the past 24 hours
- A draining rash
- Eye discharge or Pinkeye
- Lice or Nits
- Too tired or ill to participate in normal activities

**Illness Reports** - Each illness will be recorded on a monthly health report. Parent will be given a copy of this report and the center will maintain a copy.

**Staff Illness** - Staff members who display signs of infectious illness will not be required to be in attendance. In that event, they will be replaced by a qualified substitute until their return.

**Communicable Diseases** - We are required to report communicable diseases to the Panhandle Health Department.

### **XIII. Medical Emergencies**

In the event of a medical emergency, we will first call 911, then the parents or guardian will be contacted as soon as possible. If the parent/guardian can not be reached the directions on the enrollment form will be followed. In the event IMMEDIATE medical attention should be required, we will use Kootenai Medical Center, 2003 Lincoln Way, Coeur d'Alene, Idaho. If you have a preference other than the one listed, we will try to accommodate you, if possible. All accidents and illnesses are recorded on a monthly health and accident report.

### **XIV. Medications**

**Medication may be administered under the following conditions:**

**Consent: WRITTEN parental consent is required to administer ANY medication.**

**Prescription Medication:** All prescription medication must be in its original container and properly labeled with child's full name, date prescription was filled or medication's expiration date, and legible instructions for administration, such as manufacturer's instruction or prescription label.

**Non-prescription Medication:** The following classifications can be given with written parental consent only as to the dose, duration, and method of administration specified on the manufacturer's label for the age or weight of the child needing medication. The following is a list of acceptable non-prescription medication:

Antihistamines

Non-aspirin fever reducers/pain relievers

Decongestants

Anti-itching ointments or lotions, intended specifically to relieve itching

Diaper ointments and powders intended specifically for the use in the diaper area of the child

Unlisted Non-prescription Medication: A physician's authorization is needed for non-prescription medication that is not included in the above list, or if it is to be taken differently than indicated on the label or lacks labeled instructions.

Unused Medication: will be returned to the parent or properly disposed.

## **XV. Transportation & Field Trip Arrangements**

Parents will provide transportation to and from the facility, except in special circumstances.

Occasionally, the Learning Garden Developmental Preschool will transport children on a field trip. When such an occasion occurs, parents will provide safety approved car seats in accordance with Idaho State law. Notice will be given to parents a minimum of one week in advance of field trips. Written authorization is required for parents to fill out before their child may attend a field trip.

## **XVI. Adjustment**

**What Is Normal** -- It is normal for your child to have some fears and misgivings about being away from you. Children, like adults, need time to get used to new situations. Try to prepare your child for the changes as far in advanced as possible. Discuss any concerns. Talk about some of the new people

your child will meet and the new things your child will do. If you are enthusiastic, soon your child will be too.

**First Experience** -- If this is the first time your child has been separated from you, it is natural for he/she to be hesitant. A cheerful good-bye kiss, a smile, and a reassuring word that you will be back after work is all you need to do. Our caring staff will take it from there. **Please do not sneak out when your child is not looking.** Leaving without saying goodbye can give your child a feeling of insecurity. Usually the child will settle down shortly after you leave.

**Common Behaviors** -- Depending on their age, some children will "act out" their feelings by:

- Clinging to you and refusing to let go
- Having tantrums
- Forgetting their toilet training
- Not eating
- Waking up at night or having bad dreams
- Thumb sucking
- Bed-wetting
- Expressing desire to stay home

**What to do** -- Usually these problems are temporary. If your child is treated lovingly and consistently, this behavior should go away. Please feel free to call the staff at the Learning Garden Developmental Preschool when you arrive at work. Chances are that your child will be busy playing and you can relax and concentrate on work.

## **XVII. Signing In & Out, Children's Supplies, & Visitations**

**Signing in & out** - You are required to sign your complete signature when you drop off and pick up your child. The Sign In/Out record will be kept near the front door. Children will not be permitted to sign themselves in and out. If your child leaves the facility to attend school, then a staff person, with parental permission, may sign your child out. The State of Idaho prohibits a child care provider from releasing children to a parent/guardian or any other person who is clearly under the influence of alcohol or other drugs.

A child will not be released to anyone except for his custodial parent or guardian. In the event that an individual, other than the custodial parent or legal guardian, but is on the authorized pick-up list attempts to pick-up the child we will not release the

child until we receive confirmation directly from the custodial parent or guardian approving the release of the child. Identification of the authorized pick-up person will be verified by staff by viewing either a driver's license or state identification card.

**Children's Supplies** - Parents are requested to supply those items necessary for the proper care of your child:

Seasonal clothing appropriate for weather (i.e. hat, gloves, coat & boots in winter)

An extra set of clothing (three if child is potty training)

Blanket (pillow is optional)

Diapers (if necessary)

Training pants (If cotton, 7 pants and covers daily)

Necessary medications (refer to Medications section)

**Visitations** - We have an "open door" policy. Parents have free access at all times to all areas used by children. The only limitations to this policy are as follows:

1. During facility operating hours or while the child is in care, only the staff of the facility or parent shall have unsupervised or regular access to the child in care.
2. We will allow the Parent/guardian of the child in care unsupervised access only to their child.

## **XVIII. Parental Grievance Procedure**

In the event that a disagreement arises between parents and staff, parents are encouraged to speak with the Director. If a satisfactory resolution is not reached then parents may request that the Learning Garden Developmental Preschool Parent Board meet within a reasonable period of time to review the matter.

It is our policy that this program is a safe respectful place for all individuals involved including children, staff and parents. It is essential that parents respect other parents, staff and children in their communications with them. If you have a problem with another parent or staff person please see the Director immediately so that the conflict can be resolved in an appropriate respectful manner.

## **XIX. Summation**

All children enrolled in this facility are treated with love and respect and are provided with the opportunity to engage in a wide variety of activities. Our most fundamental objective is to provide for your child a safe, clean and enriching environment, in which each child will feel that he/she is loved, valued and wanted. We understand that this is the foundation of all children's learning and consider it our privilege to join

with your family in this wonderful journey.

I have read and understand the above to be the policies of the Learning Garden Developmental Preschool.

**Parent/Guardian:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Parent/Guardian:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Owner/Director:** \_\_\_\_\_

**Date:** \_\_\_\_\_

(Parent copy)

I have read and understand the above to be the policies of the Learning Garden Developmental Preschool. This signed copy will be kept in my file and I will have a copy at home for reference.

Parent/Guardian: \_\_\_\_\_

Date: \_\_\_\_\_

Parent/Guardian: \_\_\_\_\_

Date: \_\_\_\_\_

Owner/Director: \_\_\_\_\_

Date: \_\_\_\_\_

(File copy, please sign and return with registration packet)