



THE LEARNING DEN, LLC

Where Education, Care, & Play Go Hand In Hand

FAMILY HANDBOOK

174 Willimantic Rd.

P.O. Box 360

Chaplin, CT. 06235

(860) 465-9871

www.learningdendaycare.com

TABLE OF CONTENTS

Legal Name:	3
Address:	3
Phone Number:	3
Email Addresses:	3
Hours of Operation:	3
Closings & Vacation Time:	3
Our Philosophy & Curriculum	4
Our Mission	4
INFANT PROGRAM	5
TODDLER PROGRAMS	5
Preschool Program	5
Tuition/Fee Schedule	6
Change Of Schedule / Withdrawal	6
WITHDRAWAL	7
WITHDRAWAL IN THE SUMMER	7
Late Pick Up Policy & Procedures	7
Open Door Policy	7
Separation From Parents	7
PARENT BOARD	8
DAILY COMMUNICATION	8
COMPLAINT PROCEDURE	8
ARRIVAL/DEPARTURE	9
CURRICULUM	9
BREAKFAST, LUNCH AND SNACK	9
CLOTHING	9
TOYS	9
REST TIME	9
BIRTHDAYS	9
Consultants	10
Medication	10
Health Record	10
Injury & Emergency Treatment	10

	2
Emergency Treatment	10
Fire	11
Weather	11
Evacuation	11
Authorization To Pick Up	14
Custody & Court Documentation	14
Babysitting	14
Hygiene	14
Illness & Policy	14
COMMUNICABLE DISEASES:	14
FEVER:	14
DIARRHEA:	15
VOMITING:	15
RUNNY NOSE & COUGH:	15
RASHES:	15
RUNNY AND/ OR CRUSTY EYES:	15
EXCESSIVE CRANKINESS:	15
LICE:	15
EMERGENCY ROOM VISITS, STITCHES AND/OR SURGERIES:	15
24 HOUR RULE:	15
Parking Lot Safety	15
Infant Safe Sleep Policy	16
Discipline & Behavior Procedures	16
Termination of Care	16
COVID 19 & FLU POLICY	17

***Please fill out the attached
enrollment form and the enrollment
form on our website:
learningdendaycare.com***

GENERAL INFORMATION

Legal Name: The Learning Den, LLC.

Address:

174 Willimantic Rd.
PO Box 360
Chaplin, CT. 06235

Phone Number:

860-465-9871

Email Addresses:

Brianne Nicotera – Chief of Operations: bri@gatesh.com
Jessica Benjamin – Director: learningdendirector@gmail.com

Hours of Operation:

Monday through Friday 6:00 A.M. - 6:00 P.M.

Closings & Vacation Time

The Learning Den follows the Chaplin School District Calendar for all Closings and Holidays.

- **Labor Day**
- **Columbas Day**
- **Veteran’s Day**
- **Day Before Thanksgiving : Close @ 3**
- **Thanksgiving**
- **Day After Thanksgiving**
- **Christmas Eve : Close @ 3**
- **Christmas Day - New Years Day**
- **Martin Luther King Day**
- **President’s Day**
- **Good Friday**
- **Memorial Day**
- **Juneteenth**
- **August Professional Development Day (TBD each year)**

Tuition is still charged for Holidays that may fall on your child’s scheduled days. Tuition is also due during inclement weather closings, emergency closings, or any scheduled day your child would normally attend. Our tuition prices are based on costs for the year. Holidays and closings are included in the calculation. Tuition **WILL NOT** be charged for the week between Christmas & New Years. This is the only week of the year tuition is not due. We do not honor vacation weeks.

Our Philosophy & Curriculum

The Learning Den's philosophy is that children learn best by doing. Since young children learn through play, they need opportunities to handle materials, experiment, explore, interact with others, think and participate in a safe, engaging environment.

Our school curriculum is based on the Connecticut Early Learning and Development Standards. Each classroom creates individualized curriculums weekly. Teachers use assessments and observations to assist in their curriculum.

We understand that each child is an individual and should be able to grow at their own pace. We believe children should be children so that they can learn and grow by their mistakes through enjoyable, positive and meaningful experiences.

Our Mission

The Learning Den offers a learning environment for children and working families by offering quality care and educational programs with an emphasis on active learning, social service and parent involvement.

Our goals...

- Provide developmentally appropriate programs and activities for children.
- Help children develop sensitivity and respect for others.
- Form partnerships with families and support families parenting skills
- Offer family guidance and support through community resources based upon their interest and/or need.
- Recruit and retain a diverse teaching staff.

Objectives....

- Incorporate training plans for staff so that early childhood development is ongoing and based on current information
- Model behavior that is desired among others
- Explore and implement a multi- cultured and anti-bias curriculum.
- Maintain an open line of communication between teachers, families and director through daily note taking, newsletters and verbal contact.

Our Programs

INFANT PROGRAM

(6 Weeks - 12 Months)

The infant program has a ratio of 8 infants to 2 teachers.

The infants are on their own schedule. Feeding and napping are on their demand. Activities such as singing, reading, puppets, art, sensory and developmental activities are scheduled around their feeding and napping.

All infants are held while being bottle fed. Older infants are encouraged to start self-feeding with assistance from the teacher when needed. When your infant is ready for solid foods, please speak with your child's teacher to make sure everyone is on the same page.

The infants have many opportunities for developmental play, learning and growth. A lot of time is spent on the floor learning to use their bodies. Tummy time is encouraged to help strengthen arm, neck and stomach

muscles. We have such items as play mats, bouncers, exer-saucers, activity seats, balls, sound and colorful toys to chew and blocks. All items are washed and sanitized after each individual use.

Infants try to get outside every day weather permitting. Younger infants are kept in the shade, while older infants will receive sunscreen and be asked to provide a hat. Activities outside are sitting or lying on a blanket with toys, ride-on toys, and playing in the sand.

When an infant reaches 10 months, and is developmentally ready, they will begin to slowly start on the tot schedule to help when they transition to the toddler room. This involves condensing their 2 naps down to one (1) long nap between the hours of 12:00-2:00, eating breakfast at 8:30 A.M., small snack at 10:00 A.M. lunch at 11:30 A.M. and snack at 2:00/2:30 P.M.. They must be completely off the bottle (at the center) and self-feeding to transition to the tot room by the age of 12 to 15 months, if they are developmentally ready. At the age of 1 year, they will transition out of the pack & play and onto a toddler sized cot.

TOT & TODDLER PROGRAM

(12 Months - 35 Months)

The tot & toddler room hav a ratio of 8 children to 2 teachers.

These rooms are structured with a daily schedule and weekly lesson plan. Tot's & Toddler's will enjoy age-appropriate activities such as singing, dancing, reading, art, sensory, science, dramatic play, sensory, and blocks to name a few.

Tot's & Toddler's go outside every day, weather permitting. Please make sure they have the proper outerwear each day and dress accordingly. They do tend to get messy, so have the children come in comfy clothes that can get dirty. Activities outside are cars and trucks, ride-on toys, sand and sand toys, balls, climbers and slides.

They are encouraged to eat with utensils and be able to feed themselves.

Breakfast is at 8:30 A.M., small snack at 10:00 A.M., lunch is at 11:30 A.M. and snack is at 2:00/2:30 P.M.. Please provide a soft sided lunch box with their name on it. All cups and containers inside should be labeled as well. We have bibs, utensils, plates and cups for the children's use if needed.

Tot's & Toddler's will have a rest period on cots from 12:00-2:00 P.M.. A sheet and blanket are required. A pillow and resting friend is optional after the age of 2. To transition to the Preschool Room, your toddler must be 3 years of age, potty trained, able to eat with utensils and drink from a cup without a cover.

Preschool Program

(3 Years -5 Years)

The preschool program has a ratio of 10 children to 1 teacher.

This program is structured with a daily schedule and weekly lesson plan. Children will enjoy various activities that are designed with age-appropriate ideas and materials.. Activities include circle time which consists of attendance, weather observation, job helpers, calendar, books, songs, and information about the lesson plan being learned that week. They will also engage in art, science, math, sensory, writing activities and dramatic play. Our goal is to have the older preschoolers ready to attend Kindergarten with knowing how to spell their full name, know their numbers up to 10, know their shapes and colors and any other important Kindergarten knowledge needed.

Preschoolers go out in the morning, weather permitting for a quick wiggle jiggle time to get all the energy and sillies out to be able to come back in and start circle time. They will go outside again before lunch to play. Outside activities include bikes, swings, slides, climbers, push toys, ride-on toys, science activities, dramatic play in the houses, balls, and a garden in the spring/summer.

Breakfast is at 8:30 A.M., small snack at 10:15, lunch is at 12:00 P.M. and snack is at 2:30 P.M.. Preschoolers are expected to be able to eat their lunch with utensils and use a cup without a cover. We have utensils, plates and cups for the children's use if needed.

Preschoolers have a nap period between 12:30- 2:30 P.M.. A sheet and blanket are required. A pillow and resting friend are optional. A child must rest on their cot for at least an hour. If they no longer take naps, after that hour, they are then allowed to come to the table and do quiet activities until the other children are awake. During the summer, children who are entering kindergarten will not be required to rest.

Tuition/Fee Schedule

Tuition is based upon 365 days. We have taken into account the holidays we are closed and the break between Christmas & New Years. We also take into account emergency closings. Tuition is based on all of this.

A non-refundable registration fee of **\$80.00** must accompany any new enrollment.

All tuition is payable on the Friday before or the Monday morning of the current week your child attends.

A \$20.00 fee will be charged for any payments made after Friday before the current week.

A \$30.00 service charge will be applied to any returned payments.

A 5% discount will be given to any second enrolled child from the same family. The second child will pay the full rate and the sibling will get 5% off of their tuition.

Changes in tuition rates are decided by the owner and will be announced to the parents of the center at least 30 days prior to be put into effect. Increases are based on cost-of-living adjustments, salary, and other expenses.

EACH FAMILY WILL BE CHARGED AN ANNUAL REGISTRATION FEE OF \$125.00 THE FIRST WEEK OF AUGUST

Change Of Schedule / Withdrawal

Requests for permanent or temporary change in a child's schedule must be made in writing to the owner at least two (2) weeks in advance. The owner will then inform you whether the request can be granted or denied due to enrollment capacity.

WITHDRAWAL

A two-week written notice to the owner is required to withdraw your child, and the parent is liable for all tuition accrued through the last two weeks.

WITHDRAWAL IN THE SUMMER

If your child will not be attending during the summer months, a **\$400.00** payment is required to hold your child's spot.

Late Pick Up Policy & Procedures

All parents must be at the center by no later than 6:00 P.M. to pick up their child. A fee of \$20.00 for the first 10 minutes past 6:00 P.M. and \$10.00 each additional 10 minutes will be charged.

When a child is not picked up at or before their scheduled departure time, the following procedures will be followed:

Two staff members 18 years of age or older will remain at the program with the child at all times. If the child has not been picked up within 10 minutes of the child's scheduled pick-up time, a staff person will attempt to call the child's parents/guardians using the numbers provided. If they cannot be reached, the staff person will attempt to call the emergency and authorized, alternate adults provided by the parent/ guardians at the time of enrollment. The local police department and Department of Children and Families (DCF) will be called after 30 minutes if parents or other adults specified on the permission to release forms cannot be reached. At that time the child may be released to the police. The non-emergency number for our local police department is (860) 455-2069.

Family Partnerships

Open Door Policy

The Learning Den has an open-door policy and parents are welcome at any time! That being said, we ask that you consider the effect that visiting your child and separating again may have on them. These situations can also be disruptive to the classroom and we ask that you consider the other children as well. Occasionally arriving early for pick up may be more appropriate. This will also allow your child the opportunity to show you around the room and share classroom projects with you. When you do visit your child, we expect them to follow classroom rules, and that you do not take your child from the classroom without notifying the classroom teacher.

Separation From Parents

Leaving your child in the center may be difficult at first (for both of you)! Some children adjust easily and will very quickly engage in an activity. Others will have a little more difficulty saying goodbye. It is completely normal for children to have some apprehension or worries about separating.

The list below is made up of suggestions, considerations and reminders to assist parents in making school/ daycare a positive experience for you and your child. They reflect our collective knowledge of child development and years of experience in caring for and educating young children and establishing a respectful relationship with their families.

1. Give your child an opportunity to visit.
2. If at all possible, we suggest that you make your child's first day 1 to 5 days before you must start work. This will help both parents and children to be more relaxed and less rushed on their first day.
3. Infant parents may want to spend some time at the center getting to know the staff and routines. During visits, we suggest that you allow the staff to hold, feed and interact with your child to begin to get to know them and their needs.
4. In most cases, children do well with just a few tears in the beginning. However, if your child has a difficult time making the adjustment, we will be happy to meet with you to devise a plan that will help your child feel secure and safe in their new environment.

PARENT BOARD

The center has a parent board located in the entryway room upon entrance. This is where the iPad for daily sign-in & sign-out, newsletters, announcements, etc. are located. Parents must sign their children in upon arrival and initial as well as upon departure.

DAILY COMMUNICATION

Staff will fill out all daily communications through our communication app, Procure. Daily reports will be sent to you at the end of each day.

Pre-school has a board in their classroom which details their activities for the day along with daily and weekly lesson plans and curriculums posted in the classroom.

Verbal communication is also done on a daily basis in all rooms. If you would like to call and talk to your child's teacher, it is best to call between 12:30 and 2:00 P.M.

COMPLAINT PROCEDURE

Most problems with a childcare center are non-life threatening and can be resolved by discussing it with the classroom teacher and/ or the owner. Any questions or concerns, please do not hesitate to talk to the staff or owner. Please be advised that some matters may require a quiet area away from the children. If so, please try to schedule a time so that the teacher or owner can give you their full attention and that the ratios are still met.

Your Child's Day

ARRIVAL/DEPARTURE

The Learning Den is open from 6:00P.M. - 6:00 P.M. Parents are to personally escort their child into the center each morning. Parents are expected to sign their child in on the iPad located in the entranceway, put away their child's items, and to inform staff of any information needed. In the afternoon, Parents must sign their child out for the day on the iPad, take any items needed from the cubby, take a lunch box, and inform the child's teacher you are leaving. Each Friday your child will be sent home with a *Friday Folder* which is to be reviewed and emptied by the parent and returned Monday morning.

CURRICULUM

A carefully organized and rich classroom environment serves as the foundation for our curriculum. In doing so, it invites children to learn, observe, make choices and try new things. Our goal is to nurture children's social, emotional, language and intellectual development. This helps them become enthusiastic, self-confident, independent thinkers who feel good about themselves and secure in the worlds around them.

Our lesson plans are based on age-appropriate activities, materials and developmental stages.

BREAKFAST, LUNCH AND SNACK

Parents are to provide a healthy breakfast, lunch, snack and drinks for your child each day.

Children who arrive before 9:00 P.M. should bring a breakfast and a drink. If arriving after 9:00 P.M., please make sure your child has already eaten breakfast at home. Please bring your child's food in a soft sided lunch box labeled with their name and with ice packs for anything that must remain cold. We can heat up a child's lunch if necessary. Please make sure all food containers and cups are labeled with your child's name to ensure that they return home to you. We have bibs, utensils, and regular cups for use at the center.

Parents of infants are required to provide all infant food, formula, breast milk, bottles (no glass) and snacks for the day. We will heat bottles when necessary. Please make sure all items are labeled.

CLOTHING

Please dress your child in comfortable play clothes for active and sometimes messy play. We ask parents to keep two (2) complete changes of clothing at the center in case of need. This consists of pants, shirts, socks and underwear. Infants and toddlers may need several changes. Please make sure all clothes are labeled with your child's name.

TOYS

Your child may bring a soft "resting friend" to be used during nap time. We ask that all other toys be kept at home as they can be distracting or difficult to share. Items may be brought on special share days. Please do not let your child bring jewelry, money, gum, candy or dangerous items to the center.

REST TIME

After a full morning of activities, the children are required to rest on their cots for part of the afternoon. They may either lie quietly or sleep. A crib sized sheet and weather appropriate blanket are to be brought in. A favorite “resting friend” or pillow may also be used. At the end of your child’s week, the bedding is to be brought home, laundered and returned the following week.

Infants rest at their own convenience. Pack and play sheets fit our cribs the best. Unfortunately, we are not allowed to have crib bumpers, soft toys or pillows in our cribs per the state.

BIRTHDAYS

Birthdays are fun to celebrate at the center. Please let us know in advance if you will be bringing in something special to share so we can plan accordingly. We ask you to please be sensitive to children with allergies.

Health & Safety

Consultants

The Learning Den will enter into a contract with health, medical, dental & educational specialists to help provide a well-rounded and safe program for all children.

Our Health consultant (nurse) visits the center weekly to review health records and observe the well-being of the children in the center.

If at any time the teaching staff, owner, nurse or the family feels that outside help, i.e. Birth to Three or another specialist is needed, the proper individuals will meet to discuss an action plan to get the help that is needed.

Medication

The Learning Den staff can administer non-prescription topical medications such as, diaper changing ointments, powders (non- talc), Orajel, sunscreen and non DEET insect sprays.

This medication must have a signed permission form on file that is updated yearly or as needed. Medicine must be in original containers labeled with its contents and have the child's full name labeled on it. Parents sign off that their child has had at least one application of this medicine and witnessed no adverse reactions to this medication.

If a child has a medical condition that requires medicine for their well-being or is life threatening, please notify the owner so that the child's medical needs will be met with the proper training. The medicine must be in the original container and accompany a doctor's form containing all pertinent information. If the medical form is not completely filled out, we will not be able to administer the medication until the form is properly filled out for safety reasons.

Health Record

All children who attend The Learning Den, LLC are required to provide a current physical examination upon enrollment. Your child cannot start without having one.

This form will acknowledge that the child's immunizations are up to date. Each time your child has a new immunization, the parent is required to bring in an updated form. If one is needed, please see a staff member or owner to receive a blank one.

Emergency Plans

Injury & Emergency Treatment

It is to be expected that sometimes children might get hurt while playing with friends or on equipment. If there is a minor injury such as a scrape, minor bump or small cut, you will be notified in person by a staff member at time of pick up. At this time, you will receive an "accident report" paper detailing what happened and how the accident was taken care of.

We make every effort to clean all open-wounds with soap and water. Fun shaped ice packs can be given to reduce swelling or to give comfort along with band aids (if needed) and Tender Loving Care.

Staff are trained and certified to administer CPR, First Aid, Asthma treatments, Injectables (Epi-Pen) and oral medication.

If your child has been taken to the Hospital, emergency room or doctor for treatment or minor surgery and you wish to bring them to school on the same day, we will need an authorization form from your doctor to reenter the center for the remainder of the day. We will NOT accept a child on the same day without this note.

A physical is not considered treatment.

Emergency Treatment

If your child has had a severe bump (from a fall), a bite that has broken the skin, or a cut that may require medical attention, the owner or staff will notify you immediately.

In the event that your child has had a serious injury or emergency, the following steps will be performed:

1. 911 is called.
2. Your child will be taken to William W. Backus hospital, along with your child's teacher and emergency information.
3. The parent will be notified to meet at the hospital. If a parent cannot be reached, the next listed people on the emergency contact sheet will be called until someone can be reached.

Fire

In the event of a fire, evacuation from the building will be through the closest fire exit. Staff will be responsible for supervising the children under their care and leading them to the fire exit. Immediately, the group will walk to the field across the parking lot, safely away from the building, and line up to take a name to face attendance. Director, or person in charge, will be responsible for taking attendance lists, an iPad or cell phone to access Procarel, a portable first aid kit, and emergency files with them. Should it not be possible to return to the building, staff will walk the children to the Chaplin Post Office. Parents will be notified.

Weather

In the event weather conditions are extreme and may jeopardize the safety of children, parents and staff, check our Facebook, text messages, and email. The Learning Den does not follow the local school system closings. In the event we have to close due to inclement weather, we will post on Facebook and also send out text and email notifications on Procarel!

In the event we have an early closing, all parents will be notified by phone and expected to pick up their children within 1 hour. Tuition is still due for inclement weather closings.

Evacuation

In the case of fire, natural disaster or any other emergency where the building cannot be reentered, all children will be removed by car to a location deemed safe.

Advanced contact has been made with the town's Civil Preparedness Unit, adding the Center to their list for emergencies. Parents will also be notified to pick up their children. Ratios will be maintained at all times and two staff 18 years or older will remain with the children until all children are picked up.

Teachers will take emergency release forms with them and parents will be called to pick up their child within the hour.

Mandatory Report Of Child Abuse & Neglect

The Learning Den has the responsibility to prevent child abuse and neglect of the children in our center. As daycare providers, it is the law that all staff is expected to be mandated reporters if any suspected abuse or neglect has occurred. It is not our business to judge the circumstances, only to protect the rights of the child.

A written report will be filed and documentation of suspected abuse or neglect will be kept in the child's file.

1. Definition:

Child Abuse includes:

- Any non-accidental physical or mental injury (i.e. shaking, beating, burning)
- Any form of sexual abuse (i.e. sexual exploitation)
- Neglect of a child (i.e. failure to provide food, clothing, shelter, education, mental care, appropriate supervision)
- Emotional abuse (i.e. excessive belittling, berating, or teasing which impairs the child's psychological growth)
- At risk behavior (i.e. placing a child in a situation which might endanger him by abuse or neglect).

Child Abuse is defined as:

A child who has had:

- ❖ Non-accidental physical injuries inflicted upon him
- ❖ Injuries which are at variance with the history given of them
- ❖ Is in a condition, which is the result of maltreatment, such as, but not limited to, malnutrition, sexual exploitation, and deprivation of necessities, emotional maltreatment or cruel punishment.

Child neglect is defined as:

A child who has been:

- ❖ Abandoned
- ❖ Denied proper care and attention physically, educationally, emotionally or morally
- ❖ Allowed to live under circumstances, conditions or associations injurious to his well-being (CT statutes 46b-120)

2. Staff responsibilities:

- ❖ As childcare providers we are mandated by law to report any suspicion that a child is being abused, neglected or at risk.

3. Specifics on reporting a suspected case of abuse or neglect

- Call the Department of Children and Families (open 24 hours a day) at 1-800-842-2288.
- The reporter's name is required, but may be kept confidential.

Information needed:

- Name of child/Date of birth
- Address of child
- Phone number of child
- Name of parents or guardians
- Address of parents or guardians
- Phone number of parents or guardians
- Relevant information such as: physical or behavioral indicators, nature and extent of injury, maltreatment or neglect
- Exact description of what the reporter has observed
- Time and date of incident
- Information about previous injuries, if any
- Circumstances under which reporter learned of abuse
- Name of any person suspected of causing injury
- Any information reporter believes would be helpful
- Any action taken to help or treat the child
- Seek medical attention for the child – if needed

Mandated reporters must report orally to DCF or a law enforcement agency within 12 hours of suspecting that a child has been abused or neglected. Within 48 hours of making the report, the mandated reporter must submit a written report (DCF – 136) to DCF.

Staff are protected by law from discrimination or retaliation for reporting suspected abuse or neglect (CT General Statutes, Section 17a-101e).

All phone calls to DCF shall be documented and kept on file at the Center. A copy of all statements from staff and the DCF-136 shall also be kept on file.

4. The management of this program supports a zero tolerance for abuse and neglect and will implement immediate action should there be an allegation that a staff member abused or neglected a child.

The administration will protect the child, including immediate notification of a parent or guardian, once there is an allegation of abuse or neglect of a child in our program.

Any staff member accused of abuse or neglect may be immediately removed from his or her position until DCF's investigation is completed. Based on whether the allegations were substantiated or not, the employee would either be dismissed from his/her position or allowed to return to work.

5. Staff Training:

Staff will be required to attend bi-annual staff meetings, held in September and February, focusing on the steps for reporting suspected abuse and neglect and the role of a mandated reporter. All new staff will be trained in these procedures prior to their start in the classroom.

6. Provisions for informing families of abuse and neglect policy:

A copy of this policy will be included in our parent information packet, and each family will be given a copy upon enrollment. A copy of this policy will also be posted on the parent board.

When an accusation of abuse or neglect by a staff member is made, the Director must immediately inform the parents or guardians that a report has been made to DCF. Health care officials may need to talk to a child's parents to assess the cause of the child's injuries and offer support and guidance.

Authorization To Pick Up

No child will be allowed to leave the center with anyone who is not on the Pick-up Authorization form. It is the parent's responsibility to inform the center of any changes made to the list of approved individuals who have permission to pick up their child.

All new individuals will be asked to present proper photo identification to remove a child from the center.

Custody & Court Documentation

It is our policy to not interfere with the custody relationships of a child's parents. Therefore, we assume that both parents and or guardians have equal rights to pick up, drop off, visit or request documents concerning a child. Should this not be the case, it is the parent's or guardian's responsibility to provide court documents outlining the rights and responsibilities of each parent or guardian. We will follow the most recent dated court document without prejudice to either parent or guardian. We expect parents, guardians, and staff to keep children out of the legal entanglement or other custodial issues and resolve these in another forum. Failure to adhere to this policy may result in disenrollment.

Babysitting

While enrolled at The Learning Den, LLC many families meet and get to know the teaching staff on a personal basis. There may be times when a parent would like a staff member to babysit for them outside of the center. This is not permitted. We ask that you please understand and follow this policy.

Hygiene

The Learning Den's teaching staff and children of all ages participate in proper hand washing techniques daily. They are done before & after diapering, toileting, breakfast, lunch, snack, and in between nose blowing. Teaching staff use disposable gloves whenever direct contact is made with a child's food and changing diapers. Gloves are also worn when a child is sick with vomit and/or diarrhea. Any bodily fluid, gloves also must be worn.

The teaching staff will incorporate regular hygiene into the curriculum and daily teachings with the children.

Illness & Policy

We understand how difficult it is to have alternate care arrangements when your child is too ill to attend. Children with common colds are accepted. We must consider the health of our whole group and have set guidelines for when your child must stay home or you must come and pick up your ill child. Please call when your child will be absent if ill.

The health and well-being for all of the children here at The Learning Den is very important to us. It is for the protection of the children that we must insist on a strict adherence to our illness policy.

Please read carefully to find when to keep your child home or when they may still participate:

COMMUNICABLE DISEASES: Not permitted by law in childcare. Some of these illnesses are, but not limited to: Infectious Conjunctivitis (Pink Eye), Hand, Foot and Mouth Disease, Impetigo, Hepatitis A, Scabies, Ringworm, Infectious Diarrhea, Chicken Pox, Scarlet Fever, Lice and Strep throat. If your child is thought to have a communicable disease, you will be notified and asked to pick up your child. Your child will be accepted back

into our care when they are no longer contagious. All other parents will be notified of the possibility of a communicable disease and what symptoms to watch for. (Your child's name will be kept confidential) A doctor's note will be required for return to childcare.

FEVER: Not permitted. We have the right to send home a child with a fever over 100.5 degrees Fahrenheit. A child needs to be fever free for a minimum of 24 hours before returning to childcare without the aid of any fever reducing medications. Administering Tylenol to reduce your child's fever so that they may come to childcare is grounds for termination. For teething children, we will accept a fever under 100.4 degrees Fahrenheit with a doctor's note stating teething is the reason for the fever.

DIARRHEA: Not permitted. Infants and toddlers with fevers and/ or diarrhea pertaining to teething will only be accepted into care with a doctor's note stating that these symptoms are due to teething. We do understand that children have occasional loose bowel movements, however if a child has 2 consecutive loose bowel movements, they will be sent home. The same goes for Preschoolers. Children must remain home until 24 hours after their last diarrhea symptom and without the aid of a medicine.

VOMITING: Not permitted. If your child vomits while at childcare, you will be expected to pick up your child within the hour. The child must stay home until 24 hours have passed with no vomiting episodes and without the aid of a medicine.

RUNNY NOSE & COUGH: Your child may be brought to childcare if they have a common cold (slight occasional cough, clear runny nose and occasional sneezing). Any other symptoms, your child should remain home so they do not spread the illness. The staff at The Learning Den reserves the right to send your child home if symptoms worsen.

RASHES: Not permitted. Any rash, other than a mild diaper rash, must accompany the child to childcare with a note from the doctor stating it is not contagious.

RUNNY AND/ OR CRUSTY EYES: Not permitted. Watery, matted and or red/pink eyes are not acceptable in childcare under any circumstances. A period of 24 hours must pass after symptoms are gone before returning to childcare. A doctor's note is needed if it is not contagious.

EXCESSIVE CRANKINESS: If your child is irritable, excessively whining or crying, wants to be constantly held, is sleeping excessively other than scheduled times, requires more attention than we can provide and still give adequate attention to the other children, or disrupts the routine of the other children; you must keep your child home regardless of the presence of other symptoms. If this occurs during childcare hours, you will be called to pick up your child.

LICE: Not permitted back to childcare until after the second hair treatment and no nits are present. Your child will be inspected upon arrival at childcare before you leave.

EMERGENCY ROOM VISITS, STITCHES AND/OR SURGERIES: If your child has been to the emergency room, had stitches or any surgeries, we require a doctor's note stating that your child can fully participate in our program without limitations. If your child is given limitations where they cannot fully participate in our program, your child must stay home. Our staff at The Learning Den will not tend to any stitches or open wounds other than a typical scrape.

24 HOUR RULE: Your child must be free from any of the previous symptoms for a minimum of 24 hours without symptom reducing medication, before they may return to childcare. No exceptions. If you bring your child into the center with any of the above symptoms, you will be called immediately to pick up your child. Anyone who cannot adhere to this policy may be subject to termination of childcare.

Please take the above rules seriously. It is always best to call and ask your center if you are unsure whether or not you may bring your child. We have put this policy in place to not only keep your child safe and healthy, but the children and staff as well. Any concerns, please speak with the owner.

Parking Lot Safety

Parents are responsible for their children's parking lot safety

1. Always enter and exit the parking lot slowly.
2. Never leave your car running when you are not in it.
3. Do not block the driveway, as fire regulations require entrance for emergency vehicles at all times
4. Please watch for children and parents behind cars.
5. Always hold your child's hand. Children are not permitted to run or play around in the parking lot.
6. Never leave a child unattended in the car. If you need assistance when picking up or dropping off, we will be happy to help.

Infant Safe Sleep Policy

Our program has adopted the safe sleep practices recommended by the American Academy of Pediatrics.

Our policy includes the following:

- ❖ All infants under twelve (12) months of age shall be placed in a supine (back) position for sleeping in a well-constructed, free standing crib or bed designed for infant sleeping that meets current safety standards, with a snug fitting mattress unless the child has written documentation from a physician, physician assistant, or advanced practice registered nurse specifying a medical reason for an alternative sleep position.
- ❖ When infants can easily turn over from the supine to the prone position, they shall be put down to sleep on their back, but allowed to adopt whatever position they prefer for sleep.
- ❖ No blankets, pillows, quilts, comforters, sheepskins, soft bumpers, or stuffed toys shall be placed under or with an infant for sleeping and shall be kept out of the infant's crib or bed.
- ❖ No infant shall be put to sleep on a sofa, soft mattress, waterbed, or other soft surface. No infant shall be put to sleep in a child restraint system intended for use in a vehicle, an infant carrier, a swing, or any place that is not specifically designed to be an infant bed unless the child has written documentation from a physician, physician assistant, or advanced practice registered nurse specifying a medical reason for their use.
- ❖ Nothing shall be placed or hung over the side of a crib or other piece of equipment designed for sleeping that obstructs the staff's visibility of the infant.

Discipline & Behavior Procedures

The center's rules promote appropriate behavior, good health, self-respect and respect for all members of the Learning Den community. The center ensures that children will feel and be as safe as possible. To allow for smooth operation of our program, the center believes the best method of discipline is prevention and practice. We believe it is particularly important that parents and staff work corporately with each other to teach the children respect towards others.

Staff will notify parents as soon as behavioral or developmental problems arise to determine if the home environment may be affecting the child's behavior. Such behavior can be caused by Mom or Dad away on business, a family member or pet dying or change of routine at home.

If a child begins to show any form of aggressive behavior such as biting, hitting, or intentionally hurting others without a provoked incident, the staff and owner, depending on the severity and repetition of these incidents, may enforce the following options.

- Redirection to another area/activity
- Placed at the table to do a quiet activity without interference from friends.
- Parent meeting with staff and owner to achieve an action plan on how to achieve desired behavior.
- Referral to Birth to Three programs or the public school for an observation by a qualified person.

The center reserves the right to dismiss a child from the center if any of the following occur:

- Consistent disruptive behavior by a child is causing extensive classroom management for the staff. Staff are not permitted to physically reprimand a child. Staff will restrain a child only if that child is physically causing harm to themselves or others.
- Lack of cooperation from the parents to support the staff through their child's developmental changes.
- If, after all options have been exhausted and no resolution has been found, it is in the best interest of all children that a two-week written notice of withdrawal will be given by the owner to the family. The director may also dismiss a child from the center with a two-week notice.

Discipline Policy:

✓ **Positive Guidance**

- When disputes arise among students or between a student and staff, the staff will encourage a "talking out" process where the goal is to acknowledge feelings and find solutions using the children's ideas whenever possible

✓ **Setting Clear Limits**

- Staff will encourage and model positive behavior, positive reinforcement, the use of peer support, and clearly defined rules.

✓ **Redirection**

- A child who may be aggressive or who is disruptive or destructive of other children's work may be asked to make an activity choice in another area.

Staff will continuously supervise children during disciplinary actions.

Staff shall never be abusive, neglectful, or use corporal, humiliating or frightening punishment under any circumstances. No child will be physically restrained unless it is necessary to protect the safety or health of the child or others, using least restrictive methods, as appropriate.

Termination Of Care

The Learning Den, LLC. reserves the right to discontinue child care in situations where families fail to adhere to center policies. Some examples would include:

- Delinquent or frequent late payments
- Excessively picking up your child late
- Failure to provide or update medical or emergency contact information
- Failure to abide by the policies set forth in this handbook and contract
- Disruptive or threatening behavior that is detrimental to our learning environment or the safety of the child and/or staff

If it appears that our program does not suit the needs of an individual family or child, we will consult with that family to determine if child care will be discontinued. Arrangements for emergency leave (unexpected and lasting more than a week) may be approved by the Director and must be requested in writing. The Director has the right to determine when a child will be terminated from the program. The program will give a family a two week notice to allow them time to find alternate care. Extreme situations as determined by the Director, however, will result in immediate termination of child care services.

COVID 19 & FLU POLICY

We have some new policies in place during the COVID-19 pandemic.

- Children may not attend daycare with a fever of 100 degrees or higher
- Children will be assessed upon entering the center for COVID-19 related illnesses.
- If your child is sent home with a symptom or presents any symptom at home, they must remain out for 10 days or until a negative COVID-19 test is provided. Home tests are accepted.
- If in fact the state were to close us down due to COVID-19 or any other emergency, tuition would still be due weekly to hold your child's spot in our center. If your child needs to quarantine due to testing positive for COVID-19 regular tuition is still due.
- If your child tests positive for COVID-19 they must remain home for a minimum of 10 days.

THE LEARNING DEN LLC

I have received, read, and understand my copy of
The Learning Den's Parent Handbook.
I have also discussed the behavior plan as well as the
Illness policy with the Owner/Director.

Please sign and date below

PARENT SIGNATURE

DATE

**The Learning Den, LLC
174 Willimantic Rd
Chaplin, CT
860-465-9871
bri@gatesh.com**

Dear Parent/ Guardian,

Welcome, and thank you for selecting our center for the care and pre-school education for your child. We are proud to have you join our family and look forward to getting to know you and spending more time with you and your child.

In your welcome packet, you will find a Parent Handbook, Enrollment Packet, Physical Form as well as some helpful information. We ask that you review, as well as sign, all appropriate information. All our records are kept confidential.

If you have any questions or concerns, please feel free to contact the owner. I will be happy to address any concerns.

Once again, thank you for choosing The Learning Den, LLC

Sincerely,

Brianne Nictoera

*Brianne Nicotera
Chief of Operations*



Child's Name: _____ Date of Birth: _____

Classroom: Infants Tots Toddler Preschool

Allergies: _____

Media Safe: Yes No

Schedule

	Monday	Tuesday	Wednesday	Thursday	Friday
Drop Off					
Pick-Up					

Parent/Guardian Signature

Date



THE LEARNING DEN, LLC
Where Education, Care, & Play Go Hand In Hand

CHILD ENROLLMENT FORM

Child's Name _____ Date of Birth: _____

Child Information			Registration Date	
Last Name	First Name	M.I.	Nickname	
<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Prefer Not To Specify	Date of Birth	Street Address		City, State
Existing medical conditions or medications your child may require				
Allergies				
Parent 1				
Last Name	First Name	Street Address		City, State
Cell Phone	Home Phone	Work Phone		
Employer	Employer Street Address		Employer City, State	
Parent 2				
Last Name	First Name	Street Address		City, State
Cell Phone	Home Phone	Work Phone		
Employer	Employer Street Address		Employer City, State	
Parents are (circle one) Together Married Separated Divorced Widowed				
Who lives in your child's home				
Name	Age	Relation		
Name	Age	Relation		
Name	Age	Relation		
Name	Age	Relation		

Child's Name _____ Date of Birth: _____

Daily Routine	
Ex. 7:00 A.M.	Wake up, Eat Breakfast

Is your child toilet trained? Yes No

Are they dry during rest time? Yes No

If toilet trained, do they need help in the bathroom? Yes No

Emergency Card

Child's Name

Date of Birth:

Parent 1			
Last Name	First Name	Street Address	City, State
Cell Phone	Home Phone	Work Phone	
Employer	Employer Street Address		Employer City, State
Parent 2			
Last Name	First Name	Street Address	City, State
Cell Phone	Home Phone	Work Phone	
Employer	Employer Street Address		Employer City, State
Other Emergency Contacts			
Name	Phone Number	Relation	
Name	Phone Number	Relation	
Health Information			
Physicians Name		Phone Number	
Physicians Street Address		Physicians City, State	
Allergies/Medical Condition			
Current Medications			
Dentists Name		Phone Number	
Dentists Street Address		Dentists City, State	
Health Insurance Provider		Health Insurance I.D. Number	

I, _____, give permission for The Learning Den, LLC to make emergency measures as judged necessary for the care and protection of my child, while under the supervision of their care.

In case of medical emergency, I understand that my child will be transported to Windham Hospital by the local emergency unit for treatment, at my expense, if the local emergency resource deems it necessary.

 Parent/ Guardian Signature

 Date

Pick-Up Authorization

Child's Name _____ Date of Birth: _____

Pick- Up Authorization

At the time of enrollment, Parents or Guardians must provide us with the name of persons authorized to pick up their child from the program. It is the Parent or Guardian's responsibility to inform the center of any changes in the names of persons authorized.

We will release the child to authorized persons only. Photo identification will be requested by the center before the child is released to ensure the child's safety.

If someone other than an authorized person (persons are authorized on the Emergency or Pick Up card) is to pick up your child, please notify the center **in writing**. We can then release the child to the person specified in the letter to the center. **That person must be prepared to show photo identification.**

The people listed below have my authorization to pick up my child from the childcare program. I will inform, in writing, my child's teacher or owner each time a special pick up is necessary.

Name	Phone Number	Relation
Name	Phone Number	Relation
Name	Phone Number	Relation
Name	Phone Number	Relation

Parent/Guardian Signature

Date



Tuition Agreement

Child's Name _____ Date of Birth: _____

We require a non-refundable registration fee of \$80.00 per child through our enrollment link on our website. This fee ensures your child's spot in the program. Tuition is due on the Friday before the week your child will be attending. There is a \$20.00 late fee for all tuition paid after Friday.

If it is decided you wish to withdraw your child from the center for any reason, a two (2) week **PAID WRITTEN NOTICE** is required.

I have read and understand the tuition agreement.

Parent/Guardian Signature

Date

Director Signature

Date

Operator Signature

Date

Registration Fee \$ _____

Weekly Rate _____



Permission and Agreement

Child's Name _____ Date of Birth: _____

Parent/Guardian's Name _____ Phone Number: _____

.....

Photograph

I give permission for my child to be photographed in the center, at center functions and events. I also give permission for the photographs to be displayed in the center. I understand that photographs may be taken by center staff or professional photographers. **I understand that I will be notified** if my photographs are to be used for publicity purposes or outside of the center. I understand some of the photographs may display my child and my family. I understand I have the right to refuse permission.

Parent/Guardian Signature Date

.....

Food

I give my child permission to eat and drink foods that are brought by the staff and other children for parties and special occasions. I, as a parent or guardian, will keep the staff informed of any current food allergies or any that develop. I will give the center this notification in writing. Older infants & young toddlers will be personally asked by their teacher if a food is appropriate for them to have.

Parent/Guardian Signature Date