



A Little Hands Learning Center, Inc. Affiliate & Partnership Program
2324 West 111th Street • Chicago, IL 60643 • 773-445-9000



Parent Handbook

If you have any questions regarding any of the policies enclosed please contact us for additional clarification. We look forward to providing educational services for your little one and a wonderful preschool experience for your entire family. Thank you for choosing Little Hands Learning Center.

Dear LHLC Ma-Mère Institute Parent,

Thank you for choosing Ma-Mère Institute as a child care option for your little one. Ma-Mère Institute is a new affiliate program of *Little Hands Learning Center, Inc.*, which bridges the gap between accelerated advanced preschools and traditional basic daycare centers. It is an affordable year round Child Care Center that provides a strong foundation for children ages two to five years and provides families with more flexibility. The classrooms combines preschool students ages 3-5 and also offers a separate classroom with academic exposure for students from early two to late two years of age.

Ma-Mère Institute childcare service is an educational and developmentally appropriate program designed to nurture the "whole child". The curriculum focuses on language arts, active engage learning, science, math & foreign language (*Mandarin*). The program hosts guest speakers and presenters including High Tech/High Touch Science Group, monthly music and movement expression instructor and offers indoor and outdoor field trips which are an extension of the classroom curriculum. Our program activities are geared toward developing a fun and creative learning environment that is enjoyable for children.

Thank you again for selecting our center and we look forward to working with your family.

Sincerely,

The Ma-Mère Institute Program ~ *A LHLC Affiliate & Partnership Program*

Michelle Brent - Executive Director

773-445-9000

Facility

HOURS OF OPERATION, LOCATION AND HOLIDAYS

Little Hands Learning Center – Ma-Mère Institute Program is located at 2324 W. 111th Street , Chicago Illinois, 60643 in the Beverly Area. The program is open from Monday – Friday from 7am-6pm.

Contact Information:

Main Site Director/Assistant Directors:

Michelle Brent (Executive Director)

mbhob26@gmail.com

brent@mamereinstitute.com

Cachet Burns (Assist Director/Operations Manager)

burns@mamereinstitute.com

burns@littlehandspreschool.com

Main Phone Number:

773.445.9000

Fax Number:

773.445.4820

Transition To/From Home:

Teachers will assist families and children in a smooth transition from home. Prompt arrival at pick-up time reassures your child and provides them with a sense of security.

Arrival - Children (all ages) are expected to arrive at the center between the hours of 7:00am - 9:30am. **Children should arrive no later than 9:30am in the morning due to our 9:30am cut-off policy.** Late arrivals are a disruption to the classroom routine and to your child. If the child can not be in school by 9:30am, the parent must make alternate arrangements for the day. **Note:** These policies include all emergencies and please remember that there are no credits or refunds granted for that day if the parent misses the cut-off. Note: No exceptions will be made for any appointments except if they are related to education or school requirements (ex: Testing, Speech Therapy, Kindergarten Orientation, etc. The school must be notified at least a week in advance of appointments or standing appointments.)

*Parental signatures or Pin code login at our Sign-in/Sign-out Kiosk are required on the Daily Arrival/Departure Log upon the drop off and pick up your child. In the event the sign in kiosk does not work, parents must sign in on the manually sign-in/out sheet at the front desk and the Director/Asst Director may sign in a student on occasion if the parent is not able to do so. (This is done at the administrators discretion.)

At the time of arrival, parents must note any information that is relevant for the teacher that day in the teacher log book at the sign in desk.

Once a child is released from the classroom to the parent, the parent must hold their hand at all times to ensure that the child does not wander through the school or out the front door. If you are speaking to another parent or to your child's teacher outside of the classroom, please monitor your child and hold their hand to ensure their safety on the premises.

Departure - Parents are expected to pick up their children **BEFORE** 6:00pm. Parents may pick –up their child as early as they want. Prime pick-up time is between 3:30 and 5pm but parents have until 6pm. Note:**An additional late fee charge is assessed if your child is not picked up by the designated pick up time. Parent or authorized person to pick-up your child must sign the Daily Departure Log at time of pick-up.

Little Hands Learning Center will **refuse** to release a child to anyone who is **NOT** listed on the Written Authorization Form. Pick up people must be on the list, age 18 and over and have a photo ID.

Security

Upon enrollment all parents are asked to give the center a four digit ID code. This ID code will be used for the sign in kiosk. We ask that if parents do not know or recognize someone not to hold the door open for them. If they belong to the school they will be able to get into the building using their own code. If they are seeking information on the center and are here to pick up a child but do not have a code, please ask them to remain outside and let a staff member know.

Early Pick-up- Please note that if a child is picked up early (i.e. for a doctor's appointment, a swimming class, etc.) they are not allowed to return to the school for that day. Once a child is picked up they must remain absent for the remainder of the day.

Written Authorization ~ (In Enrollment Packet)

Written Authorization is required prior to picking up the child. A blank authorization form is included in the packet should you have additional people that you would like to add to the list. You must also notify the center at least **two hours** in advance if you are not going to be able to pick up your child that day and notify staff advising them of the alternate person that will be picking them up.

Safety protocol and procedure for LHLC parents regarding drop off and pick up:

- LHLC parents must be with their child at all times when the students are outside of the classroom or in the lobby. This will be enforced.
- Other siblings must go wherever the parent goes. Please do not leave them in the lobby unattended or allow them to run through the school or use bathrooms other than the guest bathroom in the front lobby.
- Please do not allow your child to touch the front door or door knob and advise them that they should never touch the door knobs at the school.
- Parents must have control over their child at all times when at the school once the child is picked up by the parent from the classroom. Please let your child know that the lobby is a danger zone since there are 2 exit doors and since it's a high traffic zone during drop off and pick up time with many people coming in or out. Please make sure your child stays away from the door until it is time to exit. Remind them that they should never touch the door at any time or leave your side. (note: many times children are caught running down the hallway or playing by the door or with the door.)
- Please advise your child that they are not to run in the hallway or to their locker and if they start running then let them know to use their **"walking feet"**. (note: these are things we tell them on a daily basis and enforce throughout the day when they are walking in the halls. The staff will continue to mention this, but sometimes the staff may be distracted with another parent, so we appreciate your assistance with this matter.)
- If determined that it is necessary, parents will be required to initial their name on a "sign-in/sign-out" form located in the child's classroom (in addition to the sign-in kiosk) to ensure that the child is brought into the classroom and to ensure that LHLC staff has acknowledged receipt of their child. This is a reserved new policy (that may be enforced if necessary) because some parents hurriedly leave their child in the hallway & front lobby if they're running late, assuming that the child will make it into the classroom. Again we can not assume. Please drop your child off in the classroom and acknowledge the teacher.

EARLY DROP OFF/LATE PICK UP LATE FEE & POLICY

Early Drop Off Policy: Our hours of operation are from 7:00am to 6:00pm and in order to be in compliance with DCFS regulations we will **not** be able to accept any child before 7:00am.

Late Pick Up Fee & Policy

For any pick up after 6:00pm, a \$15.00 charge will be assessed for the first 10 minutes. For example, a \$15.00 charge will be assessed whether you pick your child up at 6:01pm or 6:10pm. You will be charged an additional \$3.00 per minute for every minute thereafter. All late fees are non-refundable. All late fees are due at the time of pick-up. Parents may be given the option to pay

the following morning at the time of drop-off. All late fees must be paid immediately. A \$10 late fee will accrue daily if not received by the following morning at the time of drop-off.

Parents are allowed one grace period of 5 minutes per month. These grace periods do not accrue on a daily or monthly basis. Once you've exhausted your grace periods, you will be charged the applicable late fee amount.

LHLC's hours of operation are from 7:00 to 6:00pm. Parents must enter the door for pickup before 6:00pm in order not to be considered late.

Note:

DCFS & State law requires that children are taken to the police station if a child is not picked up at the school/day care center by the scheduled closure time at 6:00pm. Occasionally a staff member may need to take a child to the nearest police station if the staff member responsible for closing the school must leave the premises at 6:00pm. In the event the staff member is unable to wait with the student, the student will be taken to the nearest Chicago Police Station (via the police according to city policy) which is located at 1830 W. Monterey Ave in Chicago. The police station is located right next to Morgan Park High School. In addition, LHLC's insurance requires that all students are picked up by 6:00pm for liability reasons.

Parent acknowledges that Little Hands Learning Center staff is not responsible or liable for any injury or any incidents that may occur to a student on the school premises or while transporting the student to the police station from the school after the 6:00pm closure time. Parents agree to waive all claims against LHLC and LHLC staff for any injury, any accident, or any illness that may occur to their child after 6:00pm (either at the school or as a result of being transported to the police station.)

Both Parents' Right to Pick up the Child:

Under the laws of the State of Illinois, both parents may have the right to pick up their child unless a court document restricts that right. The enrolling parent(s)/party(ies), that chooses not to include the other parent's name on the authorized list for pick-up must file an official court document such as:

- Sole custody decree
- Divorce decree stating sole custody
- Current restraining order
- Judgment of adoption
- Foster parent documentation

In the event there are no legal custody arrangements or legal documents available but you deem yourself the legal custodial parent, the following information would be required if there is no court record to remove the other parent:

1. The custodial parent must PUT IN WRITING that they are the custodial parent and provide a legal document/documentation indicating that they are the custodial parent.
2. The letter must include the Effective date of the request to remove the other parent.
3. The custodial parent must inform the other parent that they are removed and include in writing that they have informed the other parent of this decision.

4. Within the letter, the custodial parent must include in writing that this is their own decision and not the school's request.
5. Custodial parent must sign and date the document.

Absent this documentation, the program (LHLC) may release the child to either parent, provided that parent documents biological, foster, or adoptive parenthood of that child, or if the parent was listed as a parent or legal guardian on the initial enrollment application.

Please note once a parent or an individual is removed from the list more than once, they may not be re-added to the pick-up list for a one year (12-month) period of time. The school will not accommodate requests to delete and re-add a parent multiple times to enrollment paperwork/authorized list throughout the school year.

TRIAL ADMISSION – *(Applies to New Parents Only)*

A period of two weeks is given to all newly enrolled children in order to help them adjust to the Little Hands Learning Center environment. Within the two week trial period, the parent or Little Hands Learning Center may decide “at will” to terminate the childcare arrangement with at least a 24-hour notice without any penalty fees. After the two week trial period, the parent/guardian must adhere to the policies outlined in this Handbook and in the Parent-Provider Contract.



SAMPLE DAILY SCHEDULE

TIME	ACTIVITY	CURRICULUM FOCUS
7:00am – 7:30	Story time/ Free Play	Manipulative Play, Puzzles, Books, Games
7:30 – 8:00am	Wash Hands Breakfast Served - FREE PLAY	Children are given breakfast. <i>Note: Breakfast is served until 8:00am</i>
8:00 – 8:40am	<i>Bathroom Rotations &</i> Skill Based activity Centers Clean –Up/Separate into classrooms (If Applicable)	Children can do a quiet activity from one of our activity kits. Teacher also plans a morning daily group activity that all the students can participate in. Students clean-up after breakfast
8:40 – 9:30am 9:30am cut-off. All students Must be in school by 9:30am.	Journal Entry/ or Manuscript Writing Practice Music and Movement	They are also expected to write or draw in a daily journal. Children will develop large muscle skills and motor skills development through play and music movement
9:30 – 9:50am	Circle Time (Curriculum Focus) <ul style="list-style-type: none"> ▪ Morning Songs ▪ Phonemic Awareness ▪ Letter, Number, & Color Recognition ▪ Calendar Days/Months <i>Bathroom Rotations</i>	Circle Time/ Group time -- Children will gather together on the circle time rug to discuss the curriculum focus and lessons of the day. <i>NOTE: 9:30am is the Drop-off cut-off time</i>
9:50am – 10:05	<i>Bathroom Rotations</i> Snack	Children eat a morning snack
10:05 – 10:50	Table Time Activity <ul style="list-style-type: none"> ▪ Science/ Math/ Logic ▪ Life Cycle Development ▪ Plant Growth, Cooking Projects, 	Science Project or Math Activity time Logic & Reasoning Activities
10:30 – 10:50	Language Arts <ul style="list-style-type: none"> ▪ Writing/Spelling/Vocabulary Art Project	Art or Cooking Project
10:50 – 11:15	Exploratory Play / Activity Center <i>Bathroom Rotations</i> Student one-on-one with Teacher <ul style="list-style-type: none"> ▪ Reading ▪ Computer Time 	Children use this time to choose their own interest areas and do an activity and learn new concepts. (Ex: Sand and water table area, Dramatic Play area, Puppet Center, Art Station, etc)
11:15– 11:45	Outside Play/ Large Motor	Outside play in the school playground
11:45– 11:55	Bathroom Break	Children will wash their hands and use the restroom
11:55 – 12:15	Lunch	Children will enjoy a nutritious lunch while developing their social skills and table manners
12:15 – 12:45	Bathroom Break	Children are rotated out for bathroom break
12:45 – 2:45	Nap Time	Children are encouraged to nap during this time. Children not napping may do a quiet activity.
2:45 – 3:15	Bathroom Break	As children wake from their nap, they will be guided to use the restroom.
3:15 – 3:30	Snack	Children eat an afternoon snack
3:30 – 4:15	<ul style="list-style-type: none"> • Review Circle Time • Story Time • Table Time Activity • Spelling and Handwriting • Language Art 	
4:15 – 4:30	Fine Motor Skills	(Stringing Beads, Puzzles, Hammer/Tool sets, Dressing Boards – zippers, buttons, shoe laces, etc
4:30 – 6:00	Active Engage Learning / Free Play/Departure	Children will participate in individual or group activities/stations.



TUITION & FEES

Registration/Application Fee: \$75

Note: The registration fee is for new applicants and is due at the time of enrollment

Weekly Tuition:

Full-Time (Monday – Friday 7:00am to 6:00pm)

Ages Two-Five (2-5) \$175/week (If participate in auto debit)

Ages Two-Five (2-5) \$180/week (If parents does not participate in auto-debit)

*A \$10/week potty-training fee is charged to students account if they are not potty-trained.

Daily Rate

All Ages 2-5 \$55 per day

All Rates Include Meals for students (*Breakfast, Morning Snack, Lunch & Afternoon Snack*)

Payment Options:

LHLC's Ma-Mère Institute Program's preferred method of payment is ACH debit/automatic withdrawal. Cash, Debit Cards, Credits cards, Money orders, and Cashier Checks are also accepted. Checks are not accepted.

*(*Fees/Deposits/Tuition are non-refundable & non-transferable (to another child).*

Deposit

*A One Week Deposit must remain on your account at all times and may be applied toward your last week of service.

Closure Holiday Dates/Vacation/Illness:

Please note the tuition is annualized (*actual cost to educate each child is calculated and determined for the entire calendar year*) and then divided up over a 52 week window to determine weekly tuition amounts. Therefore, tuition is due regardless of non-attendance dates due to student's vacation, illness, or school holidays (See attached Closure dates). Closure dates have already been factored into tuition cost.

Due Dates and Reminders:

- Tuition is due every Friday by 9:00am prior to the scheduled week of service.
- Parents may also set up their account for a monthly payment schedule which is due the 1st of every month, (To calculate your monthly rate, multiply your weekly rate by 52 weeks in the year, & then divide by 12 months to determine your monthly rate.)
- Auto-debit / ACH, Cash, Debit & Credit cards are accepted. NOTE: Checks are not accepted
- A 3% Transaction/processing fee applies for Credit card and Debit Card payments.



Note:

Due dates apply for the tuition regardless of attendance. If your child is absent or not scheduled to be present on a due date/time, the due date/time is still applicable. The tuition is due every Friday regardless of your child's attendance and regardless of dates that school is not in session.

Please Note: All accounts are billed and due weekly on the Friday prior to the upcoming service week on or before 9:00am. Parents prepay for the week on the Friday prior to the week beginning.

***Little Hands Learning Center** will notify all parents at least 30 days in advance for any rate decreases or increases in tuition fees. In the event the tuition increases parents will have the option to sign a new contract or decide if they would like to continue services within the school year based on the new rate.

LATE FEE ASSESSMENT

Tuition is due every Friday by 9:00am. Payments not received by 9:00am on the due date will be considered late and all of the applicable late fees will apply.

Due dates apply for the tuition regardless of attendance. If your child is absent or not scheduled to be present on a due date/time, the due date/time is still applicable.

Fees for late payments are listed below:

- a. An additional \$10 dollar per day late fee will be assessed to your account until the tuition payment is made.
- b. Services will be immediately suspended until the tuition and applicable late fees are paid.
- c. If an account is past due, then LHLC reserves the right to suspend and/or cancel services and reassign the enrollment seat in order to minimize financial loss if a parent's account is delinquent/past due and if there have been inconsistencies/issues with the account including, but not limited to returned checks or cancelled checks, unfounded claims or disputes which result in a reversal of charges for ACH or Credit card charges, or repeat late payments, etc. The parent will then only be responsible for the financial loss sustained by LHLC for the amount of time that passed from the time of non-payment to the time the slot was filled by another family, versus being responsible for the entire remainder of the contract balance through the end of month. Note: The parent may also continue to use the slot until their last day if the account is brought current and all fees are paid in full.

Please make every attempt to pay the tuition in a timely fashion because we truly do not want to turn any child away from our center. It is emotional detrimental to your child and our staff, and is extremely awkward and difficult for LHLC staff members.

Payment Methods – Little Hands Learning Center set ups all account on ACH automatic debits with an individual's checking account. This is free for all parents and is a safe and secure payment method. This is also a more convenient form of payment (*no more waiting in line on tuition due dates while trying to get to work, forgetting tuition due dates because of hectic work & life schedules*) and it helps parents avoid late payment fees and allows for timely payment. In addition it will allow for a simpler process for the LHLC team and will also enable our staff to also spend more time servicing families and dedicate more time to curriculum execution rather than collecting payments and acting as a collections department in some cases.

Credit Card <i>(Present or not Present)</i> <i>(No pin used)</i>	3.5% of total payment (per tuition payment transaction)
Debit Card with or without Pin	3.5% of total payment (per tuition payment transaction)

ACH Changes/Modifications:

- All changes to ACH Accounts must be done at least 15-30 days in advance in order for the modification to be in effect.
- An ACH modification form must be completed and signed off by the parent/client and approved by the Site Director(s) prior to any changes taking place.

Returned Checks: A \$45.00 NSF/returned check fee will be assessed on all returned checks. Late Fees will also be added to the account starting with the tuition payment due date. (\$10 per day late fee from the due date.) Services will be immediately suspended until full payment of tuition, late fees, NSF fee, and any additional fees are paid. Check privileges will be revoked and only cash or money orders, credit card will serve as acceptable payment methods.

Returned ACH payment: If LHLC is not able to deduct the tuition via ACH Debit – auto withdrawal on the scheduled due date, a \$35 non-sufficient fund fee will apply & \$10 per day late fee will accrue.

*In the event payment is not received on time, LHLC reserves the right to process other payment methods on file in an attempt to collect monies owed and due to LHLC.

PAST DUE ACCOUNTS

Please note that any account more than 30 days past due may be sent to a collection agency or a lawsuit will be filed in efforts to collect any past due amounts owed to LHLC. Little Hands Learning Center will do our best to contact parents prior to sending your account to collection, but if Little Hands Learning Center does not receive a response, or if a mutually agreed upon payment plan has not been established and approved by the LHLC and/or the account is more than 30 days delinquent, your account may be sent to a collection agency or a lawsuit may be filed in efforts to collect any past due amounts owed to LHLC. In the event Little Hands Learning Center (LHLC) files a claim and/or lawsuit against a parent regarding a past due amount, the parent will be responsible (and the parent agrees to be responsible) for any court costs, attorney fees or any other cost related to the collection of the payment owed to LHLC.

Credit Card/Debit Card Authorization Form

All parents with a child enrolled must complete a credit card authorization form. The form states that in the event that your account is more than five days past due, the parent authorizes Little Hands Learning Center Preschool and/or Little Hands Learning Center to charge their credit card on file for any past due account balances, any applicable late fees, and any applicable processing fees as outlined in this handbook. Please Note that this form is required by all families at the time of enrollment.

How do I meet the commitment?

****Note: The Fundraiser option is recommended so your cost is Zero (\$0)***

Parents are responsible for a \$275 per year commitment fee or fundraiser fee. (Parents can decide if they want to pay the \$275 up front or have scheduled payments throughout the year which will be due in full by April, or if they would prefer to participate in the fundraiser to help minimize the cost of tuition or their commitment expense. Note: The parent commitment/fundraiser option was designed to minimize any out of pocket expense and make the cost \$0 to the parent to close the gap annually in the deficit for actual tuition costs. LHLC will limit the fundraiser to no more than one fundraiser per year.

Additional Notes:

- Please note that the fundraiser requirement is per family; not per child. If a parent has more than one child enrolled at the same time, they are not required to meet the requirement for each child.

May Gifts, Goods, & Services be applied instead of the regular commitment requirement?

Gifts, goods, and services are not credited to your commitment since cash is required to balance the school budget; however gifts and donations of this sort are gratefully received and truly appreciated by the program and the students (the true beneficiaries of all support received).

Religious and National Holidays

Parents who may have objections to recognition of religious or other holidays, such as Christmas, Thanksgiving, Easter, Valentine's Day or any other religious holiday should so indicate to the Director so that proper arrangements can be made to respect you and your child's wishes. Note: LHLC has no religious affiliation.

Holiday(s)/School Closures Days:

Little Hands Learning Center will be closed on the holidays/closure dates listed below. If the holiday falls on a weekend, then we will be closed the same days as the federal and state offices and schools.

Closure Dates

2017 (Each Year Dates will be similar):

January 2	In Observation of New Year' Holiday
January 16	Martin Luther King
February 20	President's Day
April 14	Good Friday
May 29	Memorial Day
July 3 & 4	In Observation of Independence Day
August 7	School Improvement Day – No School
September 4	Labor Day
October 6	Teacher Training Day
October 9	Columbus Day
November 10	Veterans Day Observance Day
November 22 - 24	Thanksgiving Holiday – (Wed-Fri)
December 25 & 26	Christmas & Day After Christmas

WITHDRAWAL AND TERMINATION OF SERVICES

Little Hands Learning Center requires that parents sign a contract (See your Parent Provider contract in your enrollment packet)

Termination of Services

LHLC will do everything possible to avoid termination of services; however, services may be terminated immediately by LHLC for any of the following reasons:

1. Late payments, returned checks or any other re-occurring problems with tuition and fees.
2. Failure to honor the obligations stated in this contract, the Parent Handbook, Enrollment and Registration forms and any additional forms pertaining to the services provided by LHLC.
3. If it appears that our program does not suit the individual needs of the child/parent, a consultation with the family will determine if a termination is necessary.
4. Any actions by the parent or child that adversely affect LHLC will result in a Termination of Services.
5. Misconduct by a parent or child on the school premises.
6. The use of profanity by a parent.
6. Libel or slander against the school, a student, or faculty member.
7. Any harsh threats made against a teacher, staff member or administration.
8. Any intentional or unintentional negative comments made to a student by a parent.
9. Any inappropriate behavior demonstrated by a parent or child on the school premises.
10. If a parent is constantly argumentative, disrespectful, combative, or constantly expresses unsubstantiated or intangible complaints or has unreasonable requests that we are not able to accommodate.
11. If a parent makes statements that lack integrity and honesty and violates LHLC's & LHLC's Parent Community core values. Some of Little Hands Learning Center Core Values and the LHLC Parent Community Core Values include honesty, integrity, tack, professionalism, & diplomacy. We expect parents to show to and share mutual respect for the LHLC staff and other LHLC parents.

See Section on Disciplinary Actions/ Dismissal of a Student.

BEHAVIOR MANAGEMENT AND DISCIPLINE POLICY

Our center believes in positive reinforcement to manage and guide the behavior of our students. Several techniques are used to help children learn self control.

1. Positive Reinforcement

This is when the child will be encouraged when he/she is behaving at an acceptable level

2. Redirection

With this technique, the child is re-directed to another activity and given an opportunity to try the behavior again at another time

3. "When.. Then" Statements

This is a statement made in which the child is encourage to accomplish something before going on to something else. For example, "When you finish putting the toys away, then you can go outside."

4. "If....Then" Statements

This is a statement in which the child is encouraged to make a positive choice: For example, "If you put your toys away, then you can go outside to play."

5. Take A Break / Time Out

This is an approach used when the child is separated from the group for no longer than three minutes. (Time outs typically range from 60 seconds to 3 minutes depending on age.) This technique is typically only used if the child is experiencing a temper tantrum type behaviors or hurting self, others or equipment. After a break, the child will be encouraged to join the rest of the group.

Our center and staff does not believe in hitting or any type of physical punishment. LHLC also does not believe in isolating children for extending periods of time as a means for disciplining our children. This type of behavior is prohibited from our center, illegal, immoral and can be emotionally, physically and mentally damaging to our children.

The standard procedure for disciplining a child is as follows:

1. Redirect the child's attention
2. Teacher issues a Verbal Warnings with Explanation
3. Teacher issues a Time Out & with Explanation
4. Child is sent to the Director
5. Director talks with the child and issues a verbal warning and or a time out.
6. Parent is called/notified.
7. Early Dismissal (if student is not responding to administration and/or is consistently acting out or demonstrating unsafe behavior.) Note: Continuous early dismissals warrant a dismissal from the program.

Disciplinary Actions/Dismissal of a Student

****Reasons/Grounds for immediate dismissal: (See Below)***

The following cases will automatically dismiss a child/family from the program:

- | | | |
|---|--|---|
| <ul style="list-style-type: none">▪ Use of violence▪ Hitting a teacher/staff member, or student▪ Misconduct▪ Consistently demonstrating or exhibiting inappropriate behavior▪ Consistently discussing inappropriate behavior▪ Fighting with other students repeatedly▪ Using profane language and gestures▪ Willful damage to school property▪ Repeatedly Biting other children | <ul style="list-style-type: none">▪ Children that cause excessive disruptions in the classrooms due to discipline/behavioral issues▪ Children that repeatedly wander out of the classroom despite reminders from teachers and staff – SAFETY CONCERN▪ Children that exhibit excessive defiant behavior▪ Children that conduct actions that are of safety concern – SAFETY CONCERN/SAFETY MATTER▪ Children that demonstrate | <ul style="list-style-type: none">dishonesty issues (or tell blatant lies) that can or may significantly & negatively impact a staff member or the school.▪ If a parent refuses a meeting with the Director or teacher.▪ Repeated violations (more than three times regarding anything outlined in the handbook.)▪ If a parent hangs the phone up on a Director or administrator or if they act in a disrespectful manner to the LHLC staff (examples: yelling |
|---|--|---|

or cursing at the staff, threatening of staff member, or if a parent states that they will not follow a policy specified in the existing LHLC handbook or revised handbook provided to a parent.)

- If a parent or relative on their behalf is disrespectful, unprofessional and/or deliberately tries to intimidate a staff member
- If a parent/client or representative on their behalf makes false allegations or statements to a

public official, officer or officer of the court regarding an LHLC staff member or regarding any happenings at the school for any malicious reasons or for any monetary gain.

*(*If child is dismissed from the program, then the parent forfeits all fees, and tuition payments made. Please note all fees are non-refundable and non-transferable.)*

Little Hands Learning Center wants what is best for the child at all times & LHLC will do everything possible to avoid termination of services, however, if a parent violates one or more of the policies specified in the handbook and creates a very tense, uncomfortable, stressful and/or a combative environment or relationship between the provider (Admin/staff) and the parent, the school will not be able to continue to provide services. The parent provider relationship is built on trust and mutual respect. It is LHLC's objective to resolve all matters as diplomatically and professionally as possible, but in the event the administration concludes that a productive relationship and meeting with the parent is not possible based on the actions of a parent(s) &/or other individuals related to the parents which are involved, it is up to the LHLC administration to determine if services will be terminated.

If a child or a parent services are terminated and/or if they are immediately dismissed from the program due to violating a policy, the parent is responsible for tuition for the remainder of the month that they were dismissed. Little Hands Learning Center will also cancel their contract for future months going forward if they are dismissed from the program. All registration and/or enrollment fees and tuition will be forfeited.

LHLC makes every effort possible to teach all children. In the event a child is academically and/or behaviorally challenged, LHLC will try to do the following to help the child learn appropriate behavior:

- Schedule a conference with parents
- Provide updates regularly to parent
- Provide positive reinforcement and incentives to the student to award positive behavior
- Maintain a behavior chart,
- Use explanation to help the student understand cause and effect and consequences,
- Allow them to model behavior.

LHLC has an open door policy and if a parent has any concerns we encourage them to schedule a conference with their child's teacher and/or Director. We welcome parents to discuss any issues or concerns or provide feedback about their child and or the overall program.

MUTUAL RESPECT POLICY

LHLC has a mutual respect policy. LHLC prides ourselves on offering a professional environment, respect for our clients and students and great customer service. We also ask that our clients reciprocate the professionalism and respect which is a requirement of our parent and family community. Any individual (parent, relative or associate) of a student or client should address the staff and administration in a respectful and truthful manner, just as LHLC representatives will address our clients in an honest, respectful, and professional manner.

In the event a parent addresses the administration or staff member in an unreasonable, intimidating or disrespectful manner, (*depending on the situation*) LHLC must evaluate their enrollment status and meet with the parent immediately to determine if this is the best fit for them. LHLC is fueled on positivity and maintains a positive environment for its community members of parents and professionals. If an issue arises the staff is committed to taken a solution driven approach and correct any matter immediately. In the event a parent has unrealistic expectations or frequent unreasonable requests, then LHLC will request a meeting with the parent to evaluate if LHLC is the best fit for their needs. LHLC strives to give our parents complete satisfaction and the school is fueled by positive energy and an environment where individuals have mutually respect with a common goal. We wish to continue in our efforts of giving the LHLC children a safe, nurturing, positive and healthy environment shared among others in the LHLC community with a shared value system.

COMMUNICATION POLICY

Our center practices an Open Door communication policy with our parents, children and staff. We value the input, opinions and advice to help improve and maintain the high quality of excellence and commitment for our learning center. We encourage parents to openly communicate and discuss any concerns/suggestions or support with our staff and director(s).

Please feel free to schedule an informal meeting, discussion or phone conference any time during the semester or school year.

LHLC has an open door policy for existing parents ONLY. Parents are welcome to visit the center and observe the classroom. We ask that if you pop in that you do not let your child see you as you observe to prevent the teachers from having to re-transition the child back into the flow of program/academics or routine activity. Feel free to stop by and visit our center anytime. After your child has fully transitioned into the program (after 1 month of continued service), a parent may sit inside the classroom and observe up to fifteen minutes if you prefer. Any time period over fifteen minutes (excluding birthday party events) parents will be considered a volunteer.

All parent volunteers must by law, be fingerprinted and receive a background check that must be cleared through the State of Illinois. All parent volunteers must provide their child's teacher advance notice prior to volunteering. Please advise the administration if you would like to be a parent volunteer throughout the school year. We welcome all parent volunteers and encourage parent participation. Please note that parents are not allowed to videotape or take pictures during classroom

curriculum instruction unless given permission by the administration. Parents may videotape during birthday party events or special events listing by LHLC. If there is any uncertainty, please check with the administration first prior to videotaping and photographing.

On occasion, we do recommend that should you decide to visit our center, that you arrange to pick your child up at the end of the visit. Children are typically excited and thrilled to see you and they may become upset if you leave without them.

Please Note: Parents are not allowed into the LHLC bathrooms with any of the students. If a parent needs to take their own child to the bathroom, they must use the guest bathroom in the front lobby.

NUTRITION AND MEAL PLAN/NAPPING POLICY

Food and nutrition are important components in a child's development. Fresh fruits and vegetables, grain breads, natural juices and other natural food items are incorporated in the daily nutrition plan for the child.

The children are served nutritious meals throughout the day -- breakfast (if they arrive by 8:00am), a mid-morning snack (served at approximately 10:00am), lunch (served at approximately 11:45am), and a mid-afternoon snack (served at approximately 3:15pm).

Food Restriction: No Outside food or beverages are allowed into the school unless approved by the administration and/or approved for a special event. Please have your child finish all breakfast items and morning snacks at home or in the car before entering the school, (ex: McDonald's, breakfast bars, etc.) Outside food will not be allowed in the classroom/school. Thank you in advance.

Lunch meals are served family style which encourage social interaction, help develop basic table manners and involve active participation of the staff.

All of the meals provided by LHLC are approved by the Chicago Board of Health and are serviced through an off-site catering company who specializes in child health and nutrition. Please note that LHLC also has a full service kitchen and is also licensed to prepare food in the event we decide to change from the catering company.

The food is catered from a highly recommended catering company and monthly menus are posted and available for review. *(Note: A Sample Menu is provided by our Catering Services on a monthly Basis.) Please note that Plum offers a vegetarian menu.*

**In the event a child has certain dietary restrictions then the parent must present a doctor's note and the change must be in compliance with the Food and State and ISBE guidelines. Please note that sometimes the state requirements change and parents will be notified if a change effects them due to special milk requests that a parent may have, etc.*

NAPPING POLICY

Nap time will allow the children quiet time to rest or sleep. Each child has their own cot and they are welcome to bring their own blanket or small pillow to have with them while they rest. We will provide a cot for the children to sleep on. Teachers will assist the children while sleeping by reading them a quiet story and/or playing soothing music.

If a child is not sleepy, he/she may quietly rest while the other children are napping or do a quiet activity provided they are not disrupting the other children. Nap-time/Rest-time is a required part of the LHLC Program and is required by State Law. Nap-time/Rest Time benefits the overall needs of the child.

PERSONAL BELONGINGS/CONFIDENTIAL POLICY & COMMUNICATION PROCEDURES

Personal Belongings

All children's personal belongings and changes of clothing brought to the center must be placed in a sealed storage container unit and labeled with their name and placed in the bottom cubby hole of your child's locker. (Items will no longer be accepted in a plastic bag, due to tracking reasons.)

The school has "Show & Tell" every Tuesday morning where the children will have an opportunity to share some of their personal items with the class. **This is the only day an outside toy is allowed in the school.** Children should not be sent to the school with jewelry, especially rings. Note: LHLC is not responsible for any lost jewelry or broken or lost toys.

Confidential Policy -- All of the children's files are personal and confidential. Children's files will be stored in the Directors office in a secured file cabinet. Only the Director(s), approved LHLC staff member will have access to the files. By law, records must be made available to DCFS or the City of Chicago Health Inspectors, if necessary.

Parents are also not allowed to leave personal items at the school (*that are not needed to take care of the child at the school*) which include strollers, car seats or parts to a car seats, etc.

Parents are not able to bring items on wheels through the school also, for example strollers, rollerblades, etc.

Special requirements and request:

LHLC will try to accommodate special requests if possible and if they do not interfere with the safety or the operations of the classroom or school. In some cases certain special requirements may not be able to be met. In the event a parent asks the teacher and they are no longer able to meet the requirement, the teacher will advise the parent and advise them on why they are not able to meet the specific request. The teachers and admin try their best to make all of the parents happy, however so requests can be extremely time consuming (and take away time from other children), or may be against DCFS or the City of Chicago licensing policies or may violate safety or hygiene practices.

MEDICATION POLICY

Medication may be administered to a child from an LHLC staff member when the following criteria are adhered to:

- A. Parents of children on chronic medication therapy to be administered by the child care center staffs during the child's stay are to secure the following information before the procedure is considered ongoing:

1. Letter from the prescribing physician, which includes a statement regarding the side effects of the prescribed medication.
 2. Parental consent to administer medication. (Parents must sign the medication authorization form.)
 3. Parents must speak with a teacher and perform a mini-demonstration and provide the written instructions from the doctor and the original container with instructions.
- B. Any medication brought into the facility by the parent or guardian of a child shall be in the original container labeled with the child's first and last name, the date the prescription was filled, the medication's expiration date and have legible instructions for administration.
- C. Non-prescription medication shall not be dispensed.
- D. A medication record shall be maintained and shall include:
1. Specific, signed parental consent
 2. Physician prescription
 3. Instructions for storage and administration
 4. Administration log
 5. Checklist for medication brought to the program by parents including such information as condition of bottle, expiration date, date dispensed, dosage, and date the medication was discontinued and/or disposed of.
- E. A copy of the LHLC policy must be on file with the Chicago Department of Public Health.
- F. Medications must be maintained in a locked cabinet or equivalent at all times.
1. The cabinet or container shall not be used for any other purpose.
 2. Medicine cabinets cannot be located in rooms where foods are prepared or stored.
 3. Refrigerated medications may be kept in a separate, properly identified container and may be kept in the food preparation area.

MEDICAL POLICY

Upon discovering a Medical Emergency, 911 will be called first, and then the parents or legal guardians will be notified as soon as possible. If the parent/guardian can not be reached, the next available contact(s) listed on the enrollment form will be contacted immediately.

If immediate Medical attention is required, we will use *Little Company of Mary Hospital located at 2800 West 95th Street in Evergreen Park, Illinois 60805, 708.422.6200.*

Authorization to treat a minor: In the event that I cannot be reached in an emergency, I hereby give permission to the hospital and the physician selected by the school staff to secure proper treatment for my child. Parent is responsible for any hospital costs covered by their insurance or not covered by their insurance. They are responsible for all medicines, copayments, expenses and bills by the hospital/physician. If a parent does not have insurance they are responsible for any and all medical pay incurred and responsible to pay the bill provided their child needs medical assistance

MEDICAL POLICY

We will provide care for minor illnesses, running noses, slight congestion, etc. However if your child has a temperature of 100 degrees or above, the parent will be called, the child will be sent home and will not be admitted back into the program until the child is without fever for 24 hours. For example, if a child is picked up at noon on Wednesday, then the child will not be able to return until Friday.

Medical Dismissal

We will call you to pick up your child if he/she exhibits **any** of the following symptoms:

- Diarrhea (3 loose stools in one day).
- Vomiting
- Fever 100 or above
- Any noticeable illness or communicable disease (l.e: Pink-eye, ring worm, etc.)
- More than usual mucus or discharge around the eye (pink-eye) or small circular bumps (ring – worm), rashes on the body, etc.
- Child is uncomfortable and is not able to participate in any activities or academics.

A doctor's note is required in the event a child is sent home during the course of the day for any of the above illness symptoms, signs of illness, any signs of a communicable disease, or if the parent communicates any information which indicates signs/symptoms of a communicable disease. In general, a doctor's note is required for any of the above signs of illness to prevent the spread of illness throughout the classroom and school, but in some cases the requirement may also be left up to the discretion of the teacher and/or director depending on a unique circumstance or situation. For example, if a child has a history of allergies which occurs regularly and the child was just taken to the doctor and diagnosed, and shortly thereafter has glossy pink/red eyes, this will be factored into the decision and a doctor's note would not be required to eliminate the possibility of pink-eye.

Please also refer to the "Keep Me Home If I'm Sick" picture chart which is posted at the school and also attached to your initial welcome packet.

LHLC will do everything in our power to prevent any Medical Emergency. It is required that all of our staff receives regular CPR and First Aid training taught by the American Red Cross.

Upon discovering a Medical Emergency, 911 will be called first, and then the parents or legal guardians will be notified as soon as possible. If the parent/guardian can not be reached, the next available contact(s) listed on the enrollment form will be contacted immediately. If immediate Medical attention is required, we will use ***Little Company of Mary Hospital located at 2800 West 95th Street in Evergreen Park, Illinois 60805, 708.422.6200.***

Insurance Policy & Medical Policy

LHLC has an insurance liability policy with Great American Insurance Company. They specialize in providing insurance to daycare centers and have an A+ rating. A copy of the policy has been provided to our DCFS licensing representative and department.

CHILD ABUSE REPORTING POLICY AND PROCEDURES

Reporting Suspected Child Abuse

The Department of Children and Family Services requires that any individual or organization having knowledge of suspected child abuse or neglect to report it to them or a law enforcement official.

All of our staff at Little Hands Learning Center are mandated reporters of child abuse or neglect that is suspected in any child.

A Manual for Mandated Reporters is on file at the center and is given to all new employee's during new hire orientation.

Field Trip Policy

Field Trips are designed to enhance and apply key principles discussed in the curriculum. Field trips are meant to serve as an extension of the classroom and helps enrich our curriculum with hands-on experiences. Some of the community partners involved in our field trips are The Beverly Arts Center, Brookfield Zoo, Kohls Children Museum, Discover Center, Chicago Children's Museum and Beverly - Hands On Art Museum, Chicago Park District, County-Line Apple Orchard/Animal Farm, Museum of Science and Industry & Idea Factory.

All children are required to wear a Little Hands Learning Center T-shirt/Sweatshirt during field trips for safety reasons. The T-shirts can be purchased at the school for \$10. (Sweatshirts may also be purchased for the student and/or the parent. Ask for details.)

Specific information regarding each field trip will be issued prior to the field trip to provide details to parents. All parents who want their child to attend field trips need to complete and submit the permission slip for the school year before your child is allowed to attend. (Note: Parents are typically informed of all field trips via the school calendar.) The Field Trip Information Sheet will provide additional detailed information about the upcoming field trips and will notify you of any special clothing, food, or miscellaneous items that will be needed for the trip.

If LHLC does not have the signed permission slip, your child will be unable to attend the field trip. Parents must make alternate arrangements for your child on field trip days if you have not given LHLC permission for your child to participate. All parents do understand that field trips are a part of the LHLC curriculum and give my child permission to attend local field trips that are within walking distance to additional places of interest in the neighborhood and other areas when accompanied by authorized staff members of LHLC and parental volunteers.

All parents are encouraged to participate and attend all of the field trips with your child. A Chaperone Sign-up Sheet we be placed in the front lobby so that parents may sign up for the different field trips. Parents are not required to pay for the bus transportation cost, however, parents are required to cover their admission cost to the event (only if applicable).

Field Trips are planned throughout the Fall/Spring Semester and during the Summer Program.

Chaperones are MANDATORY for ALL FIELD TRIPS for 2 year olds (Unless special permission is receive and we are able to partner the student with a teacher. Some trips require mandatory chaperones for all students, for example the Zoo or large museums. Other locations only require that a classroom has 50% chaperones (for example if the school rents out a space or for smaller venues like the Theatre,etc.)

Trips are identified on the calendar and marked whether or not it is a Mandatory Chaperone trip or a 50% Chaperone trip.

Also please note that certain students may require a mandatory chaperone for all trips if they have not yet fully transitioned into the school and the classroom's protocol and if it is deemed necessary by the teacher and or admin staff that they need a chaperone for safety reasons. *We thank you in advance for your understanding and working with us to maintain our good safety record.*

I understand that participation in field trips is purely voluntary on the part of each student and his or her parent. Reasonable precautions will be taken in the interest of safety. It is understood that neither LHLC nor any LHLC employee or sponsor of such trips or activity will be held liable (legally or financially) for any accident, injury or illness which may be sustained by such students while on field trips or while participating in such activities. I understand that all persons participating in or making a field trip or excursion shall be deemed to have waived all claims against LHLC for injury, accident, illness or death occurring during or by reason of the field trip or excursion, and I therefore acknowledge that as a condition of my son/daughter participating in the said activity, I waive any and all claims against Little Hands Learning Center and LHLC staff members for any accident occurring.

TRANSPORTATION & FIELD TRIPS POLICY FORM

Transportation

Little Hands Learning Center requires that parents are responsible for transporting their children to and from the facility on a daily basis. Parents may also escort their children into the facility and they are responsible for signing their child In/Out of the center.

The center will provide transportation services for Field Trips and in the event of an emergency situation. Parent acknowledges that Little Hands Learning Center and the LHLC staff is not responsible or liable for any injury or any incidents that may occur to a student while transporting the student to the hospital or the police station in an event of an emergency, or while transporting the child to any other reasonable location. Parents agree to waive all claims against LHLC and any LHLC staff for any injury, any accident, or any illness that may occur to their child on the school premises during operational hours, after school closure 6:00pm if picked up late, or during field trips (local or distant) or in the event of a natural disaster.

FIELD TRIP - TRANSPORTATION

In the event of a scheduled field trip, transportation from a chartered bus service will be provided for the children.

The following safety measures listed below will ensure the safety of the children during transportation of field trips.

- All other child and adult passengers should use seat belts and harnesses.
- Equip each vehicle with a first aid kit and emergency identification and contact information for all the children being transported.
- Ensure proper maintenance of the vehicle
- Never allow smoking or playing audio equipment loudly in a vehicle when transporting children.
- Ensure the driver is not using earphones while driving
- Have enough providers present to make sure that proper child-to-provider ratios are maintained.
- Do not count the driver as a provider.
- A driver is not able to properly supervise children while driving.

- Never leave a child unsupervised in a vehicle.
- If provided by the parent, LHLC will use an approved car seat for their child/LHLC student.
- Carefully supervise children getting in or out of a vehicle to avoid injury.
- Upon boarding, make sure each child is properly buckled in.
- Upon exiting, make sure each child is clear of the path of the vehicle and any other traffic.
- Before leaving the vehicle, check to make sure that all children have exited.

FIELD TRIP, SPECIAL EVENTS & SAFETY PROTOCOL

As the old adage goes, “It takes a village to raise a child” and we are happy to be part of the village that is helping to raise yours. However, we need your help for special events, field trips and during the drop-off and pick-up time when you arrive & retrieve your child from the classroom. We have a great group of parents, but sometimes reminders and standard protocol are necessary to ensure that all of our children are safe.

Safety protocol and procedure for LHLC parents regarding drop off and pick up

- LHLC parents must be with their child at all times when the students are outside of the classroom or in the lobby.
- Other siblings must go wherever the parent goes. Please do not leave them in the lobby unattended or allow them to run through the school or use the bathroom unattended. Please accompany them to the guest bathroom.
- For safety reasons, please do not allow your child to touch the front door or door knob and advise them that they should never touch the door knobs at the school.
- Parents must have control over their child at all times while at the school. Please let your child know that the lobby is a danger zone since there are exit doors and since it’s a high traffic zone during drop off and pick up time with many people coming in or out. Please make sure your child stays away from the door until it is time to exit. Remind them that they should never touch the door at any time or leave your side. (Note: many times children are caught running down the hallway or playing by the door or with the door after the parent has removed them from the classroom and signed them out.)
- Please advise your child that they are not to run in the hallway or to their locker and if they start running then let them know to use their **“walking feet”**. (Note: These are things we tell them on a daily basis and enforce throughout the day when they are walking in the halls. The staff will continue to mention this, but sometimes the staff may be distracted with another parent, so we appreciate your assistance with this matter.)

SPECIAL EVENTS

- Special events are a very busy time for both children, staff, administration and we need your help. Since special events are a change in routine for parents, children and staff, the children often tend to follow their parent around the classroom and the school and watch your every

move. You are their trophy and they are excited to have you here to share you with their friends and family. If the parent leaves the room, goes to the bathroom or goes to another classroom to converse with the teacher, the child will more than likely follow you. Children are conditioned to respect the boundaries of the school when the teachers are the sole adults in the classroom, but on special event days, all eyes are on the parents and it is difficult to know when the parent is watching the child and when they are not. The bracelets give the parent a constant reminder that the child is watching their every move. The teachers are busy with the event and since special events are busy days, it increases the risk of mistakes that can be made.

- When parents attend special events, we need parents to assume responsibility for their child during the course of the event if the parent is present, whether if the child is signed in on a school day during the event or whether the special event is on a weekend. It is extremely difficult for a teacher to be responsible for all the children, especially when the school is full of parents and students while they are facilitating activities. That's why we are informing parents via the parent handbook to inform anyone attending the school on your behalf, that when they are present that they assume responsibility for just their child or student they are in attendance for during the events in which they are present. This way the teachers can focus on those without parents and answers questions from parents, address the needs of the overall class and facilitate the event.
- We have a great group of parents, but sometimes reminders and standard protocol are necessary to ensure that all of our children are safe. Teachers can not assume that parents are watching the child if they are present, and parents can not assume that the teacher is watching the child if the parent is present. There are many distractions on special event days. Examples: other parents are requesting the teacher's help, asking them questions and the teachers are serving the families and preparing activities and watching the students without a guest, so again, in an efforts not to assume who is watching who, LHLC has established a standard protocol.

NUTRITION AND MEAL PLAN

All of the meals provided by LHLC are approved by the Chicago Board of Health and are serviced through an off-site catering company who specializes in child health and nutrition. (LHLC uses FSP during the summer months and Plum Catering during the school year from September through June.)

Food and nutrition are important components in a child's development. Fresh fruits and vegetables, grain breads, natural juices and other natural food items are incorporated in the daily nutrition plan for the child.

The children are served nutritious meals throughout the day -- breakfast (if they arrive by 8:00am), a mid-morning snack (served at approximately 10:00am), lunch (served at approximately 11:45am), and a mid-afternoon snack (served at approximately 3:30pm).

Food Restriction: No Outside food or beverages are allowed into the school unless approved by the administration and/or approved for a special event. Please have your child finish all breakfast items and morning snacks at home or in the car before entering the school, (ex: McDonald's, breakfast bars, etc.) Outside food will not be allowed in the classroom/school. Thank you in advance.

Lunch meals are served family style which encourage social interaction, help develop basic table manners and involve active participation of the staff.

The food is catered from a highly recommended catering company and monthly menus are posted and available for review.

Meal Schedule:

8:00am – Breakfast served before 8am (**See attached menu**)

10:00am- Morning Snack (**See attached menu**)

11:45am – Lunch (**See attached menu**)

3:15pm – Afternoon Snack (**See attached menu**)

*Note all snacks are served with juice and all lunches are served with milk.

LHLC's Religion Policy

Little Hands Leaning Center has no religious affiliation and accepts students of all religious backgrounds. LHLC does however discuss some of the most common holidays around the world and exposes and teaches the children about other cultures traditions and well-known holidays as part of our Global Enrichment program to gain awareness about different cultures and religious holidays celebrated around the world. For example, during the fall/winter season LHLC talks about Hanukkah, Kwanza, and Christmas. LHLC does recognize certain National Holidays (when the school is closed) which some consider religious holidays. See the school closure days below.

LHLC respects all families and wants to make sure that all families are comfortable at all times. If a parent has certain beliefs and requests LHLC to exclude a child from certain activities, LHLC will do whatever they can to accommodate the family and child. For example, if a parent does not celebrate birthdays or Christmas and requests that the child be placed in another class during a birthday party celebration or when Santa comes to the school during the Christmas season, LHLC will accommodate that request.

LHLC does not perform daily prayer or have the children participate in religion class or prayer as part of our daily routine or core curriculum. Parents do have the option of selecting religion as an elective, and only those children are pulled out of the classroom with the consent of the parent for Christianity classes/Bible study. No other child will be taught religion if it is not selected as an extra elective. Note: Religion is not part the LHLC core curriculum and is an additional subject taught when requested by a parent and taught as a class subject.

PARKING POLICY:

On behalf of the school, parents, staff, building residents & community, we ask that our Parents and extended families of our parents never block driveways, double park on 111th street next to the facility or park in adjacent businesses' parking lots without permission. Also DO NOT double park as this is a major safety concern and is very inconsiderate and disruptive to the flow of traffic and the community. This is also very unsafe for you and your child.

Parents may park along 111th street in addition to the reserved Loading Zone parking in front of the building which is reserved for our LHLC parents for quick drop off and pick up. LHLC has secured these drop off spaces from the City of Chicago and pays an annual fee to the city to reserve spaces for our parents for drop-off and pick-up.

In the event one of our parent community members repeatedly violates the parking policy and jeopardizes the safety of the child and or our relationship with the community and our neighbors, then the families service will be suspended or terminated from the LHLC program.

*We know that with your help this matter we will not have any parking issues and we thank you in advance for your help regarding this matter. If you have any questions, please let us know.

INCLEMENT WEATHER CONDITIONS/POLICY

Little Hands Learning Center will make every effort possible to be open during inclement weather days. If there is any question whether school will be open, please visit us online at www.mamereInstitute.com. Updates will also be posted on the website. Information concerning cancellation or a delayed opening will be recorded on an automated call/voice messaging system which will be used to contact all the number we have on file for the parents. Also an email will be distributed to all of our parents.

In the case of a severe mid-day storm, please refrain from calling the school. We will call you if your child needs to be picked up prior to closing using an automated voice broadcasting system and also post an update online as well as sending an email. We take every precaution necessary to protect the children and staff of Little Hands and school closings will be based on the determination of their threatened safety.

In excessively hot weather, children will be provided with adequate water supplies and during outdoor play will remain in shaded areas for the majority of their playtime. During severe weather, children will remain inside for an alternative gross motor activities period.

Please note that no make-up days or monetary credits or refunds will be issued in the event the school is closed due to inclement weather, natural disasters, unknown and unforecasted building emergencies, Acts of God, Wars, Fires or Terrorists attacks.

EMERGENCY EVACUATION PLAN -- NATURAL DISASTER/ WAR/ TERRORIST ATTACK/ FIRE

If LHLC staff and students need to evacuate the building due to a natural disaster, war, terrorist attack, or a school fire, LHLC will seek safety and/or shelter at one of the following nearby public locations: LHLC (10126 western) location, Walker Branch Library on 111th Street, Police Station (111th/Longwood), or Beverly Art Center (111th/Western) depending on where space is available.

LHLC staff will attempt to leave a general message on the voicemail at the school to inform parents of the student's and staff's whereabouts if possible, **LHLC will send a text and email via Remind.com** and/or LHLC will post a sign in front of the building which will assist parents in locating their child. Please note that the staff will do everything possible to ensure the safety of your child. Parents should first call the other LHLC location in the vicinity which will be the primary evacuation location. (773-445-9000 or 773-445-1900).

CHANGES IN PARENT HANDBOOK

Little Hands Learning Center's policies are subject to change throughout the course of the academic school year. Parents will be notified in advance of any changes/revisions to policies within the handbook.

*If any court determines that any provision of this parent handbook and/or contract is invalid or unenforceable, any invalidity or unenforceability will affect only that provision and will not make any other provision of this contract/parent handbook invalid or unenforceable and shall be modified, amended or limited only to the extent necessary to render it valid and enforceable.