



Parent Handbook



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Heartfeltimpressions.net

The State of Michigan Department of Human Services Licenses Heartfelt Impressions Learning Centers. They can be contacted at (248) 975-9050 or www.michigan.gov/dhs.

PARENT HANDBOOK FOR
HEARTFELT IMPRESSIONS LEARNING CENTER
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PROGRAM PHILOSOPHY

Heartfelt Impressions Learning Centers offers a developmentally appropriate, research based curriculum. We strive to enhance social, emotional, physical and intellectual growth in young children through our play based curriculum. Our program fosters curiosity, creativity and self-esteem by taking into account children's individual abilities and interests.

1. ENROLLMENT

Heartfelt Impressions welcomes children 6 weeks until 13 years old. Heartfelt Impressions does not discriminate against a child's or parents/guardian race, color, creed, religion, national origin, gender, or disability. Parents can enroll their child at Heartfelt Impressions by completing the Enrollment Agreement and paying an annual, non-refundable registration fee. The following documents must be completed prior to your child's start date: family information card, health appraisal (completed and signed by your physician), copy of immunization records, tuition express and family inquiry questionnaire and food participation form. All forms must be updated annually, but please inform the front office of any changes as they occur.

Enrollment Forms (updated annually at re-registration):

At the time of enrollment, parents must complete the following information:

Enrollment Agreement- briefly states Heartfelt Impressions calendar and tuition information and includes child's schedule.

Information Card- parents' home and work information, emergency and authorized pick up and medical information. It also contains parents' authorization for medical care in an emergency, field trips, sunscreen, and acceptance of parent handbook.

Health Appraisal/Immunization- Each child will need a physical completed by your physician and a copy of immunizations. This form must be completed no more than 30 days after your child's start date. A new physical form must be completed each year until your child is 2 ½ years of age then every 2 years until they enter kindergarten. Immunization records must be updated each time your child's shots are updated. If you choose not to vaccinate your child, a vaccination waiver must be completed. All families that sign a waiver for immunizations must first attend an informational meeting at Oakland County Health Department prior to waiver being valid.

Severe Allergy Form-Any child diagnosed with severe allergies must have parents and a physician complete a "Severe Allergy Form" giving specific information about the allergy, signs and symptoms of reaction and treatment.

Family Inquiry-Information about your family

Tuition Express- account information for auto withdraw of tuition

Food Participation and Income Eligibility Form- Heartfelt Impressions participates in the CACFP and is reimbursed a portion of each child's food cost.

2. TUITION

Payment schedule:

Tuition is due each Friday prior to the week of care provided. Tuition is paid by Tuition Express from a checking/savings account. A \$30 non-sufficient funds fee charged for each returned transaction. A \$40 late payment fee will be automatically assessed to an account for any tuition not paid by 6:30pm Friday.

Subsidized Care:

Heartfelt Impressions does accept childcare assistance. Parents will be responsible for full payments until authorization has been received and then a weekly co pay after a determination amount has been calculated. If at any time assistance is stopped, parents will be responsible for full tuition as of the date the assistance ended.

Child Discounts:

Heartfelt Impressions offers a multiple child discount for families with more than one child enrolled full time (5 full days). The oldest child will receive a 5% discount. A family of three or more children will receive 10% off the two oldest.

Withdrawal from Program/Schedule Changes/Dismissal:

A 30 day written notice is required for withdrawal from the program, as well as for permanent schedule changes.

All schedule changes must be approved by the Director. Parents must complete a Change of Schedule Form located in the front office regarding any permanent changes to their child's days or times of attendance. There may be a delay for the changes to take effect. Due to limited space, we are not able to swap days of attendance. If you need to add a day, you must check with the front office for availability. You will be charged an additional day.

Heartfelt Impressions reserves the right to refuse or dismiss any parent or child at any time for failure to adhere to the policies set forth here. Any outstanding balance will be the responsibility of the parent and must be paid within 30 days

Late pick up:

There will be a \$2.00 per minute late pick up fee for any child electronically signed out after 6:30pm.

3. ARRIVAL/PICK UP PROCEDURES

At the time of registration, each person that will regularly pick up/drop off your child will have a biometric ID taken. Parents and authorized adults will need this in order to sign children in and out. Any authorized person that does not have a biometric ID must show picture identification in order for a child to be released. To ensure safety and security, all children must be accompanied by an adult to and from their classroom. Talk with your child's teachers about how you would like drop off/pick up to go for your family to help make the transition smooth and easy for all.

4. HOLIDAY, EMERGENCY, INCLEMENT WEATHER CLOSING

Heartfelt Impressions is open Monday-Friday from 6am-630pm (530am-630pm Clarkston only). Heartfelt Impressions calendar will run from September to September. Parents will be notified in April at re-registration the closing dates for the following school year. Heartfelt Impressions will be closed the following days (dates subject to change according to enrollment agreement):

| | | | | |
|----------------|----------------------|--|---------------|---------------|
| Labor Day | Thanksgiving | Day after Thanksgiving | Christmas Eve | Christmas Day |
| New Year's Eve | New Year's Day | Christmas Eve-New Year's Day (Lake Orion and Oakland only) | | |
| Memorial Day | July 4 th | | | |

Heartfelt Impressions will close at 6:00pm on the 2nd Thursday of each month for staff development.

Heartfelt Impressions will close the Friday before Labor Day for professional development.

Heartfelt Impressions will notify families in the event of an emergency closing by T.V., radio station, phone chain, text message or email. If for some reason Heartfelt Impressions needs to close suddenly during business hours, the staff will call parents to arrange for pick up. If parents can't be reached, emergency pickups will be contacted. Parents and authorized contacts will be notified of alternate location if necessary. If Heartfelt Impressions closure is longer than 3 business days, parent's tuition will be credited to their account. Otherwise tuition will stay the same.

5. CURRICULUM

Heartfelt Impressions uses the research based HighScope Curriculum that aligns with Michigan's Early Childhood Standards of Quality for Pre-Kindergarten. Curriculum areas include Approaches to Learning; Social and Emotional Development; Physical Development and Health; Language, Literacy, and Communication; Mathematics; Creative Arts; Science and Technology; Social Studies; and English Language Learners. In the HighScope curriculum, adults and children are partners in play. More information about the HighScope curriculum can be found at <http://www.highscope.org>.

In our Infant Program, the daily routine is determined by the individual needs and developmental level of each child.

Daily Schedules:

Typical Infant Schedule (Schedules are individual but below is a general idea)

| | |
|----------|--|
| 6-900 | Children Arrive (greet children and communicate with family) Begin children's daily individual schedules Diapers Free play/literacy |
| 830-1030 | breakfast and bottles Diapers Sensory/art Continue to follow individual schedules |
| 10-1100 | snack time for older infants |
| 11-1230 | Lunch and bottles Table foods for older infants Diapers Naptime/outdoor play Continue to follow individual schedules |
| 1230-230 | quiet time Lunch/bottles Literacy One on one interaction Diapers Continue to follow individual schedules |
| 230-330 | snack for older infants Naptimes Bottles |
| 330-630 | pick up begins Diapers Music Outside/gross motor Continue to follow individual schedules |

Typical Toddler Schedule

| | |
|-----------|--|
| 6-900 | Arrival, Breakfast, Diapers, Free Choice Play |
| 9-915 | Clean Up |
| 915-930 | Circle Time, Songs, Stories |
| 930-950 | Wash Hands, Snack |
| 950-1045 | Small Group/Centers: Art, sensory, manipulatives, blocks, dramatic play, library |
| 1030-1045 | Diapers |
| 1045-11 | Clean up |
| 11-1115 | Large Group |
| 1115-1140 | Outside |
| 1140-1210 | Wash Hands, Lunch |
| 1210-1230 | Diapers, prepare for nap |
| 1230-3 | Nap, quiet choices |
| 3-320 | Diapers, wash hands, snack |
| 320-350 | Outside or music & movement |
| 350-500 | Wash hands/Free Choice |
| 5-515 | Diapers & Clean up |
| 515-530 | Wash Hands/snack |
| 530-6 | Manipulatives, table toys, stories, prepare for home |

Typical Preschool Daily Schedule

| | |
|---------------|--|
| 6:00 – 8:30 | Drop-off, Breakfast, Child-Directed Activities |
| 8:30 – 9:00 | Outdoor Play |
| 9:00 – 9:10 | Transition Indoors, Hand Washing |
| 9:10 – 9:30 | Child Directed Activities |
| 9:30 – 9:50 | Circle Time |
| 9:50 – 10:00 | Hand Washing |
| 10:00 – 10:50 | Small Group Learning Centers (including snack) |

| | |
|---------------|---|
| 10:50 – 11:00 | Clean-Up, Transition Outside |
| 11:00 – 11:50 | Outdoor Play |
| 11:50 – 12:00 | Transition Indoors, Hand Washing |
| 12:00 – 12:30 | Lunch (served family style) |
| 12:30 – 3:00 | Rest Time, Quiet Activities |
| 3:00 – 3:15 | Afternoon Snack |
| 3:15 – 4:15 | Outdoor Play |
| 4:15 – 4:30 | Transition Indoors, Hand Washing |
| 4:30 – 5:30 | Child Directed Activities, Late Snack Available |
| 5:30 – 6:30 | Child Directed Activities with Other Classes, |

Staff to Child Ratios- Lake Orion:

Infant Program (8 children and 2 teachers)

Children in this program will range in age from 6 weeks to 18 months depending on their development. Children will not transition to the toddler room until they are eating table foods, walking and able to participate in a group daily schedule.

Toddler Program (8 children and 2 teachers)

Children in the program will range in age from 12 months to 36 months.

Preschool (20 children and 2 teachers)

The children in this program will range in age from 2 years 9 months to 4 years old.

Prekindergarten (11 children and 1 teacher)

The children in this program will be 1 year before kindergarten.

GSRP (13 children and 2 teachers)

The qualifying children in this program will be 1 year before kindergarten and will run from Monday-Thursday from 845am-345pm on the school calendar.

School Age-Before/After school Care/Summer Camp (13 children and 1 teacher)

This program will be for children who attend elementary school and need care before or after school, days off and summer camp.

Staff to Child Ratios- Oakland Township

Infant Program (7 children and 2 teachers)

Children in this program will range in age from 6 weeks to 18 months depending on their development. Children will not transition to the toddler room until they are eating table foods, walking and able to participate in a group daily schedule.

Toddler Program (8 children and 2 teachers)

Children in the program will range in age from 12 months to 36 months.

Preschool (12 children and 2 teachers)

The children in this program will range in age from 2 years 9 months to 4 years old.

Prekindergarten (12 children and 1 teacher)

The qualifying children in this program will be 1 year before kindergarten and will run from Monday-Thursday 845am-345pm on the school calendar.

GSRP (18 children and 3 teachers)

The qualifying children in this program will be 1 year before kindergarten and will run from Monday-Thursday 845am-345pm on the school calendar.

School Age-Before/After school Care/Summer Camp (18 children and 1 teacher)

This program will be for children who attend elementary school and need care before or after school, days off and summer camp.

Staff to Child Ratios- Rochester

Infant Program (8 children and 2 teachers)

Children in this program will range in age from 6 weeks to 18 months depending on their development. Children will not transition to the toddler room until they are eating table foods, walking and able to participate in a group daily schedule.

Toddler Program (12 children and 3 teachers) 2 classes

Children in the program will range in age from 12 months to 36 months.

Preschool (20 children and 2 teachers)

The children in this program will range in age from 2 years 9 months to 4 years old.

GSRP (16 children and 2 teachers) 3 classes

The qualifying children in this program will be 1 year before kindergarten and will run from Monday-Thursday 830am-330pm on the school calendar.

GSRP (18 children and 3 teachers)

The qualifying children in this program will be 1 year before kindergarten and will run from Monday-Thursday 830am-330pm on the school calendar.

School Age-Before/After school Care/Summer Camp (18 children and 1 teacher) 3 classes

This program will be for children who attend elementary school and need care before or after school, days off and summer camp.

Supplies:

Heartfelt Impressions provides all of the necessary supplies to provide a high-quality education for your child. Teachers welcome donations such as: recycled paper, outdated envelopes, magazines, newspaper, empty food containers etc. Occasionally teachers may ask for donations for special projects.

Heartfelt Impressions provides diapers, wipes, baby food and baby cereal, breakfast, lunch, and 2 snacks.

Celebrations:

Heartfelt Impressions welcomes the celebration of birthdays and holidays. If you would like to bring in a special snack or celebration, please discuss it in advance with your child's teacher. All food must be approved by management to ensure the safety of children with food allergies.

Communication:

Heartfelt Impressions Learning Center believes that communication between the parents and the staff is of the utmost importance. That is why we have instituted many ways that you can feel connected to your child's day. Inside each classroom is a Welcome Board. We encourage you to look at this board daily as it will have important information about your child's classroom: lesson plans, menus and teacher information and upcoming events and reminders.

If your daytime schedule does not permit you to visit the center during class time, you can still share in your child's day. Each day an email will be sent to you giving you a brief description on what your child did at school along with pictures~ what he did for art or what story she read. Some classrooms will also have a class website with all of the information for the day. This information will be great conversation starters around the dinner table.

Infant and toddler families will have access to Brightwheel, a live online daily sheet accessible by smart phone or website that describes their daily eating, sleeping, diaper changes, activities, and teacher notes.

Of course, we are also just a phone call away. Feel free to give us a call anytime. Our goal is to communicate with you on an ongoing basis about your child's development and the center as a whole. We love feedback and encourage you to let us know how we are doing.

Parent/Teacher Conferences:

Heartfelt Impressions Learning Center offers Parent/Teacher Conferences every fall and spring. However, we have found that this may not be convenient for some parents. Therefore, parents are encouraged to schedule a conference anytime during the year when they feel the need for a one-on-one discussion about their child. The majority of parents feel that daily communication, child information charts, etc., are more than sufficient to meet their needs. Staff are not always available for phone conferences, but arrangements can be made to set a time that is best for both parties.

Outdoor Play:

Your child will go outside every day. Heartfelt Impressions uses a guideline in the winter of 20 degrees with the wind chill in the winter and 90 degrees with humidity during summer when deciding if we go outside and on length of outside time. Although the safety of the children is first, we also know the importance of gross motor play and development. Please make sure your child is dressed in clothing that is appropriate for the weather conditions. If it has recently rained, your child will need to have a pair of boots to wear outside. If there is snow on the ground and/or the temperature outside is very cold, your child will need a snowsuit, hat, gloves or mittens, and snow boots. Each child must have a complete change of clothes (underwear, socks, shirt, and pants) that will be kept in the classroom. Each piece of clothing must be clearly labeled with your child's first and last name. Kindly remember if your child is too sick to go outside and play he/she is too sick to come to school.

6. TRANSPORTATION

Heartfelt Impressions Learning Center does provide transportation to/from some schools.

Lake Orion Schools will provide transportation to/from Heartfelt Impressions-Lake Orion for the following schools:
Orion Oaks Stadium Scripps Middle School
Parents must complete a "Bus Stop Change Form" at registration and annually at re-registration.

Heartfelt Impressions will transport to the following schools:

Lake Orion-Carpenter
Oakland-Blanche Sims, Baldwin and Delta Kelly
Clarkston-Weber, Paint Creek, Bailey Lake, Clarkston Elementary, Pine Knob, North Sashabaw, Independence, Springfield

7. HEALTH AND SAFETY

Communicable Diseases:

Heartfelt Impressions Learning Center has devoted much time and research into developing illness policies that are in the best interest of the children and staff. We cannot guarantee that we are fully able to contain or prevent the spread of all illnesses. When we establish guidelines, we understand that sick child care exclusion guidelines that are too stringent can be an enormous burden for working parents. On the other hand, lax standards can cause increased illnesses among children, staff and families. Because caring for sick children is ultimately the responsibility of the parent/guardians, please be prepared to make alternative care arrangements. During certain outbreaks, it may be necessary for Heartfelt Impressions Learning Center to put into effect additional or more stringent policies and procedures for the wellbeing of all children and families.

Heartfelt Impressions adheres to the following guidelines when a child experiences signs of a communicable disease:

Parents Notified/Heads Up (phone, text, email)-
Fever 100 degrees F or less
Child complaining of achiness (head, stomach)
Child temperament not normal
Diarrhea more than 3 times in a few hours or abnormal bowel movement
Vomit once (no other symptoms or signs of illness)

Child Must Be Picked Up (phone, text)-
(May not return until symptom free for 24 hours without medication or has a doctor's note.)
Fever 101 degrees F or higher
Vomit once and displaying other symptoms of illness
Vomit more than once
Diarrhea more than 3 times in one hour
Signs and/or symptoms of possible communicable disease (undiagnosed rash, pink eye etc.)

We ask that parents pick up or make arrangement for their child to be picked up within one hour of Heartfelt Impressions calling to ensure the health and safety of other children and staff. If we cannot reach a parent after several attempts and the child's symptoms are severe or worsen, Heartfelt Impressions reserves the right the contact the emergency contact to pick up the child.

Heartfelt Impressions reserves the right to exclude any child based on symptoms of communicable disease or when illness and/or symptoms prevent the child from participating in activities, when the illness/symptoms result in greater care than the child care staff can provide without compromising the health and safety of other children, or when staff is not trained in specific methods of care. Guidelines for determining a specific illness and its contagiousness are based on the recommendations by the American Academy of Pediatrics and Oakland County Health Department. Parents may be required to present a doctor's note stating that their child is no longer contagious and can return to the program.

In order to track any illnesses that occur at Heartfelt Impressions, we ask that you contact the office if your child is absent due to illness. If a child in our program is diagnosed with a communicable disease, parents will be notified of the diagnoses, symptoms, and treatment along with the date it was diagnosed. Heartfelt Impressions respects the privacy of its customers and will not share any personal information such as names with any parents.

Medication:

Heartfelt Impressions will dispense prescription medication that is in original, labeled containers. Any over-the-counter medication **MUST** be accompanied by a doctor's note with explicit dosage and administration instructions. Children may not share medication. For children ages 6 weeks-12 months a doctor's note will be needed every two months. For children 12 months and older a doctor's note will be needed every 6 months.

Parents are required to complete a Medication Form located in the front office prior to Heartfelt Impressions dispensing medication. This form will be valid for two weeks and must be turned into the front office with the medication. Parents are responsible for providing all medication. Parents are responsible for ensuring that all prescription medication is properly labeled by a pharmacist and replaced before the expiration date. If you choose to leave a bottle of children fever reducing medication to be used "as needed" it must be accompanied by a physician's note. Parents will be notified prior to administering the medication.

Heartfelt Impressions will store all medication in a locked cabinet. Medication that requires refrigeration will be kept the refrigerator in the kitchen. One trained team member will administer medication once a day at lunchtime. Each dosage will be double-checked by another teacher before medication is given.

Parents are encouraged to request the pharmacist provide two prescription-labeled bottles when filling the prescription. For the convenience of the parent, this allows one bottle to stay at home and one to stay at the center.

Universal Precautions:

The following preventive measures are to be used to reduce the spread of all infectious and contagious diseases.

1. Wash hands regularly. Hand washing is the best way to protect both child and caregiver. Please see the Hand washing Procedures below
2. Wear disposable gloves while cleaning up blood, bloody saliva, urine, feces, or vomit, especially if there is a skin rash or open cut on your hands. If skin contact is made with these substances, wash the affected areas with soap under running water.
3. Wear disposable gloves when changing a child's diaper.
4. Change gloves after contact with each child. Throw away disposable gloves after each use. Wash hands after wearing the gloves.
5. Place disposable diapers in a plastic bag. Tie the bag securely.
6. Supervise toilet-trained children to ensure that they wash their hands well after using the rest room.
7. Clean up blood and bloody fluids on surfaces with cleaning solution in green spray bottle and wipe clean. Then spray area with sanitizer in red spray bottle and let sit for 5-10 minutes before wiping. Have mouth pieces or resuscitation bags on hand to minimize the need for mouth-to-mouth resuscitation in an emergency.

Blood borne Pathogens:

The Blood borne Pathogens policy covers all employees who may "reasonably anticipate" coming into contact with human blood and other potential infectious materials, which includes any body fluid that is visibly contaminated with blood.

1. Employees may in the course of her or his daily activities come into contact with potentially infectious materials. Those situations are, but not limited to the following:
 - a. providing assistance after an accident has occurred with children, employees, parents and/or volunteers.
 - b. assisting children during medical procedures, e.g., nose bleeds, times of illness, etc.
 - c. diapering children or cleaning up after a child has a toileting accident.
 - d. handling of potentially infectious material such as soiled clothing, tissues and diapers.
2. All employees must adhere to the Universal Precaution Policy.
3. If an employee or volunteer has been exposed to a blood borne pathogen during the course of agency business, she or he must notify her or his supervisor immediately.
4. Heartfelt Impressions Learning Center will make available to the employee or volunteer, laboratory tests and follow-up medical evaluation which documents the circumstances of the exposure after the exposure has been reported to the supervisor.
5. Hepatitis B vaccine shall be available to employees. The cost of the immunizations will be covered by Heartfelt Impressions Learning Center.
6. Heartfelt Impressions Learning Center will provide the required blood borne pathogen training within six months of hiring new staff.

Hand washing Procedures:

The program follows these practices regarding hand washing:

Hand washing is required by all staff, volunteers, and children. Teachers will assist children with hand washing as needed to successfully complete the task.

Children and adults wash their hands

- on arrival for the day
- after diapering or using the toilet (use of wet wipes is acceptable for infants)
- after handling bodily fluids (e.g., blowing or wiping a nose, coughing on a hand, or touching any mucus, blood or vomit);
- before meals and snacks, preparing or serving food, or after handling any raw food that requires cooking (e.g., meat, eggs, and poultry)
- after playing in water that is shared by two or more people
- after handling pets and other animals or any materials such as sand, dirt, or surfaces that might be contaminated by contact with animals
- when moving from one group to another (e.g., visiting) that involves contact with infants and toddlers/twos.

Adults also wash their hands:

- before and after feeding a child
- prior to work and care of children
- prior to work assignment
- prior to care of children
- before and after administering medication
- after assisting a child with toileting
- after handling garbage or cleaning

Proper hand-washing procedures are followed by adults and children and include

- using liquid soap and running water
- rubbing hands vigorously for at least 20 seconds, including back of hands, wrists, between fingers, under and around any jewelry, and under fingernails
- rinsing well
- drying hands with a paper towel, a single-use towel, or a dryer
- avoiding touching the faucet with just-washed hands (e.g., by using a paper towel to turn off water.)

Staff wear gloves when contamination with blood may occur. Staff does not use hand-washing sinks for bathing children or removing smeared fecal material.

In situations where sinks are used for both food preparation and other purposes, staff clean and sanitize the sinks before using them to prepare food.

Note: The use of alcohol-based hand rubs in lieu of hand washing is not recommended for early education and child care settings. If used as a temporary measure, a sufficient amount must be used to keep the hands wet for 15 seconds. Because the alcohol-based hand rubs are toxic and flammable, they must be stored and used according to the manufacturer's instructions.

Sanitizing Toys:

All equipment and toys will be sanitized daily. All plastic toys will be run through the commercial dishwasher once a week. Any cloth toys, dramatic play, etc. will be run through the washing machine weekly. In the infant and toddler classrooms, toys that children have in their mouth will be washed immediately after use and prior to another child using it.

Pest Management:

As part of our licensing regulations, Heartfelt Impressions Learning Center will notify you by email and signs around the building in September and a minimum of 3 days prior to any pesticide applications.

Biting:

Heartfelt Impressions Learning Center recognizes that biting is a developmentally appropriate behavior for children in the infant through 3-year-old classrooms. Parents with children in these classrooms should expect that their children may be bit, or will bite another child. The staff understands that parents are concerned and can be upset when their child is involved in a biting incident. We ask that you remember this is a developmentally appropriate behavior, and that the staff is working to identify situations, which, provoke, or elicit this behavior so it can be prevented in the future. The staff will not punish, or harshly discipline children for biting behavior; they will simply redirect the children to different activities in separate areas of the classroom. Parents are expected to work with staff to identify methods and strategies to curb this behavior.

Children older than 3 years of age may occasionally be involved in a biting incident. For children in this age group who bite, the staff will use the discipline procedures outlined in the discipline section of this handbook, as well as observe the child to determine what provokes or elicits this inappropriate behavior. Parents are expected to cooperate with staff to help their child control this behavior. The safety of all the children in the program is of the utmost concern of Heartfelt Impressions Learning Center. Parents will be notified by incident/accident report that a biting incident occurred during the course of the day. The staff may not discuss with either parent the identity of the other child involved in the incident. This information is considered to be confidential and cannot be disclosed. The staff of Heartfelt Impressions Learning Center cannot discuss the medical history of any child involved in a biting incident with the other party.

Incident/Accident Reports:

When a child is injured, regardless of the nature of the injury, an accident report is filled out at the time of the incident. First-Aid is administered following specific guidelines:

- If the injury requires further evaluation and/or treatment, the parents will be notified immediately.
- Any time a child has a head injury, no matter how slight, a call is placed to the parent.
- In the event of serious injury your child information card gives Heartfelt Impressions Learning Center permission to call 911.

If your child is involved in an incident/accident while at Heartfelt Impressions, a teacher will complete an Incident/Accident Report. The Incident/Accident Report will be with the child's teacher or the closing classroom at the end of the day. Parents or authorized pickups are required to sign an accident/incident report before leaving. Teachers will be able to discuss the accident/incident briefly with you. If you would like to have further conversation, we can set up a separate time to meet.

Staff Training:

All employees of Heartfelt Impressions will be required to have up to date first aid, infant, and child, and adult CPR, blood borne pathogens training. All infant and toddler teachers will receive the Safe Sleep and Shaken Baby Syndrome training.

Emergency Drills:

Heartfelt Impressions will have quarterly fire and emergency/evacuation drills. In order to be effective, parents, staff and children will not be made aware of drill dates or times.

Heartfelt Impressions prides itself on the safety and security of its families and staff. We ask that children not be signed in/out or leave during a fire/emergency drill or real fire/emergency situation. Parents should wait until their child has returned to his/her classroom and has been accounted for before leaving.

Heartfelt Impressions Early Learning Center will also practice a "code BLACK". In the event that something or someone on campus poses a threat to the safety of the children or faculty, a "code black" will be announced over the intercom system. Classroom teachers will follow the "Code Black" emergency procedure until further direction is given from the Director.

Alternate Safe Location:

If the building occupied by Heartfelt Impressions becomes too dangerous to stay in, staff and children will be taken to the following locations:

Lake Orion- Home Depot next to Heartfelt Impressions

Oakland- Oakland County Sherriff Dept. behind Heartfelt Impressions.

Clarkston- Church across Clarkston Rd

Once everyone is accounted for and settled parents will be notified for pick up by phone and text.

Foods Policy:

Meals:

Heartfelt Impressions Learning Center prides itself on a nutritious and well-balanced food program. Food is both healthy and appealing to the child. Menus are posted in each classroom and available to parents. Heartfelt Impressions Learning Center provides breakfast from 7:00 a.m. to 8:30 a.m., morning snack 10:00 a.m. to 10:30 a.m. lunch from 11:30 a.m.-12:30 p.m. and an afternoon snack from 2:30 p.m.-3:30p.m. For those children that are in attendance an additional evening snack will be provided from 5:15 p.m.-5:30 p.m. Heartfelt Impressions Learning Center will also provide baby cereal and baby food.

All meals are family style, with the children sitting at tables, to promote good manners, eating habits and socialization skills. Staff will encourage children to try a "no thank you bite" of each item served. The concept is

that out of respect for the person who prepared the meal we will try one bite even though we believe we may not like it. Research indicates that it takes at least 10 exposures to a new food for a child to acquire a taste for that particular food. Heartfelt Impressions strives to model and encourage healthy eating habits. Teachers are encouraged to eat with their students.

Special Diet Requests:

If a child requires special food accommodations due to documented medical reasons, parents may be asked to provide the meals. We ask that parents please arrange to meet with the Director to review the child's needs and determine whether an accommodation is possible. For special occasions such as classroom parties, birthdays, etc. we ask that parents/guardians check with individual teachers before bringing in treats.

Peanut Free Center:

Due to the extreme nature of allergic reactions to peanuts and products containing peanuts in some children, Heartfelt Impressions Learning Center prohibits peanuts and/or foods containing peanut products on its property. Peanut allergies can be so severe that exposure to peanuts can result in an allergic reaction resulting in rashes or irritations to the skin, severe breathing impairment or vomiting. An allergic child can have a reaction from simply smelling peanuts on someone's breath, or touching peanut oil residue left on a counter top, not only from consuming peanuts or peanut products. Before bringing any food into the building, it is the parent's responsibility to have the food approved by management.

Infant Program:

Food & Formula:

All bottles are to be prepared at home before bringing them to the center. Prepared bottles must be stored in the designated refrigerator and will be warmed in a crock-pot of warm water before feeding. No bottles will be warmed in microwave. All bottles must be taken home by the parents each night to be washed.

Infants will be held when fed a bottle. Bottles will not be given to a child in a crib or cot and bottles will not be propped. Toddlers who still take a bottle will sit at the table to drink. A cup will be offered when families and teachers decide together that a child is developmentally ready to drink from a cup.

Children will be fed directly from baby food jars if they eat the full container and it is discarded at the end of the meal otherwise they the food will be put in a bowl. Staff will not use previously opened baby food that has not been labeled with child's name and date. Staff will mix baby cereal just before feedings. All unused food remaining after a feeding will be discarded.

Parents are required to complete a feeding schedule for their child as the child's feeding requirements change. Staff will complete a daily chart or Kids Reports for each child detailing for the parent what the child ate, when, and how much.

Breastfeeding mothers are welcome and encouraged to come to the center during the day to feed their child.

Appropriate, private feeding locations will be made available. Please discuss your desire to come to the center to breastfeed your child with the classroom teacher.

Safe Sleep Position:

In accordance with the recommendations of the American Academy of Pediatrics, infants are placed to sleep on their backs. Infants who fall asleep in swings or bouncy seats will be moved to their crib and placed on their backs to sleep. Infants nap in their own assigned cribs according to their own individual schedules. If you request that your infant sleep in a different position other than their back, a physician's note that explains why your baby should not use a back-sleeping method is required. Blankets and stuffed toys are not permitted in the crib with your infant.

Diapering/Toilet Training:

Heartfelt Impressions Learning Center will provide diapers and wipes until children are toilet trained. Children will be changed every 1 ½-2 hours or whenever their diapers are wet or soiled.

Diaper changing procedures are as follows:

- All necessary items are available at an arm's reach before beginning the diaper change. Gloves must be worn when changing a soiled diaper.

- Teacher will dispose of diaper in a covered garbage can.

- Child's hand will be washed and child placed safely in play area.

- Changing area will be cleaned and sanitized.

- Teacher will then wash their hands

- Child's "Activity Sheet" or Kid Reports will be appropriately marked.

After a child's 2nd birthday and when they begin to demonstrate an interest in toilet training, Heartfelt Impressions Learning Center will coordinate with the family a toilet training plan so that the toilet routine is consistent between school and home. Parents are advised to bring a minimum of 4 sets of extra clothes for a child who is toilet training. Pull-ups and disposable underwear are not recommended while a child is toilet training. Helpful hints and informational handouts are available to parents on toilet training in the office.

Health Resources:

Lake Orion Urgent Care
1375 Lapeer Rd Ste 106
Lake Orion, MI 48360

Michigan Department of Public Health
1200 North Telegraph
Pontiac, MI 48341
www.oakgov.com/health

Mercy Medical Group
Dr. Theresa Larsen
1375 S Lapper Rd Ste 210
Lake Orion, MI 48360
248-693-5700

American Academy of Pediatrics
www.aap.org
Resource Books on Site
Guide to communicable Disease
PDR Guide for prescription Drugs

8. DISCIPLINE/CONFLICT RESOLUTION

Staff supports children as they begin to understand their behavior choices and learn acceptable ways of interaction with others. The approach we use promotes and encourages self-regulation, self-direction, self-esteem, and a spirit of cooperation. We use a six-step process to resolve conflicts. The steps are:

1. Approach children calmly and stop any hurtful actions
2. Acknowledge children's feelings
3. Involve children in identifying the problem by gathering information
4. Restate the problem in children's vocabulary
5. Ask children for solutions and encourage them to choose one together
6. Give follow-up support when children act on their decisions

We encourage you to help us give children a consistent message by trying to use the six steps at home.

Staff is prohibited from using these forms of punishment:

- Hitting, spanking, shaking, biting, pinching, or inflicting other forms of corporal punishment.
- Restricting a child's movement by binding or tying him or her.
- Inflicting mental or emotional punishment, such as humiliating, shaming, or threatening a child.
- Depriving a child of meals, snacks, rest, or necessary toilet use.
- Excluding a child from outdoor play or other gross motor activities.
- Excluding a child from daily learning experiences.
- Confining a child in an enclosed area, such as a closet, locked room, box, or similar cubicle.

9. CONFIDENTIALITY

Heartfelt Impressions respects the privacy of all families and staff. Any information provided to Heartfelt Impressions regarding staff, parents and children is confidential. No information will be shared unless it involves the safety of your child. At that point information will only be shared on a “need to know” basis.

10. PARENT PARTICIPATION/VOLUNTEERS

Heartfelt Impressions Learning Center has an open door policy all the time. For the protection and security of your child and all the children attending Heartfelt Impressions Learning Center we ask that non-parental visitors report to the office for identification verification.

Children who are successful in school have strong and positive connections between family, school, and community. Parent involvement in the learning process strengthens learning at home and is linked to positive child outcomes. Parents are always welcome and encouraged to participate at the level they are most comfortable.

We encourage parents to be involved by:

- Volunteering in the classroom (reading books, interacting in play, helping at clean-up time)
- Attending parent meetings / workshops
- Attending family education events
- Serving on an advisory committee
- Sharing skills, talents, and interests with the class

All volunteers will be supervised by staff members at all times. Under no circumstances will a volunteer be left alone with any child who is not his or her own child **unless they have current D.H.S clearance and current I chat clearance on file. Volunteers who are in the classroom for 4 or more hours two consecutive weeks will also need to have a t.b. test on file.**

11. PARENT CODE OF CONDUCT

Heartfelt Impressions requires the parents of enrolled children at all times, to behave in a manner consistent with decency, courtesy, and respect. One of the goals of Heartfelt Impressions is to provide the most appropriate environment in which a child can grow, learn and develop. Achieving this ideal environment is not only the responsibility of the employees of Heartfelt Impressions Learning Center, but is the responsibility of each and every parent or adult who enters the center. Parents are required to behave in a manner that fosters this ideal environment. **Parents who violate the Parent Code of Conduct will not be permitted on Heartfelt Impressions’ property thereafter.**

PARENTS MUST BE RESPONSIBLE FOR AND IN CONTROL OF THEIR BEHAVIOR AT ALL TIMES INCLUDING:

- No swearing or cursing
- At no time is any person permitted to carry any type of Firearm, Ammunitions and/or Weapon on Heartfelt Impressions’ property for any reason. Violation of this policy will result in immediate dismissal from the program.
- Threats of any kind will not be tolerated and will be reported to the appropriate authorities and will be prosecuted to the fullest extent of the law.
- Addressing, for the purpose of correction or discipline, of a child that is not their own is prohibited. Of course, no parent or other adult may physically punish another parent’s child.
- One parent may not seek out another parent to discuss their child’s inappropriate behavior. All behavior concerns should be brought to the classroom teacher or director’s attention.
- Smoking is prohibited anywhere on center property. Parents are prohibited from smoking in the building, on the grounds, and in the parking lot of Heartfelt Impressions. ***This is a State of Michigan mandated regulation.***
- Parents are required to follow all safety procedures at all times. These procedures are designed not as mere inconveniences, but to protect the welfare and best interest of the employees, children and associates of Heartfelt Impressions.
- Confrontational interactions are not an appropriate means by which to communicate a point and are strictly prohibited.
- Any parent who shares any information considered confidential, pressures employees or other parents for information that is not necessary for them to know, will be considered to be in violation of the Confidentiality Policy.

12. MANDATED REPORTING OF SUSPECTED CHILD ABUSE AND/OR NEGLECT

The State of Michigan requires that all members of the child care community report any suspicions of child abuse or neglect. The staff and administration of Heartfelt Impressions Learning Center will file a report with Protective Services and the police any time abuse or neglect is suspected.

Causes for reporting suspected child abuse or neglect include, but are not limited to:

- ◆ Unusual bruising, marks, or cuts on the child's body
- ◆ Severe verbal reprimands
- ◆ Improper clothing relating to size, cleanliness, season
- ◆ Transporting a child without appropriate child restraints (e.g. car seats, seat belts, etc.)
- ◆ Dropping off or picking up a child while under the influence of illegal drugs or alcohol
- ◆ Not providing appropriate nutrition for your child
- ◆ Leaving a child unattended for any amount of time
- ◆ Failure to attend to the special needs of a disabled child
- ◆ Sending a sick child to school over medicated to hide symptoms, which would typically require the child to be kept at home until symptoms subside.
- ◆ Children who exhibit behavior consistent with an abusive situation

13. COURT ORDERS EFFECTING ENROLLED CHILDREN

In cases where an enrolled child is the subject of a court order (ex. Custody Order, Restraining Order, or Protection from Abuse Order) Heartfelt Impressions must be provided with a **Certified Copy** of the most recent order and all amendments thereto. The orders of the court will be strictly followed. **In the absence of a court order on file with Heartfelt Impressions administration, both parents shall be afforded equal access to their child as stipulated by law.**

14. FIELD TRIPS

It is our philosophy to provide children with the opportunity to experience and learn about our community and the places around us. Heartfelt Impressions will supplement our curriculum with field trips and on-site visitors. Teachers will email information regarding the event at least one week in advance with the date, time, location, reason and costs. A permission form will be posted on the parent board outside the classroom for parents' signatures. Children will not be permitted to attend without a parent's signature. The fees associated with field trips will be billed to your account and taken out with that week's tuition. If you choose for your child NOT to attend the field trip, you may check with the front office regarding possible availability for your child in another classroom. There will not be any tuition refunds if you choose not to send your child on the day of the field trip. If your child does not normally attend on a day a field trip is scheduled you have 2 choices: 1) pay for the additional day and your child attends the field trip 2) attend the field trip with your child and not incur any additional fees. Chaperones are always welcome. If parents arrange to transport each other's children on a Heartfelt Impressions sponsored trip, Heartfelt Impressions is not responsible for those children.

15. DRESS CODE

Heartfelt Impressions ask that your child come to school dressed for the weather. Also know that children may be involved in activities throughout the day that can be messy. We ask that each child have a minimum of one complete change of clothes including underwear, pants/shorts, shirt, shoes, and socks. Children will be involved in outdoor play each day weather permitting. Please be sure your child has coats, hats, gloves, scarves and winter boots (and a pair of shoes to change into) each day in the winter. Parents should check your child's cubby monthly to be sure there is appropriate clothing for the weather. **All clothing items must be clearly labeled** with the child's first and last name. Heartfelt Impressions is not responsible for lost or damaged items of clothing.

16. ITEMS FROM HOME

Heartfelt Impressions strives to provide the highest quality of education for your child. Our classrooms have the necessary equipment and toys to ensure your child has an educational experience. We ask that your child refrain from bringing toys from home due to the chance of damage or other issues that arise with sharing and loss of personal items.

Children may bring a cot cuddler or blanket and special “lovey” to rest with at rest time, but they must stay in the child’s cubby during the day.

17. STAFF PROVIDING CARE AFTER HOURS

We understand that arrangements may be made by parents for staff to provide after hour care outside of Heartfelt Impressions Learning Center. Heartfelt Impressions cannot be held responsible for the conduct or services provided by the individual providing services after hours outside of Heartfelt Impressions.

18. NON-DISCRIMINATION POLICY

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) (http://www.ascr.usda.gov/complaint_filing_cust.html) online, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov. This institution is an equal opportunity provider.

19. LICENSING NOTEBOOK:

The program maintains a “Licensing Notebook” that contains all Inspection Reports, and all Corrective Action Reports. This Notebook is kept in the office of at each Heartfelt Impressions location and is available to parents or guardians to review during regular business hours.