

A Child's Future Early Learning Center

Parent Handbook





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Welcome

At A Child's Future Early Learning Center, caring for your child is a responsibility we take very seriously. It is our goal to provide a safe, loving atmosphere that emphasizes development of the whole child- physical, social, emotional, and intellectual. The owners and operators of A Child's Future have been in the child care field for over 30 years and our teachers and staff are dedicated to providing quality care and education to your children. Our goal is to augment your parenting efforts and support you in your role as a working parent. We encourage you to become an active participant in our classroom activities and programs. We want the best educational experience for you and your child.

Philosophy

At A Child's Future Early Learning Center, we believe that children learn and grow when they are provided with a safe, loving and nurturing environment. Our goal is to foster unconditional love, help children develop a strong positive self-image, and encourage them to express their feelings. We encourage children to be inquisitive, try new experiences, and guide them through problem solving techniques which will teach them how to handle and resolve many situations on their own. It is our desire for the children that pass through our program to have an exciting, positive, and rewarding learning experience that they will carry with them throughout their educational future.

Mission Statement

At A Child's Future Early Learning Center, we are dedicated to implementing a high quality program which encourages children to learn through hands-on experiences with people, objects, events, and ideas. Supporting and educating parents in a combined effort to best guide and instruct their child(ren) during their growth and learning process.

Our teacher's facilitate your child's education by setting up a variety of learning areas for children to choose from. The children are guided by the teachers with open ended questions and positive reinforcement.

We believe that children gain knowledge about the physical and social world that they live in by playful interaction with objects and people. Children learn best when their environment is made appealing and they are motivated by their own interests and desires. When teaching young children, we need to remember that the curriculum meets the child's needs and also stimulates their developmental learning in all areas: physical, social, emotional, and intellectual. We understand that each child is an

individual and set the classrooms up to provide each child with a positive feeling about themselves and a fun interactive learning atmosphere.



Center Hours

A Child's Future Early Learning Center is open Monday through Friday from 6:30am to 6:00pm. Parents will receive advanced notification should there be a change in normal hours of operation.

Arrival Procedure

Upon arrival at A Child's Future Early Learning Center, parents/guardians dropping off the child must sign their child into care in the classroom. A responsible adult is required to escort children to their designated classroom to begin the day. Children are required by law to be supervised at all times in a child care facility, we ask the parents to help their child(ren) put away any belongings, wash their hands, and notify the teacher of any important information for the day.

Parents are required to notify the teacher or director of any changes in schedule, unusual instructions, or special needs. The parent must present any instructions or changes in writing and verbally discuss this with the child's teacher or director. These special needs include but are not limited to; change in scheduled pick up time, alternate pick up person, health issues from the previous night which need to be observed, or any other general issues or concerns that the child care staff should be aware of to assist them in the care of your child.

Pick-up Procedure

Parents are required to sign their child out each day at pick up time. Once a parent has signed their child out, the parent is then responsible for the supervision of their child on the facility premises. The child may not be left unsupervised to wander the hallways, bathrooms, other classrooms, or playground area. Parents are asked to handle all business issues prior to collecting and signing their child out for the day. Please do not enter the building on your cell phone, we ask that parents complete any phone calls prior to collecting and/or dropping their child off for the day. Parents should collect all papers and projects from their child's cubby and/or mailboxes each day. A communication sheet of is filled out regarding your child's daily information and activities. When you collect this from the teacher, you may have a brief conversation regarding your child's day; however, if you need an in depth discussion or meeting please schedule this for another time when the teacher is not supervising the other children. For the safety of the children the staff is required to ask for a government issued photo ID from any person they do not recognize at the time of pick up. We apologize for any inconvenience this may cause; however, the safety of your children is our first priority.

Late Pick-up or Drop-off

Please call the center if you will be dropping your child off after 10am. It is very important to the teachers and the other children to keep the schedule consistent.



The center closes at 6:00pm. If there is an emergency situation that prevents a parent from picking their child up by 6:00pm, the center must be contacted as soon as possible. A late fee of \$1.00 per minute per child will be charged to any child who is not picked up by 6:00pm. This late fee should be paid directly to the staff members who stayed with your child. A child will be dismissed from the program if they are picked up late on three occasions in one year.

Getting Started

Communication is key to a successful child care arrangement. The parent and provider need to have a good working relationship so they can communicate and work together. Parent and provider need to exchange pertinent information in the child's life such as changes in routine, special events, or activities, as well as changes such as death, divorce, separation, moving, visitors, etc. All this information can be important in understanding the child's feelings, behavior, and well-being.

Enrollment Policy

Enrollment at A Child's Future Early Learning Center is open to children 6 weeks to 6 years old. Enrollment shall be granted without regard to race, color, creed, religion, national origin, gender, or disability. Initial enrollment is contingent upon receipt of the completed emergency contact, signed fee agreement, and registration. The fee agreements are not meant to serve as a contract guaranteeing service for any specified duration. A Child's Future reserves the right to dismiss any parent or child at any time with or without cause. Continued enrollment at A Child's Future Early Learning Center is subject to the parent's, emergency contact persons', and child's adherence to the policies and procedures of A Child's Future Early Learning Center as outlined in this handbook including, but not limited to, timely payment of tuition and fees. Parents are required to notify A Child's Future immediately, should any of the information collected at the time of enrollment or any time thereafter change.

Registration Fee

A nonrefundable registration fee is required at the time of your child's enrollment this will ensure your child's placement in the classroom.

Enrollment Forms

Emergency Contact Form: This document must be filled out in its entirety prior to your child's attendance. Emergency contacts other than parents/guardians must be listed in the event we cannot reach the parents/guardians. Any person picking up a child from A Child's Future Early Learning Center must be listed including address on

the emergency contact form. Emergency pick up persons may not be under the age of 18 years old and anyone under this age will not be allowed to pick up a child without a responsible adult present. Please sign all spaces provided on the form this allows teachers to provide minor first aid, emergency care, and transportation to the hospital in case of an emergency. Parents/guardians are required to notify the director of any changes to information on the form. The emergency contact will be reviewed, updated, and signed by parents/guardians every six months or as needed.



Health Assessment Form: This form must be completed, signed by a licensed physician, and returned to A Child's Future Early Learning Center within 30 days of your child's start date. Your child must have a well checkup within the past 6 months documented as well as immunization information. An updated health assessment form needs to be completed at each well visit and/or when immunizations are received. Parents who choose not to have their child immunized based on religious or philosophical beliefs must provide a signed letter of explanation which will be kept in the child's file.

Fee Agreement Form: A tuition agreement form will be filled out upon your child's enrollment. This form will be completed with times and days of your child's scheduled attendance, rate of payment and payment schedule. This agreement will be reviewed and signed every six months. The center director will update this agreement if the rates change due to any program or tuition changes.

Getting to Know You Form: This form is to be completed by the parent/guardian and reviewed with the director and shared with the teacher prior to child's attendance. This form allows the staff to get to know your child's and family's needs and to form a partnership and care for your child to the best of our ability. This form provides us with information regarding your child's personality, likes, dislikes, as well as any other information you feel is important.

Tuition Policy

Child care fees are paid in advance on a weekly basis - the Friday **before** the week begins or the last scheduled day of attendance for the week. There is no credit for vacations, scheduled school holidays, child illness, or school closings due to emergency situations, inclement weather, or acts of God. Tuition is based on the agreed schedule to use child care, not on actual attendance. If your child is absent or the center is closed on the Friday **before** the week begins or the last scheduled day of attendance for the week, you are responsible to make payment as agreed. In the case of your vacation or absence, please postdate your check for the upcoming date due and make payment before you leave. Checks, automated bank deduction, money orders, or cash are accepted as payment. Receipts or statements will be issued upon request. Please place your child's name on your checks or money orders.

Late payments - A \$25 late payment fee applies for any payment not received by the close of business on Monday before the week begins. If payment is not received on the Tuesday of that week an additional \$10.00 fee per day will be charged. Your child

will not be permitted to return to child care until both the payment and the late fee are paid in full.

A personal check or cash will be accepted for payment, however if a check is returned for any reason a \$35 fee will be charged, those charges will be added to the following weeks child care fee, additionally the late fee for payment also applies. After 2 check returns, all further payments must be made in cash or money order. Non-payment or consistent late payments is cause for termination immediately.



Parents who qualify for subsidized care must complete all required paperwork on time to continue enrollment at A Child's Future Early Learning Center. Parents who qualify for subsidized care must sign a fee agreement stating that they are responsible for their portion or all of the tuition, in the event they become ineligible.

Tuition benefits will only be applied to tuition when tuition payments are on current. The full tuition rate plus any late fees will be applied to the account if tuition payments are late. Benefits will be discontinued permanently if payment is late twice.

Teachers and Staff

A Child's Future carefully hand selects its teachers based on educational background, experience, attitude, and their passion for working with young children. Teachers and staff supervise the children by sight and sound at all times. All staff is required to get a Criminal Record Clearance, Child Abuse Clearance, and a FBI Fingerprint criminal background. The teachers and staff are all certified in CPR and First Aid. A Child's Future employees are not permitted to be caregivers to children that are enrolled in A Child's Future Early Learning Center after business hours. Please do not ask any of our staff to babysit your children outside of the center.

Parent Involvement

Parents/guardians of enrolled children are welcome in the center at any time. If you are interested in volunteering in your child's classroom, please let your child's teacher or director know. Parents are encouraged to participate in many occasions throughout the year such as: classroom parties, holiday shows, picnics, etc. Your child's success and growth are guaranteed when there is a close relationship with staff and families.

Student Dress Code

Your children will be engaged in many activities throughout the day; many of these activities will be messy and/or physical in nature. Children will also be participating in outdoor play daily, weather permitting. Due to the nature of these activities we ask that you dress your child in seasonally appropriate comfortable clothing.

For your child's safety open toed, and/or open backed shoes are not permitted at the center. Jewelry and accessories can create a safety hazard for children. Jewelry is prohibited by A Child's Future and will be removed and returned to the parent. A Child's Future will not be responsible for lost or stolen valuables.



Nutrition

Healthy nutrition is an important part of a child's growth, development, and education. We encourage parents to pack healthy food choices for their child during the day. Children should have an assortment of fruits, vegetables, and protein to keep their bodies functioning and for proper brain development. For more information, please go to www.kidshealth.org.

Curriculum

A Child's Future Early Learning Center's curriculum goals align with The Pennsylvania Learning Standards for Early Childhood. Early childhood is a time of exploration and discovery. Young children become engaged in learning experiences when given materials and encouraged to participate in hands-on activities. This gives them many ways to learn about the world and develop socially, emotionally, physically, and intellectually. Our teachers recognize that each child has a unique set of abilities and needs and learns at his/her own pace. Children need to be given the chance to make choices and to develop independence and confidence. All children deserve the opportunity to learn, grow and develop through play. Teachers use observation skills to take note of how structure is valued so children know what to expect; however, staff make changes as needed to support the needs of the group as well as the individual. Teachers will utilize class time to ask children open-ended questions thus encouraging friendships and developing skills such as problem-solving and critical thinking. Classrooms are designed with child run centers set up for small group interaction which gives children the opportunity to engage with each other, and learn values such as honesty, respect, self-reliance, potential, self-discipline, and moderation, as well as learning the principles of being; dependable, loving, sensitive to others, and giving. Our teachers recognize that parents are the most important people in their children's lives. Teachers work in partnership with parents by communication with them during drop off and pick up while listening closely to and understanding each family's needs and expectations. Open and honest communication as well as mutual trust is essential to the parent-teacher relationship.

Early Intervention Services

While all children grow and develop in their own unique ways, some children will experience delays in their development. Children in the state of Pennsylvania with developmental delays, benefit from state supported medical personal, therapists, and service practitioners that will work in collaboration with parents and our staff to create an IEP (Individual Education Plan), or an IFSP (Individual Family Service Plan) to help and support the child to reach their individual goals. If you have any questions regarding these services or how you can contact them, do not hesitate to talk to the center director. A Child's Future will work in collaboration with the parents and any of these services to ensure your child has the best chance for success.



Transitioning Children

We take great care in providing your children with a sense of consistency and continuity. When it is time for your child to transition to a new classroom we will set up a schedule for your child to spend some time visiting their new classroom to get acquainted. We will send home transition information on the days that your child visits their new room describing the activities they participated in and how they enjoyed the new classroom.

Parent-Teacher Conferences

Our teachers work very hard creating lesson plans based on the children's interest and The Pennsylvania Learning Standards for Early Childhood. Lesson plans will be based on the teacher's observations and assessments of the children in the class. Conferences will be scheduled throughout the school year to discuss your child's progress and successes. This is a good time to ask any questions you may have regarding your child's education and development. If you have any questions or concerns at any time during the school year regarding your child's progress, please speak to your child's teacher and the center director.

Calendar of Events and Newsletters

It is important to us at A Child's Future to keep our parents informed of all events and activities in the center. Each month you will be emailed a newsletter and a calendar of the upcoming special events for your child's classroom and the center. You will also be able to access both of these on our website www.achildsfuture.com.

Holidays

A yearly holiday schedule will be posted on the parent board and on our website every September. We are closed between 6-10 holidays per year. Parents are required to honor their agreements and pay their regular tuition for these scheduled holidays.

Birthday Celebrations

At A Child's Future we welcome all birthday celebrations. Before you plan to bring in a special treat for the class please speak to your child's teacher and director to be sure there are no specific food allergies or food related concerns.

Inclement Weather Policy

In the event of severe weather or power outages A Child's Future may be closed. A Child's Future will stay open to accommodate our families as best as we can while keeping our families and teacher's safety our number one priority. Please check channel 69 and www.wfmz.com for any related delayed openings and/or closings.



Mandated Reporting of Suspected Child Abuse or Neglect

Under the Child Protective Services Act, child care workers and teachers are considered mandated reporters and are required to report any suspicion of child abuses or neglect to the proper authorities. Employees of A Child's Future are not required to discuss their suspicions with parents prior to reporting the matter to the authorities, nor are they required to investigate the cause of suspicious marks, behavior or conditions prior to making the report. Under the Act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. The Child Protective Service Act is designed to protect the welfare and best interest of all children. Causes for reporting suspected child abuse or neglect include but are not limited to:

- Unusual bruising, marks or cuts on the child's body
- Verbal abuse
- 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 meals including a drink for your child
- Leaving a child unattended for any amount of time
- Failure to attend to the special need of a disabled child
- Children who exhibit behaviors consistent with an abusive situation

Stakeholders

Stakeholders are those groups or individuals who are significantly impacted by the children and families who are served or have the power to impact our center. A list of stakeholders will be made available to all the interested families.

Discipline Policy

At A Child's Future Early Learning Center, the children are kept engaged in interesting activities to decrease boredom and the possibilities of acting out or behavior incidents. Consistency in schedules and expectations help to keep transitions times smooth, teachers use positive reinforcement and redirection to help guide children through difficult situations. Teachers are instructed to ignore unwanted actions and responses and to focus positive attention on the children who are exhibiting appropriate behavior. Teachers will observe when and what could be potential contributors to the negative behavior, assessing what may be the cause or causes for the child's behavior. We need to focus on dealing with why the child is having behavioral issues not reacting to the negative behaviors. A Child's Future prohibits corporal punishment of any kind including cruel or severe punishment, humiliation or verbal abuse. If time out is used as a "calming down" period from what is frustrating the child. The teachers will then talk the child through better ways to problem solve and finding a more positive solution, helping them to become self-disciplined and responsible for their own actions. If there is a continued behavioral problem, we will make every effort to work with the parents



and create an action plan to remedy the situation; however, dismissal of a child for behavior problems will be at the discretion of A Child's Future.

Dismissal Policy

A Child's Future Early Learning Center reserves the right to dismiss any child at any time, with or without cause. A Child's Future will also dismiss any child whose parent is not following the parent code of conduct. Any past due balances must be paid in full within 30 days of dismissal. We will mail an invoice to the address on the child's file, any unpaid balance at the end of the 30-day period will be referred to a collection agency. The director will assist the parents in collecting the child's belongings and the parents will be required to leave in a respectful and calm manner. Any parent who harasses, threatens or causes harm to anyone affiliated with the center by calling, writing, or any other means, will be reported to the authorities.

Toilet Training Policy

Children should begin toilet training when they show signs of readiness. Forcing your child to train before he/she is ready can result in bedwetting, frequent accidents, constipation or regression, in times of stress. I believe that most children are ready to begin toilet training around two years of age. Of course, all children are different. While some may be ready at 18 months, others are not ready until 2 years.

Some readiness signs to look for are:

- (1) language skills, the ability to say “potty” or some other term which indicated that your child needs to use the toilet.
- (2) An interest in staying dry or clean.
- (3) Self-help skills, the ability to dress and un-dress themselves. (4) Staying dry for longer periods of time throughout the day.

It is not a good idea to dress your child in overalls, pants with difficult fasteners or *onesies*. This will be frustrating for your child. Your child’s readiness is something we can discuss because consistency between our homes will be very important. This is a special time for your child, a sign that he/she is growing up. Toilet training should be a good experience; punishments for accidents are very inappropriate. A Child’s Future staff use positive feedback and routines to encourage children during toilet training time. Successes are praised and accidents are address calmly and appropriately.

Health Policy

“The risk of transmission of the agents that cause infectious diseases is increased when children are gathered into groups for any reason. This risk is particularly significant in day care because of the many close physical interactions between children and adults. The majority of daycare programs attempt to exclude ill children. However, illness among young children is frequent and many parents want to bring mildly ill children to day-care programs. This results in a struggle between staff and parents and a desire for absolute criteria to use to determine when a child’s illness requires exclusion. Day-care personnel criticize parents for demanding care for sick children. In turn, parents criticize day-care programs, believing that their children acquire their illnesses from day-care contacts. The resulting tensions strain parent/staff relationships, negatively affecting



the quality of the day-care experience. Unfortunately, absolute criteria for exclusion of ill children does not exist. Day-care programs base their exclusion policies on two issues:

- (1) risk of transmission of infectious diseases and
- 2) the demand of sick children for increased adult attention, which may exceed the resources of the day-care program”

(Quoted from Pediatrics in Review)

The health policy of the A Child’s Future Early Learning Center is designed to best meet the needs of our children, parents and staff. No policy will eliminate the problem of illness endemic to group care – especially of young children – no policy will satisfy all the populations the center serves, and no policy can entirely eliminate the element of subjective judgment inherent to individual situations. Center health policies may differ from your child’s pediatrician’s opinion. In all situations, A Child’s Future’s policy will override your child’s doctor’s recommendation. Group care conditions differ from individual care situations.

DAILY HEALTH CHECK

Staff will perform a daily health check on each child upon drop off every morning. The daily check will examine whether or not the child has: Fever or elevated body temperature of 100° Skin rashes or unusual spots.

COMPLAINS OF PAIN: Signs/symptoms of disease including severe coughing, sneezing, breathing difficulty, discharge from the nose, ears or eyes, diarrhea or vomiting. Should any of these symptoms present themselves the child will be excluded until a medical evaluation allows inclusion. A doctor's note must be submitted stating that the child is not contagious and indicating the date that they can return to care. In order to minimize the spread of illness among children, it is important that parents have arrangements available for alternative care whenever your child shows signs of illness.

The following symptoms will necessitate exclusion from the center:

FEVERS: A temperature of 101° F or higher is reason for exclusion from group care. A child who has been sent home with a fever of 101° F or higher may return to the center after being fever free for 24 hours without any medication.

DIARRHEA: Bowel movements that are extremely loose, watery and frequent are reasons for exclusion. A child should be free from diarrhea for 24 hours before returning to the center.

EXPLANATION – Diarrhea in children is an extremely contagious illness. Bowel movements that cannot be contained in a diaper or a toilet pose a high risk of contagion. Young children, especially infants, may have frequent or loose stools regularly or in response to a variety of conditions, but these are different from diarrhea. One or two meals should be eaten during the “24 hours free from diarrhea” (overnight with no meals eaten should not be considered 24 hours free from diarrhea). Secondary symptoms of crying, pain, refusal to eat, etc., must be considered.



VOMITING: Vomiting is a reason for exclusion. As with diarrhea, 24 hours should pass (with at least one meal eaten) without an episode of vomiting before a child returns to the center.

EXPLANATION – infants can spit up or throw up for many different reasons. With no other symptoms present we would wait to see if an infant threw up a second time before calling the parent to pick up the child.

RASHES: Rashes must be physician diagnosed for a child to be in the center.

MOUTH SORES: Mouth sores with drooling are reason for exclusion, unless the child's pediatrician states the child is non-infectious.

CONJUNCTIVITIS: Pink or red conjunctiva with white or yellow discharge, often with matted eyelids after sleep, and including a child with eye pain or redness of the

eyelids or skin surrounding the eye is reason for exclusion. A child may return to the center 24 hours after medication is begun.

TEETHING: Teething is not a reason for exclusion. Teething can cause low-grade fever (under 100 F), crankiness, loose bowel movements and a clear, runny nose. Teething does not cause the exclusionary conditions described above, though.

SYMPTOMS OF CONTAGIOUS CHILDHOOD DISEASE: Symptoms of contagious childhood diseases are reason for exclusion. The center however, adheres to the Americans with Disabilities Act in the application of its disease policies. Parents should notify us if their child has been exposed to Measles, Chicken Pox, Roseola, Conjunctivitis (pink eye), Impetigo, Pediculosis (head lice) RSV, Bronchiolitis, Strep Throat, Ringworm and Coxsackie. Exposure to contagious disease is not reason for exclusion.

SIGNS OF POSSIBLE SEVERE ILLNESS: Signs of possible severe illness, including unusual lethargy, undefined irritability; persistent discomfort crying or difficult breathing are reasons for exclusion.

ABSENCE Please call the center if your child will be absent and let us know why. Contagious illnesses must be posted in the classrooms, so other parents know what is going around. To be cleared by a pediatrician for group care, we need:

1. the child to be seen by a doctor,
2. a note from the doctor stating
 - (a) a diagnosis
 - (b) that the child is not contagious
 - (c) the date that the child may return to group care

A child will continue to be excluded if the appropriate note is not received before the child is brought to school.



Medication Policy

A Child's Future Early Learning Center will administer prescription and non-prescription medication when the following instructions are met.

1. A "Medication log" **must** be signed by the parent to accompany all over the counter medicine. Over the counter medicine is usually given for short term health conditions; the average length of time is 5 days.
2. Prescription medicine **must** be sent in in the original container with:
 - a. A date that is within the past 30 days
 - b. Have child's name printed clearly on the label
 - c. Dosage amount and times printed on the label

3. Prescription medicine must also be accompanied by a signed doctors note which **must include:**
 - a. Date
 - b. Child's name
 - c. Doctor's name and phone number
 - d. Name of medication
 - e. Dosage amounts and times to be administered
 - f. Why medication is needed
 - g. Date medication is to end

Parents will find the medication log forms in the director's office. Please make sure to give all medications to the director or the assistant director, do not give medications to your child's teacher or leave in in your child's bag.

Care Action Plans

A Child's Future Early Learning Center will require parents to bring in a Care Action Plan for any child that has special health care needs. The Care Action Plan should be written by the child's attending physician and should include the following:

- a. A list of the child's diagnosis
- b. Contact information for the primary care providers and any relevant sub-specialists
- c. Medications to be administered on a scheduled
- d. Medications to be administered on an emergent basis with clearly stated parameters, signs, and symptoms that warrant giving the medication written in lay language
- e. Procedures to be performed
- f. Allergies
- g. Dietary modifications required for the health of the child
- h. Activity modifications
- i. Environmental modifications
- j. Stimulus that initiates or precipitates a reaction or series of reactions (triggers) to avoid
- k. Symptoms for caregiver/teachers to observe
- l. Behavior modifications
- m. Emergency response plans - both if the child has a medical emergency and special factors to consider in programmatic emergency, like a fire.
- n. Suggested special skills training and education for staff



Care Action Plans need to be in place for, Asthma, Food Allergies, Diabetes, Seizures. If you feel your child needs a Care Action Plan, please discuss this with the director at the time of enrollment.

Incident Reports

Incident reports will be sent home if your child sustains an injury or illness. If your child as an injury/illness that requires emergency medical treatment, we will call 911 and the

director and/or teacher will accompany your child to the hospital to stay with him/her until the parent arrives. The child's parents will be called immediately so that you can make arrangements to meet your child at the hospital.

Parent Code of Conduct

A Child's Future expects the parents/guardians of enrolled children to behave in a respectful manner. Our goal is to provide a safe and secure environment in which children can grow and development. In able to accomplish this goal the teachers, staff and families must work together. Parent who violate this Code of Conduct will not be permitted on the school property subsequently.

Swearing/Cursing: No parent or adult is permitted to curse or use inappropriate language on the center property at any time, whether in the presence of a child or not.

Threatening of Employees, Children, other Parents or adults associated with the facility: Threats of any nature will not be tolerated, and all threats will be reported to the authorities. Parents are responsible for their actions, please be considerate and courteous.

Physical/Verbal Punishment of Your Child and/or Others' Children at the Center: Corporal punishment of children is not permitted on school property at any time by any one, this applies to your own children. Over harsh verbal correction, humiliation, and/or harsh tone of voice are not permitted. Parents are forbidden from addressing, for the purpose of correction or discipline, a child that is not their own. No parent or other adult may physically or verbally punish any child in the center. If you should see a child misbehaving, please bring this to the attention of the classroom teacher or speak to the director.

Smoking: The Office of Child Development and Early Learning prohibits smoking in the facility, and A Child's Future asks that no one smoke outside on the premises.

Confrontational Interactions with Employees, other Parents and Associates of the Center: Disagreements between parents and teachers or other parents must be handled in a respectful manner. Interactions that are inappropriate are not permitted and if need be the authorities will be called to escort the individual off the property.

Complaint Procedures

Should you have any concerns regarding the center, staff, or procedures please do not hesitate to call the center director. If you do not feel satisfied please do not hesitate to ask to speak to Amy Ocasio, CEO or Morgan Roberts, COO. Your child's, health, safety, and happiness is our number one goal and your concerns and feedback are important to us.