

Welcome!!!!

Welcome to The House of Smiles learning Centers (THoS), your child's home away from home.

The House of Smiles (THoS) is a center with the mission of providing for the care of children while supporting the needs of the family. Our hours, the service we provide, the level of care given---each stresses our dedication to the family.

In addition to before school, full day and after school child care, we provide an instructional program for preschoolers, tutor and assist students with homework.



This institution is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability in accordance with the Federal Law and US Department of Agriculture policy.

## MISSION STATEMENT

The House of Smiles is called to enhance our community by providing growth opportunities for children ages 6 weeks to 12 years without regard to social, emotional, and physical development or cognitive ability for the purpose of improving their lives and the lives of their families.

## POLICIES & PROCEDURE

### COMMUNICATION

Communication with families occurs in many ways.

**Orientation meeting:** Beginning of year and monthly, as new families join us.

Attached is the agenda we use.

**Teachers:** Daily contact with teachers. Teachers and staff like to present moments of celebration to hardworking parents as the occur.

**Classrooms:** Family clipboard: Daily sheet, announcements, special information is clipped/attached to get information to families.



**Center:** newsletter is available at least monthly to keep families informed on things happening at the center, with classes, and in the community.

**Signs** are often posted.

The website, [www.thoschild.com](http://www.thoschild.com) is available with information, announcements, and resources for families and potential families

**Conferences:** Scheduled quarterly conferences are held with parents as well as unscheduled meetings when there is a need.

**Contacts:** Teachers and Director telephones and/or texts families when needed.

Families are encouraged to telephone, text or seek assistance for center staff of Director as needed.

To assist with communication, the center policy states parents drop off and collect children from their classroom. This takes parents into their classroom twice a day providing opportunity for completing daily sheet, collecting class announcements, seeing signs of the child in the classroom, gives more access to the teacher, etc.

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## **ILLNESS**

An ill child will be isolated and kept comfortable. Parent will be notified to come for child. When there is a fever or a contagious situation, a doctor's statement is required indicating permission for child to return to THoS.

Arrangements must be made to collect a sick child. Parent or someone from the emergency list will be expected.

Please notify center if child is sick and unable to attend/will be absent.

## **INJURIES-MINOR**

Child will be administered basic first aid. A copy of the incident report will be sent home and information on the incident will be filed.

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**INJURY (*possibly needing medical attention*)**

Parents or emergency person will be notified immediately. Child will be made comfortable and monitored by staff until parent/emergency person arrives. A copy of incident report or information on the incident will be sent home and notes or a copy of the report will be filed.

**INJURY (EMERGENCY)**

**EMS** & parent (emergency person) contacted immediately. A staff person will accompany child (if transported). Trident is closest medical facility. Staff will remain with child until family or designee arrives. A COPY OF CHILD'S FILE WILL BE TAKEN WITH CHILD TO THE EMERGENCY CENTER.

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**INCLEMENT WEATHER**

Emergency weather conditions will be monitored. Emergency contacts will be used when conditions warrant the closing of the center. The House of Smiles generally follows actions taken by the local school district.

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**VISITORS**

Visitors (unknown) will be asked to show identification upon entering the center.

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**LATE PICK-UP**

1. Running late??? Call The Center!!!
2. Late fee is \$5 for each 15 minute
3. Fee will be assessed the second time
4. Three tardies will trigger a conference with Director

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**RELEASE OF CHILDREN**

Children will be released to parents or persons listed on the 2900 as emergency persons. If an emergency prevents these persons from this duty, a telephone call to the Director or Owner stating the name of the person who will collect the child is necessary. Person must present driver's license or official ID with picture for identification purposes in order to have child released to him/her.

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**PARENTAL ACCESS TO CHILDREN**

Parents always have access to their children. We only ask that rules and procedures instituted by the center to help meet the needs of children and staff be respected (quiet during rest time, knocking rather than ringing doorbells when children are resting, etc.)

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**CONFIDENTIALITY**

All children record and family information are not shared and remains private. Information is kept confidential.

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**TRANSPORTATION/FIELD TRIPS**

The House of Smiles does not take field trips and therefore does not provide transportation for students.

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## **SPECIAL NEEDS CHILDREN**

All children are special and have special needs. Children with extraordinary needs are easily accepted by other children especially when the environment is designed to accommodate them.

As with all children, staff will learn the child's special requirements: diets, meds, recordkeeping, special requirements, etc.

Special needs children are welcome at The House of Smiles. They are included within their age group and are encouraged to be as involved as possible.

Teacher acceptance of the children helps create a wholesome atmosphere in the classroom.

Teachers will devote special attention to each child and encourage growth based on developmental abilities and skills. At least two staff members will become knowledgeable regarding needs of the child.

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## **INCLUSION POLICY**

The House of Smiles does not discriminate and holds matters dealing with our families and children in the strictest of confidence.

Center and parents meet to discuss needs of special needs children. Meeting may include staff that provides special services for child and family. Written materials that help center prepare for and assist the child is solicited. IFSP/IEP is required if the document exists. These resources assist the center in making the best decisions for the child.

Additional meetings (ISFP/IEP, special planning meetings, etc). the center's staff (teacher, Director) participate. Goals from the plan becomes goals reinforced in the classroom.

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**TRACKING CHILDREN (WHILE AT THE CENTER)**

Tracking children is an important part of the teacher’s day. Counting and being of the presence of each child is a necessary activity. Children will be counted, using a tracking sheet, anytime there is a change in the classroom: another child enters, another adult enters, a portion of the class moves to another location, children move to another classroom, etc. A teacher will always know the total children under her supervision.

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**PROVISIONALLY HIRED PERSONNEL**

I understand that The House of Smiles hires personnel provisionally. I know I will be told via text, signage and /or word when this process is being used.

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## **BITING**

Biting is not unexpected when toddlers are in group care. It is always upsetting when children are bitten at the center, and we recognize how upsetting it is for parents.

Biting is a natural developmental stage that many children go through. It is usually a temporary condition that is most common between thirteen and twenty-four months of age. The safety of the children at The House of Smiles is our primary concern. This biting policy addresses the actions that will be taken if a biting incident occurs.

Toddlers bite for a variety of reasons, most not related to behavior problems. Therefore, the focus is NOT on PUNISHMENT for biting, but on effective techniques that address the reason for the biting. A child might be teething or overly tired and frustrated. He or she might be experimenting or trying to get attention of teacher or peers. Toddlers have poor verbal skills and are impulsive without a lot of self-control. Sometimes, biting occurs for no apparent reason. The children will be encouraged to “use their words” if they become angry or frustrated.

Our other focus is on making certain the bitten child is safe and still feels secure in this environment.

The following steps will be taken if a biting incident occurs at The House of Smiles:

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- The biting will be interrupted with a firm “No...we don’t bite people.” □ The bitten child will be comforted.
  - The biter will be removed from the situation.
  - The wound of the bitten child shall be cleansed with soap and water and ice applied if the child is willing.
  - The caregiver will work with the child who bit to help child learn other acceptable behaviors.
  - The parents of both children will be notified of the biting incident and a written record will be kept.
  - The names of the children involved will be kept confidential. This is to avoid labeling of the children which makes it more difficult to work quickly and positively toward stopping the biting.
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I wish I could guarantee that biting will never happen, but we know there is no such guarantee.

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We will deal appropriately with biting so that it will end as quickly as possible. We will support children whether they bite or are bitten. We want the best for all the children in our care.

Directors and teachers are available to discuss the matter if you have questions or concerns.

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#### **SPECIAL NOTES**

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1. The House of Smiles maintains insurance coverage on the property and occupants of the building.
  2. Unless a court order specifies, each parent has full access to visit child at the center. Visit must not disrupt the instructional activities of the classroom or the other children in the center.
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