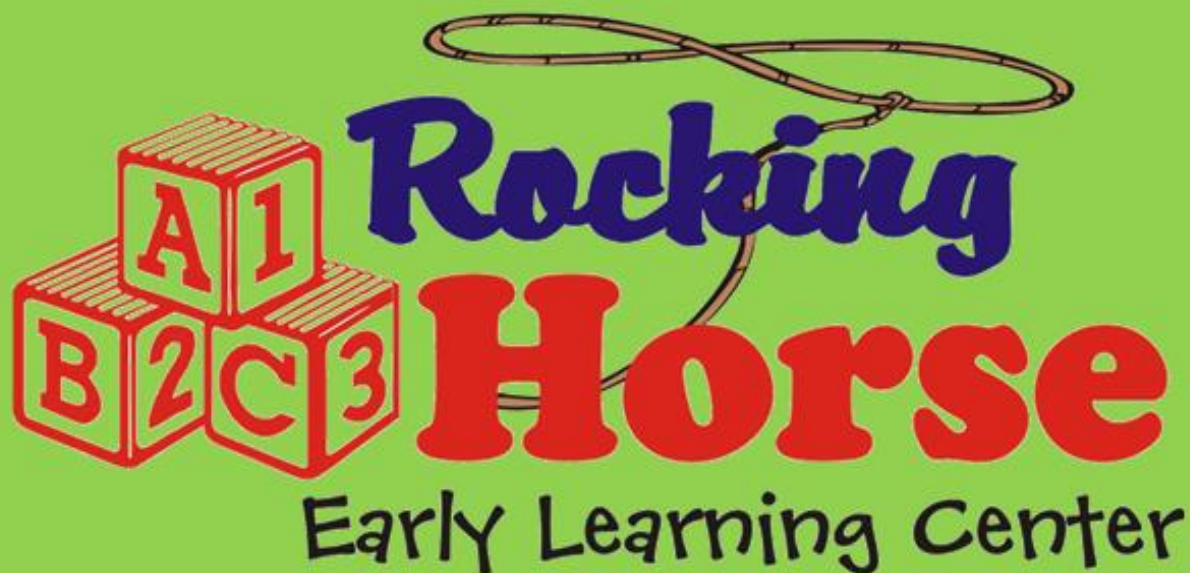


# Parent Policies and Procedures Manual



A Community Partner In



WEST BATON ROUGE PARISH  
Early Learning

2253 American Way  
Port Allen, LA 70767  
(225) 749-4004

[info@RHEL.C.com](mailto:info@RHEL.C.com)

[www.RHEL.C.com](http://www.RHEL.C.com)

## Parent Policy and Procedures Manual

About Rocking Horse Early Learning Center .....	3
Welcome	
Mission	
Philosophy	
Licensing	
Enrolling at Rocking Horse Early Learning Center.....	3
Open Door Policy	
Confidentiality.....	4
Hours of Operation and Holiday Schedule .....	4
Hours	
Holiday Schedule (Center Closing)	
Tuition Rates and Other Fees .....	4
Tuition Rate	
Late Fees	
Family Discounts	
Late Pick Up Fees.....	5
Withdrawal from RHELCC	
Non-Sufficient Funds	
Before/After School Holiday Fees	
Preparing To Come To The Center .....	5
What To Bring To School	
What Not to Bring To School.....	6
Dress Code	
Your Child's Arrival .....	7
Early Arrivals	
Attendance Cutoff Times	
Checking In Procedures	
Saying Goodbye – The 4 B's	
Your Child's Departure .....	7
Check Out Procedures	
Discipline With The Center .....	8
Basic Center Rules	
Our Pledge To You	
Meals and Snacks .....	9
Child Care Food Program	
Toddler and Preschool Meals	
School Age Meals	
Special Diets	
Treats for Birthdays	
Health and Safety .....	10
Electronic Devices Policy	
Computers Within The Center	
Televisions and Videos within The Center	
Inspections	
Rest Periods	
Immunizations	
Communicable Diseases.....	11
Illnesses	
Severe Personal Injury	
Medications	
Hand Washing	
Emergency Care	
Suspected Child Abuse.....	12
Custody Issues	
Weather Related Circumstances/Closures	
Emergency Evacuation and Relocation	
Miscellaneous Information .....	12

### **ABOUT ROCKING HORSE EARLY LEARNING CENTER**

#### **Mission**

At Rocking Horse Early Learning Center, we strive to be the early learning center of choice by providing the highest quality care in a safe, secure and educational environment. We strive to provide developmentally appropriate programs to foster the development of children ages 4 to 14 years. We strive to provide a curriculum that fosters the social, emotional, intellectual and physical needs of the children we serve and we strive to provide our students the opportunity to explore experience and succeed.

#### **Philosophy**

Rocking Horse Early Learning Center exist to enhance the emotional, social, physical, intellectual and language development of children and to help them gain confidence and self-esteem while learning to function in a group setting. We believe children learn through structured environment as well as through play.

#### **Disclosure of Information and Complaint Procedure**

Rocking Horse Early Learning Center is licensed and regulated by the State of Louisiana, Department of Education. Copies of LDOE Licensing Surveys/Inspection Reports, regulations, and information regarding early learning centers may be obtained online at [www.louisianabelieves.com](http://www.louisianabelieves.com).

Should you have any significant, unresolved licensing complaints, you may contact the Department of Education, Child Care Licensing Division at:

Louisiana Department of Education  
Licensing Division  
P.O. Box 4249  
Baton Rouge, LA 70821  
(225) 342-9905  
[www.louisianabelieves.com](http://www.louisianabelieves.com)

### **ENROLLING AT ROCKING HORSE EARLY LEARNING CENTER**

Rocking Horse Early Learning Center offers enrollment year round. Enrollment is on a space available basis only. Priority for enrollment is given to those parents who currently have or have already had children in our center, then to infants and then to toddlers.

Upon requesting enrollment, you are required to fill out an enrollment form that can be obtained through the office and pay a \$100.00 registration fee.

A completed enrollment packet is required on all children 48 hours prior to the child attending the center. The packet includes a handbook, registration forms, and procedures for obtaining immunization records and any medical assessments or other documents as required by the State of Louisiana.

#### **Discrimination Policy**

RHELIC does not discriminate based on race, color, creed, cultural heritage, sex, religion, marital status, age, national origin or ancestry, political beliefs, disability or special needs, medical condition, sexual orientation, or any other consideration made unlawful by federal, state, or local laws.

#### **Open Door Policy**

Rocking Horse Early Learning Center has an open-door policy. Quality care for your child includes

## Parent Policy and Procedures Manual

good communication between the parents and the center's staff. Parents are welcome to come by unannounced, anytime during the day to visit. The center's only concern is for parents to use discretion when coming to visit during nap or quiet time since it is disruptive to a crucial time of the day for all of the children. The staff is proud of the center, the children and their work, and they welcome the opportunity to "show off" whenever possible!

### Confidentiality

Information regarding your child and family is kept private. Staff members have been trained in confidentiality and can be expected to keep information about your child private. Written information about your child and family is kept in a locked file with access available only to the teacher and center leadership. Information from your child's file is shared outside of RHELC only with your written permission.

### Parental Involvement

RHELC encourages all parents to be involved in the activities around the center. RHELC will provide at least two (2) opportunities per year for parents to participate at the center. Some activities may include: an open house, parent education session, parent and staff conference, family pot luck dinner, holiday party or parent or grandparent's day.

### HOURS OF OPERATION AND HOLIDAY SCHEDULE

**Hours** Monday – Friday 6:30 a.m. – 6:00 p.m.

#### Holiday Schedule (Center Closings)

New Year's Day	Good Friday	Thanksgiving & Day After Thanksgiving
Mardi Gras Day	4 <sup>th</sup> of July	Christmas Eve (Closed or Altered Schedule)
Memorial Day	Labor Day	Christmas Day
2 additional days to be announced for teacher in-service and center repairs		

When the holiday falls on a Saturday or Sunday, the center will follow the same closing schedule as the State and Local Governments.

### TUITION RATES AND OTHER FEES

All parents are required to sign a financial agreement with the center upon enrollment.

	Weekly Rate*	Monthly Rate
Infants up to 2 years	\$ 145.00	\$ 625.00
2 years up to school age	\$ 135.00	\$ 585.00
Before/After Care	\$ 40.00	\$ 170.00

Annual Enrollment Fee of \$100.00 will be due each September 1<sup>st</sup>

\*Weekly rate requires an automatic weekly draft.

Tuition is payable in advance for all children. Tuition may be paid either monthly or weekly. If tuition is paid weekly it is due the Friday before the week of attendance. **ALL WEEKLY TUITION PAYMENTS ARE REQUIRED TO BE SET UP ON AUTOMATIC DRAFT FROM CHECKING, SAVINGS OR CREDIT CARD.** If tuition is paid monthly it is due on the first of the month. When the first day of the month falls on a weekend or holiday, tuition should be paid the last business day before the weekend or holiday. Tuition is considered late by 12:00 noon the following day

## Parent Policy and Procedures Manual

If tuition is more than two (2) weeks past due, childcare services will be suspended until balance is paid in full. If the balance due is not paid within five (5) days of service being suspended, the child will be considered withdrawn, the spot will be filled from a waiting list. If the parent wishes to re-enroll, they will need to pay another registration fee, get on the waiting list and will be admitted as space permits.

***Any account that is past due will be assessed at \$35.00 late fee on the first day tuition is past due. The late fee will be billed each week until the tuition is paid in full or your child care services are suspended.***

RHELIC accepts cash, check or credit card for paying tuition. Checks should be made out to Rocking Horse Early Learning Center (RHELIC) and should include your child's first and last name in the memo to ensure proper posting.

### **Family Discounts**

Child care is a major expense for working families. For each family that has more than one regular full-time child enrolled at the center at the same time and does not qualify for subsidized child care assistance, the following discounts will apply:

Two Siblings Enrolled	5%	Three or More Siblings	10%
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Before and After Care is considered part-time and does not qualify for family discounts.

### **Late Pick Up Fees**

The center closes promptly at 6:00 p.m. A parent is expected to pick up their child by 6:00 P.M. A fee of \$1 per child for every minute after 6:00 P.M. is charged for late pick-ups. The fee is paid to the staff member on duty and is due when the child is picked-up. Parents should plan ahead for emergency pick-ups by having a friend or relative prepared to cover for them. Parents who are consistently late may jeopardize their child's enrollment in the program.

### **Withdrawal from RHELIC**

Prior to withdrawal from RHELIC, a two week written notice is required. Once written is received parent(s) are responsible for two weeks tuition whether the child attends for those two weeks or not.

### **Non-Sufficient Funds Checks**

If a check is returned from the bank due to non-sufficient funds, it is the responsibility of the parent to bring the amount of the check in CASH to the school within one week of notification of returned check. A \$25 service charge will be assessed for all returned checks.

### **Before/After School Students - Early Dismissal and Holiday Fees**

Regular tuition for before and afterschool children will include early dismissal days. When the schools are closed for a holiday or any full day, additional fees will apply as specified above. This will include staff for the additional children as well as breakfast, lunch and snack. Summer Camp is not included in these rate calculations.

## **PREPARING TO COME TO THE CENTER**

### **What to Bring to School**

(Make sure all items are labeled with child's name)

#### **Things Infants Need**

Disposable Diapers  
Bottles with cap, nipples  
Formula, juice and baby food  
Pacifiers

#### **Things Toddlers Need**

Disposable Diapers or Pullups  
Diaper rash ointment if needed  
Nap Mat (Tri-fold Mats)  
Naptime Blanket

## Parent Policy and Procedures Manual

Diaper Rash Ointment if needed  
Nap time blanket to be left at center  
Baby Wipes  
2 changes of clothing to be left at center

2 changes of clothing to be left at center

### Things Preschoolers Need

Comfortable Clothing & shoes  
Nap Mat (Tri-fold Mats)  
Naptime Blanket  
1 change of clothing to be left at center

### Things School Age Children Need

Comfortable Clothing & shoes  
A change of clothing to be left at center  
Swim suits & towel (summer months)

- All clothing and outerwear should be labeled. Valuable items should not be brought to the center. RHELC is not responsible for lost items.
- Each child should have a change of clothing to keep in their box in case of an accident. They should be placed in a bag labeled with their name.
- Children should wear clothing that is comfortable and appropriate for inside and outside play (appropriate for the season). It should be easy to take on and off so the children can be as independent as possible.
- Please do not use safety pins in the child's clothing.
- When it is necessary to change the child's clothing, the soiled clothing will be sent home at the end of the day. Please don't forget to send another change of clothes the next day. RHELC's staff will not launder or wash any soiled clothing.
- We use paint shirts when we paint or do messy projects. Even with paint shirts, the children can still get dirty, so please do not send them in clothes that are special.
- Please provide shoes that are not slippery or hard to run and play in. Tennis shoes work the best. Children should wear **closed toed** shoes at all times. Please do not send your children in sandals. Sandals make it impossible to run outside on the playground because the pea gravel gets stuck in their shoes and little toes

### What not to Bring to School

- Children are not allowed to bring in any beverages, food or treats unless prearranged with the child's teacher
- Please only bring toys or items from home if the class project or teacher request and in planning for a sharing of those items. Favorite toys are very hard to share and manage. Toys at the center need to be shared with classmates. Toys are intensely played with at the center and this may not be good for your child's special toys. RHELC is not responsible for lost or damaged items from home.

### Dress Code

Children should arrive clean and dressed. Rocking Horse Early Learning Center is designed to keep children actively learning through play both indoors and out. Parents should dress their children in comfortable, washable play clothing. Children will get dirty and clothes may even be stained, so prepare for the worst by not dressing the children in their best clothing. Extra clothing needs to be left at the center based on the following guidelines:

Infants – 2 changes

Toddlers – 2 changes

Preschool – 1 change

**All clothing, to include jackets, sweaters, mittens, hats, bathing suits, towels, and footwear should be labeled with your child's name.**

Children must wear shoes at all times. Rubber or crepe-soled shoes with closed toes are best in preventing accidents or discomforts. No boots, flip flops, platform, or dress patent leather shoes permitted.

### **Tattoos and Jewelry**

Children are in awe of “press-on” tattoos and jewelry however, there are some pieces of jewelry that pose choking and entanglement dangers and are unsafe to wear at the daycare. “Press-on” tattoos, rings, bracelets, necklaces, anklets, and toe rings are not permitted at the center.

### **YOUR CHILD’S ARRIVAL**

#### **Early Arrivals**

Children and parents may not enter the center prior to 6:30 a.m. No child may be left in the school without an adult present to supervise.

#### **Attendance Cutoff Time**

RHELC has a 10:00a.m. cutoff for dropping your child off at the center. In the event a child must be later than 10:00a.m. (example: to attend an appointment) the center must be notified prior to the 10:00a.m. cutoff and the child must have a doctor’s excuse. **NO CHILD WILL BE ACCEPTED AFTER 11:30 A.M.** for any reason.

#### **Checking In Procedure**

Parents/guardians must accompany their child(ren) into the classroom and sign the child in. The State requires us to keep accurate sign in and sign out records of the children in our care and these sign in/out pages are also used for invoicing and billing.

- Sign your child in on any one of the biometric finger scanners located at the front and back end of the hallway in the main building, the Infant Center or the Pre K4/After School building
- Accompany your child to his cubby and assist him/her with putting away their belongings.
- Provide the staff with any special instructions for the day.

#### **Saying Goodbye-The 4 B’s**

Saying goodbye to your child can be difficult. Usually it is a lot harder on the parent than it is on the child.

The following are some tips that may help ease this time:

- **Be aware of your own feelings.** Don’t pass your anxieties onto your child.
- **Be firm.** “Goodbye, I’m leaving now but I will be back to get you.” Never say, “Is it OK if I leave now?”
- **Be specific.** Young children have a hazy sense of time. “I’ll see you after you eat snack and after you play for awhile,” is better than: “I’ll be back soon.”
- **Be there.** Don’t betray your child’s trust. If you are going to be late or if someone else will be picking your child up be sure your child knows.
- Don’t be alarmed if your child cries. This is normal. You can go through your day knowing that warm, caring teachers are caring for your child.

### **YOUR CHILD’S DEPARTURE**

#### **Check out Procedure**

- Sign your child out on in on any one of the biometric finger scanners located at the front and back end of the hallway in the main building, the Infant Center or the Pre K4/After School building
- Accompany your child to his/her cubby to collect his belongings.
- Collect the written communications from the teacher and center in your child’s cubby.

Only a parent/guardian or an authorized adult (16 years of age or older), as listed on your enrollment form may pick up your child. Changes to your enrollment form can easily be made, but they must be in writing. If you call in by telephone to inform the center that another person is picking up your child, identify yourself and your child. Person(s) picking up your child will need to provide a picture ID.



### **DISCIPLINE WITHIN THE CENTER**

#### **Our Promise To You**

We believe that all children need discipline and want boundaries. With this in mind, we try to make sure that all children know what we expect of them and that it is because we care about them and expect certain behaviors. We always tried to “catch them being good” and give sincere praise for their actions.

- We try to be consistent in our discipline.
- We try to have a positive approach using kind firmness.
- We make suggestions more often than commands.
- We follow through when we have asked for a response to request.
- We let the child know when we expect certain responses.
- We keep parents informed about their child’s behavior.
- We let the aggressive or disobedient child know that we disapprove of his/her actions.
- We give the child an opportunity to work out differences when at all possible.

#### **What We Will Not Do**

Rocking Horse Early Learning Center’s behavior management policy shall prohibit children from being subject to any of the following:

- Physical or corporal punishment which includes but is not limited to yelling, slapping, spanking, yanking, shaking, pinching, exposure to extreme temperatures or other measures producing physical pain, putting anything in the mouth of a child, requiring a child to exercise, or placing a child in an uncomfortable position;
- Verbal abuse, which includes but is not limited to using offensive or profane language, telling a child to “shut up”, or making derogatory remarks about children or family members of children in the presence of children;
- The threat of a prohibited action even if there is no intent to follow through with the threat;
- Being disciplined by another child;
- Being bullied by another child;
- Being deprived of food or beverages;
- Being restrained by devices such as high chairs or feeding tables for disciplinary purposes; and
- Having active play time withheld for disciplinary purposes, except timeout may be used during active play time for an infraction incurred during the playtime.

#### **Time Out**

Time Out may be used if after a verbal correction, the child continues to act inappropriately:

- Time out shall not be used for children under age two;
- A time out shall take place within sight of staff;
- The length of each time out shall be based on the age of the child and shall not exceed one minute per year of age;
- For children over age six, a time out may be extended beyond one minute per year of age, if a signed and dated statement, including a maximum time limit, from the parent granting such permission, is on file at the center.

If any child continues to break the rules, the teacher will refer the child to the Center’s Director.



## Parent Policy and Procedures Manual

The Director will contact a parent at work or home to speak with them about the child's behavior and develop a plan of acceptable solutions.

If a child's behavior becomes uncontrollable to both the staff, the director and the owner, we will require a parent/teacher/director conference. At that time, the parent may be asked to remove the child from the center or the child may be suspended for a 3 day period.

### MEALS AND SNACKS

#### **Child Care Food Program**

Rocking Horse Early Learning Center participates in the Child and Adult Care Food Program (CACFP), which has specific criteria that the Center must follow at all times. All children in attendance must have a CACFP form on file, which has been completed and signed by parents.

In accordance with Federal law and U.S. Department of Agriculture policy, Rocking Horse Early Learning Center does not discriminate against any person(s) on the basis of race, color, national origin, sex, age or disability. Any person(s) alleging discrimination has a right to file a complaint within 180 days of the alleged discriminatory action. All civil rights complaints should be forwarded immediately to:

**USDA**  
**Director, Office of Civil Rights**  
**400 Independence Avenue, S.W.**  
**Washington, D.C. 20250-9410**  
**Or call (800) 795-3272 or 720-6382 (TTY)**

The complaint should contain the name, address, and telephone number of person filing complaint, the specific location and name of the entity for whom complaint is against, the nature of the incident or action that led the complainant to feel discrimination was a factor, the basis on which the complainant feels discrimination exists, and the date, names, titles, and business addresses of persons who may have knowledge of the discriminatory action.

"USDA is an equal opportunity provider and employer"

Rev 2/08

#### **Toddler and Preschool Meals**

Breakfast, lunch, and afternoon snacks are provided to all toddler and preschool aged children. You can request a menu each month or you can also find a menu posted outside the kitchen door and on the center's website. We provide nutritious and appetizing meals and snacks that meet the U.S.D.A. requirements.

#### **School Age Meals**

An afternoon snack is provided by for children attending the School Age program. On days when the public school is not in session, school age children will be provided breakfast, lunch and afternoon snacks.

#### **Special Diets**

If a child requires a special diet, it is essential that parents/guardians notify the Center. **Depending on the situation a note from the child's medical provider may be required, or a special written plan developed.** The center will try to accommodate the dietary needs as it is able to fit in with the food program guidelines and general meal preparation.

#### **Treats for Birthdays**

Your child's birthday is a special event and we like to make each child feel special on their birthday. If you would like to send a treat on that day, you are required by the Health Department to purchase the items and keep them unopened until you get to the Center. Food does not have to be the focus of the party. Alternatives could be party cups, napkins, plates, or stickers. Please don't feel obligated to

send anything. We will have fun celebrating birthdays either way.

### **HEALTH AND SAFETY**

#### **Electronic Devices Policy**

RHELC teachers may use electronic devices from time to time as part of the learning experience. These include but are not limited to television, movies, games, videos, computers and hand held electronic device.

All use of electronic devices shall adhere to the following limitations:

- Electronic device activities for children under age two are prohibited.
- Time allowed for electronic device activities for children ages two and above shall not exceed two hours per day.

#### **Computers within The Center**

- Any computer which allows children to access the internet will be equipped with monitoring or filtering software that limits access by children to inappropriate websites, e-mail, and instant messaging.

#### **Television and Videos within The Center**

- Programs, movies, and video games with violent or adult content, including but not limited to soap operas, television news, and sports programs aimed at audiences other than children, shall not be permitted in the presence of children.
- All television, video, DVD, or other programming shall be suitable for the youngest child present.
- "PG" programming or its television equivalent shall not be shown to children under age five.
- "PG" programming shall only be viewed by children age five and above and shall require written parental authorization.
- Any programming with a rating more restrictive than "PG" is prohibited;
- All video games shall be suitable for the youngest child with access to the games.
- "E10+" rated games shall be permitted for children ages 10 years and older; "T" and "M" rate games are prohibited.

#### **Inspections**

Rocking Horse Early Learning Center undergoes routine inspections for health, fire, and safety as outlined and defined by the requirements for operation of a childcare center. These reports are available for review at the center.

#### **Rest Period**

Children need a balance between periods of activity and periods of rest. Infants up to 18 months are provided rest periods each day based on their own schedule of asleep and awake time. Toddlers and Preschoolers are provided a period of rest from 12:00 p.m. to 2:00 p.m. each day. For children too old to nap or who choose not to nap, quiet activities will be provided.

Children 12 months and older are required to have a map and small blanket for nap time. These items must be clearly labeled with the child's name and taken home on Friday for weekly laundering

#### **Immunizations**

## Parent Policy and Procedures Manual

Before any child can begin preschool or extended day care, the school must have on file the current and complete up-to-date immunizations. There will be no exceptions to this rule. A "complete date" is to include month, day, and year the vaccination was given.

### **Communicable Diseases**

Childhood diseases are a natural part of life. When a child contracts measles, chicken pox, etc., all parents will be notified in accordance with the guidelines established by the "Communicable Disease Chart." Children out due to a contagious disease may return to the center with a physician's statement indicating the child is no longer contagious and is ready to return to center activities.

### **Illnesses**

Children who are obviously ill will not be admitted to the center. When a child becomes ill while at the center a parent or guardian will be contacted to pick up the child immediately. Ill children must be "fever-free" at least 24 hours before returning to the center.

Rocking Horse Early Learning Center must not admit an ill child for care if one of the following exists:

1. The illness prevents the child from participating comfortably in childcare center activities including outdoor play.
2. The illness results in a greater need for care than caregivers can provide without compromising the health, safety, and supervision of the other children in care.
3. The child has one of the following, unless medical evaluation by a healthcare professional indicates that you can include the child in the childcare center's activities:
  - a. Temperature of 100.7 degrees or greater accompanied by behavior changes or other signs or symptoms of illness.
  - b. Symptoms and signs of possible severe illness such as lethargy, abnormal breathing, uncontrolled diarrhea, two or more vomiting episodes in 24 hours, rash with fever, mouth sores with drooling, wheezing, behavior changes, or other signs that the child may be severely ill; or
4. A healthcare professional has diagnosed the child with a communicable disease, and the child does not have medical documentation to indicate that the child is no longer contagious.

### **Severe Personal Injury**

In the event of a serious personal injury, the center will attempt to notify the parents or their designee immediately. If the parent or designee is unavailable, the physician named on the enrollment form will be contacted and EMS will be called to transport the child to the nearest medical facility.

### **Medication**

Rocking Horse Early Learning Center does not dispense medications. Most medications can be received in doses that are required once or twice daily. Please ask your physician to prescribe a dose that can be given by the parent prior to coming to the Center or when the child gets home from the Center. If a child absolutely needs medication during the day, the parent or another designated adult will need to come to the Center and administer the medication to the child.

### **Hand washing**

Staff and children must wash their hands after using the rest room, before eating a meal or snack, and when soiled. Our staff monitors hand washing and assists a child when needed. Staff and children are to dry their hands with paper towels that are provided.

### **Emergency Care**

The staff is trained in first aid and CPR and uses this knowledge in the event it is needed. If a child receives a minor cut or abrasion while in our care, the staff person follows Pathogen procedures and

## Parent Policy and Procedures Manual

washes it out with soap and water and applies a Band-Aid and/or cold pack. Any further treatment must be done at home.

If the staff person feels the wound requires medical attention, the parent is notified. If a serious accident should occur, the staff is instructed to contact the 911 emergency system. A parent is then notified. If a parent cannot be reached, those listed on the emergency card are contacted.

### **Suspected Child Abuse**

All child care workers are mandated by law to report any suspected child abuse to local authorities. The Center has child abuse reporting policies and copies are available upon request. Each day a child enters the center, Louisiana law requires child care staff to make special notations of any bruises, marks and unexplained cuts, scratches, etc. that were present upon the child's arrival. If a child shows an excessive amount of unexplained injuries we are REQUIRED to report it. TO REPORT CHILD ABUSE: Office of Child Protection, 23075 Hwy 1, Plaquemine, LA 70767. (225) 687-4373

### **Custody Issues**

Rocking Horse Early Learning Center has no legal authority to refuse the release of a child to either parent EXCEPT in the case of legally served court orders. A copy of a signed court order stating custodial assignment must be in a child's file to refuse release to a parent. Any additional information or questions regarding this should be addressed with the Director.

### **Weather related Circumstances / Closures**

If the West Baton Rouge Parish Schools are closed, due to severe weather or other emergency, Rocking Horse Early Learning Center will also closed. We will notify local television stations for public announcements. No refunds are made for that day.

If the inclement weather causes an early closing, the staff will call a parent to notify them that the child must be picked up as soon as possible. If the parent is unable to pick the child up early, the parent must make special arrangements for the child. The staff must be notified of these arrangements.

### **Emergency Evacuation and Relocation**

An emergency evacuation and relocation plan is posted at the center. In the event there is an emergency evacuation, all children of the center will be relocated to a safe facility. Once a month the children and staff will practice a fire drill as required by state law.

### **MISCELLANEOUS INFORMATION**

Rocking Horse Early Learning Center keeps a copy of the Louisiana State requirements for Class A Child Care Centers on file and any of the inspection reports, including the Licensing inspection report, on site for review by anyone who request it.

As required by Louisiana Law, the telephone number and address for the Iberville and West Baton Rouge Parish Office of Family Support (Office of Child Protection) is posted in the main building on the bulletin board in the hallway. It is also provided here:

To **REPORT CHILD ABUSE** contact:                      Office of Child Protection  
23075 Hwy 1  
Plaquemine, LA 70767  
(225) 687-4373

**Acknowledgment of Receipt of Parent Policy and Procedures Handbook**

Please read this handbook carefully and refer any questions you may have to your Center Director

After you have read this handbook, please complete this acknowledgement form and return it to your center director on or before your child's first day.

I have read and fully understand the guidelines and procedures set forth in the Policy and Procedure Manual. I have a copy of this handbook for my personal reference.

Child's Name(s) \_\_\_\_\_

\_\_\_\_\_  
Parent Signature

\_\_\_\_\_  
Parent Print

\_\_\_\_\_  
Date