

Little Sprouts Learning Center Policies and Procedures

1. OPERATING HOURS

Little Sprouts Learning Center is open from 6:30am to 5:30pm Monday through Friday.

2. BEHAVIORAL GOALS

The environment and social interactions of our childcare program are structured to teach children self-discipline and self-control. Respect for the rights of the individual child, the class group, and the adults are fostered. Children feel more secure when they have limits that are appropriate and consistently enforced. Given limits, children can learn to make independent decisions. Children need the security of knowing there are adults who will not let them go beyond reasonable boundaries when their own self-control fails them. The goal of our program is to maintain appropriate limits, which allow children to explore and grow without harming other children or themselves by:

- Providing consistency in enforcing limitations;
- Responding to inappropriate behavior by redirection activities and providing positive alternatives;
- Showing disapproval of the child's act rather than the child;
- Talking with and not to children in a natural voice;
- Giving children positive attention and recognizing positive behaviors;
- Helping children express anger with words rather than inappropriate actions;
- Considering the individual needs of children as well as the needs of the group, whenever possible;
- Providing a choice of developmentally appropriate activities;
- Using encouragement rather than competition, comparison, or criticism;
- Showing appreciation for children's opinions, responding to positive behavior, and using praise and approval.

In no instance shall a child be deprived of food, rest, toileting, physical exercise, or subjected to corporal punishment as a means of punishment either by staff or by another child. Time out is used to remove a child for a few minutes from the area or activity so that he or she may regain self-control. Time outs will only be used as a last resort. You will be notified of any behavioral issues each day on your child's daily report.

3. EDUCATIONAL GOALS

Our educational goals for our students are to encourage positive learning experiences through play, teacher guided activities, student guided activities, and at times outside community resources. We emphasize on supporting children's motivation to learn and helping them develop positive dispositions toward learning by teaching:

- Social and interpersonal skills to develop positive relationships with others
- Self-help skills
- Self-regulation of attention and behavior
- Self-motivation for learning
- Listening skills
- Ability to set goals and develop and follow through on plans
- Understanding, accepting and following rules and routines

We encourage families to be involved and to reinforce learning opportunities at home. We will work closely with you to help your child work towards their individual goals and master them when developmentally ready.

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4. HEALTH

a) Sick Children

We are required by the health department to have children stay at home if they are sick. Fever is defined as above 100.4 degrees Fahrenheit. If you are not sure your child is well enough to attend childcare call and talk with us. Children will not be able to return to school until they are fever free, un-medicated for 24 hours or child is released to return to school by physician. If your child is sent home from school with a fever, they may not return the following day unless a doctor's note is provided.

****If a sibling has a contagious illness, please keep other children home also. This will assist us in keeping sickness from spreading to other classrooms.****

b) Medical Emergencies

We make every effort to keep your children safe through supervision and childproofing. Minor injuries will receive first aid, and if an emergency injury or illness occurs, you will be contacted immediately.

c) Lice

As a part of our health regulation guidelines and our efforts be proactive in head lice management, we routinely schedule head lice screenings. Head lice are a common occurrence among young children. If head lice are detected during a routine screening, administration will notify parents that lice have been found. Children will need to be treated to ensure he or she is free of lice and nits in order to return. A lice comb will be used upon arrival to ensure lice are gone.

d) Diarrhea/Vomiting

If your child has 3 or more episodes of vomiting or watery stools within a 24-hour period, or if any episodes are accompanied by a fever of 100 degrees Fahrenheit or above, please keep your child home until symptoms have resolved. If your child becomes ill while at the center, you will be contacted and asked to come pick up your child.

e) Medications

Little Sprouts Learning Center does not administer any over-the-counter medications. We can only administer prescription medications that are in the original bottle labeled with student's name. A medication authorization form must be filled out and signed by a parent and administrative staff.

5. TOYS

We provide a wide variety of playthings. We ask that no toys or games be brought to the center from home, as Little Sprouts Learning Center cannot be responsible for them.

6. CLOTHING POLICY

All children should be sure to have at least one complete change of clothes at all times. Please label them with your child's first and last name. Infants and Toddlers will need several complete changes of clothes at the Center daily. Please make sure clothes are season appropriate. You will be notified when your child has an accident and will need to provide a new change of clothes. If your child has to use LSLC clothing because they do not have a spare set of clothing, the clothing is expected to be washed and returned within 2 business days. After this time, a fee of \$10.00 will be added to your child's account.

7. DIAPER POLICY

Parents are responsible for providing diapers and wipes for all children that are not toilet trained. Reminders will be sent home on your child's daily information when your child is running low on supplies. If supplies are not replenished and LSLC diapers or wipes have to be used, a fee of \$2.00 per diaper will be added to your child's account.

8. NAP/QUIET TIME

Quiet time will be from 11:30am to 2:00 p.m. for younger children and 1:00p.m. to 3:00p.m. for older children. Each classroom has their own schedule for naptime, but all classes are required to

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take 2 full hours of quiet time. Each child is provided an individual cot and sheet that will be used every day. A blanket will need to be provided from home. All cot sheets and blankets are laundered weekly. Cots are also sanitized weekly. Children are welcome to have security/comfort objects such as a stuffed animal, doll or special blanket to be used only during quiet time. At all other times of the day, comfort objects must be kept in the child's cubby.

9. MEALS & SNACKS

We will provide 2 healthy meals and snacks that follow the Child and Adult Care Food Program (CACFP) guidelines, as well as the U.S. Department of Agriculture (USDA) guidelines. Menus are posted monthly outside of the office and on Brightwheel app the 20th of each month for the coming month. Meals and snacks are served at regularly established times as noted on classroom schedules. Waddler and Toddler students must be checked in by 7:45a.m. in order to be counted for breakfast. Threenagers and Preschool students must be checked in by 8:00a.m. in order to be counted for breakfast. In order to be counted for lunch, all children must be checked in by 10:00a.m. If your child will arrive after 10:00am, please call the school and request a lunch or bring one from home. Please notify the program of any food allergies or dietary restrictions in writing. Meal fees are \$20 weekly. Payments may be made weekly, biweekly, monthly or annually, with a discount offered for monthly(5%) and annual(10%) payments.

10. OUTDOOR PLAY POLICY

Fresh air and exercise are important elements in the development of all children. It is our policy to provide outdoor play to all children each day. During inclement weather, (temperatures below 32 degrees or above 95 degrees, rain, sleet, snow, hail, or high winds), we will keep the children indoors. Playground conditions may also prevent outdoor play. During extremely cold or hot days, outdoor play time is offered in small increments (15-20 minutes at a time) throughout the day.

11. OPEN DOOR POLICY

While your child is in our care, you can always be assured that the door is open to you. Please feel free to stop by at any time to check on your child. If the phone goes unanswered, please do not become alarmed. Please leave us a message and we will call you as soon as we are able. Brightwheel messages are the easiest way of communicating with teachers and staff. Communication is very important to us!

12. PROVIDER HOLIDAYS

We are closed on New Year's Day, Martin Luther King Day, President's Day, Good Friday, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus/Indigenous People's Day, Veteran's Day, Thanksgiving Day and the day after, Christmas Eve and Christmas Day. We will post reminders for each closing. During the weeks that holidays occur, full payment is due. We are also closed the week of July 27-July 31, 2026 for building maintenance, staff training, and to prepare for the new school year. You have the option to use one of your vacation weeks for this closure, or full payment is due.

13. INCLEMENT WEATHER

Little Sprouts Learning Center follows the Alcoa City Schools system for inclement weather closings. If Alcoa City Schools are closed prior to opening, we will be closed also. If the school system decides to close during the school day, Little Sprouts administrative staff will make our own decision about closing. In this instance, all parents would be notified that we would be closing early. Please be sure to check Brightwheel, our Facebook page, WBIR.COM, and WATE.COM for closing details. We make sure to post on all of these sites as soon as a decision is made concerning closure.

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14. ARRIVAL/DEPARTURE

Children must arrive and depart at the times designated on enrollment paperwork. If times need to change, please discuss this with us. If your child will arrive earlier or depart later than the designated time, please let us know as soon as possible. No children are allowed to be dropped off earlier than 6:30am, even if a staff member is in the building, they cannot open the doors until exactly 6:30am. All children must be picked up by 5:30pm. If a child remains in attendance after 5:30pm, the following steps will be taken:

1. A staff member will attempt to contact parents and/or other person(s) authorized to pick up the child.
2. A late fee of \$1.00 for each minute that the child remains at the center after 5:30pm will be charged to the parent. This fee is due at pick up. A child will not be readmitted to the program if the late fee is not paid within one business day.
3. The program may refuse to provide services to any child who is picked up late three times within one school year.
4. If the child has not been picked up or contact has not been made with parents or authorized person for pick up within 30 minutes (6:00pm), a staff member will call the Department of Children Services to seek assistance.

15. COMPUTER CHECK IN/OUT PROCEDURES

To ensure the safety of your child, each child must be signed in and out of their classroom by authorized person using the Brightwheel App. This is very important for a fire drill or in an emergency, to ensure we know exactly how many children are in attendance at all times. Each parent and authorized pick up person will be given an identification number to use for checking in and out. Only you or someone you designate and let us know about, may pick up your child. If someone other than parent is picking up child/children, they will need to bring a photo ID. Photo IDs are copied and scanned into the child's account, to be easily accessed when someone other than parents pick up or drop off.

16. WITHDRAWAL

We require a two-week notice prior to withdrawing your child from Little Sprouts Learning Center.

17. PAYMENT

Payment for your child's tuition will be drafted by Tuition Express directly from your bank account or credit card. We offer weekly, bi-weekly, or monthly payment options. Weekly payments will be drafted on Friday prior to each week of attendance. Bi-weekly payments are drafted every other Friday and cover two weeks of attendance. If you choose monthly payments, you will be able to choose the day you would like your account drafted within the first 15 days of the month. A 5% discount will be given for payments made monthly. If your payment is declined, a returned payment fee of \$35 will be applied and arrangements to correct payment must be made immediately. After 1 week of non-payment, your child may not attend. If payment is not made within 2 weeks, your child will be expelled permanently. **You are responsible for full payment regardless of how many days your child(ren) attend. This is to reserve the space for your child.**

Weekly Amount: \$_____ Monthly w/ discount: \$_____

18. VACATIONS

After the first six months of full-time enrollment, each child will be allowed to take one week of vacation without payment for tuition. After one year of full-time enrollment, two weeks of vacation without payment, per school year. We must be notified one month prior to vacation in order to budget appropriately.

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19. EXPULSION POLICY

Unfortunately, there are sometimes reasons we have to expel a child from our program either on a short term or permanent basis. We want you to know we will do everything possible to work with the family of the child(ren) in order to prevent this policy from being enforced.

The following are reasons immediate causes for a child to be expelled from the center:

- The child is at risk of causing serious injury to other children, staff, or himself/herself.
- Parent threatens physical or intimidating actions toward staff members, enrolled children, or parents of enrolled children.
- Parents exhibits verbal abuse to staff in front of enrolled children.

Parental actions for a child's expulsion:

- Failure to pay/habitual lateness or account declines (See PAYMENT section for details)
- Failure to complete required forms including child's immunization records.
- Habitual tardiness when picking up your child. (See ARRIVAL/DEPARTURE section for details)

Child's actions for expulsion:

- Failure to adjust after a reasonable amount of time.
- Uncontrollable tantrums/angry outbursts.
- Ongoing physical or verbal abuse to staff or other children.
- Excessive biting.

The following steps will be followed to determine if expulsion is necessary:

1. Identification of Problem Behavior or Issues

Documented patterns of behavior that are disruptive, dangerous, or non-compliant.

Issues may include violence, aggression, non-cooperation, or lack of support from parents.

Record specific incidents in Brightwheel.

2. Communication with Parents/Guardians

Hold formal meetings with parents to discuss concerns.

Share documentation and observations.

Provide an opportunity for parents to share perspectives or contributing factors (e.g., developmental, home issues).

3. Implement an Intervention or Behavior Plan

Collaboratively develop a behavior support plan or individualized action plan.

May involve referrals to specialists (e.g., behavioral therapists, developmental screenings).

Set clear expectations and timelines for improvement.

4. Provide Reasonable Time for Improvement

Continue documentation of progress or regression.

Maintain open communication with parents.

Offer resources or support (e.g., parenting classes, outside evaluations).

5. Final Review and Decision

If behavior does not improve, and the safety or well-being of others is compromised:

Review all documentation.

Consider the impact on staff and other children.

Consider the impact on child (overstimulation, delays, accidents, etc.).

6. Formal Notification of Expulsion

Provide written notice to parents, detailing:

Reason(s) for expulsion.

Attempts made to support the child.

Final date of attendance.

Referral to alternative services (if possible).

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7. Documentation and Licensing Compliance

Ensure all steps taken are well-documented.

Maintain records as required by local or state licensing agencies.

Report to licensing authorities if the expulsion is due to violent or dangerous behavior (if applicable in your region).

8. If a child is expelled, we will work with parents to allow transition time or to find other childcare arrangements.

20. Mandatory Reporting Law

All members of Little Sprouts Learning Center are responsible for compliance with Tennessee laws on mandatory reporting of child abuse and child sexual abuse. Please go to the following website to find detailed information from the Tennessee Department of Children's Services on how to identify and report child abuse and child sexual abuse: <http://www.tn.gov/youth/childsafety.htm> .

The following is a summary of key provisions of Tennessee law on mandatory reporting of child abuse and child sexual abuse.

- **Who Must Report:** Tennessee law mandates reporting by any person who has knowledge of physical or mental harm to a child if: (1) the nature of the harm reasonably indicates it was caused by brutality, abuse, or neglect; or (2) on the basis of available information, the harm reasonably appears to have been caused by brutality, abuse, or neglect. Tennessee law also mandates reporting by any person who knows or has reasonable cause to suspect that a child has been sexually abused, regardless of whether it appears the child has sustained an injury as a result of the abuse. The Tennessee mandatory reporting laws define a child as a person under 18 years of age.

21. NO SMOKING OR VAPING ON CAMPUS!

22. Classroom Observations

There may be times when a classroom will be observed by a non-staff member for various reasons, ie. Therapy services, DCS services, Licensing Compliance, Higher Education observations for our staff in school, etc. Please be advised that NO photos or video/audio recordings will be taken. If your child is going to be part of a specific observation or activity being observed, we will ask permission prior to the observation occurring.

22. After-Hours Contact Information

In case of an emergency after regular business hours, please contact Ashley Hill, Director, at 865-567-3677.

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Care will be provided for the following child(ren)

Name: _____ DOB: _____

Name: _____ DOB: _____

Name: _____ DOB: _____

The following is the schedule I will follow for my child(ren):

Arrival time: _____

Pick up time: _____

I have read and understood the policies and procedures of Little Sprouts Learning Center and agree to abide by them.

Parent signature _____ **Date** _____

Parent signature _____ **Date** _____