

Parent Handbook

The desire of Joyful Noise Children's Center is to meet the needs of the total child. We will provide a safe, developmentally appropriate environment for preschool and school age children. Our focus is to provide a stimulating child care and educational experiences which promotes each child's social, emotional, physical and cognitive development.

For the parents the mission of Joyful Noise Children's Center is to provide affordable and high quality child care for the families that are in need of our service. Joyful Noise Children's Center wants to meet the needs of the parents with their concerns and interests of their children.

Physical: Children need the opportunity to grow, develop muscles and play in a clean, child-centered environment.

Emotional/Social: We encourage independence in decision-making and acceptance of consequences when choices are poor. Children need well-defined limits so that they will feel secure and can learn how to control themselves in group experiences. We will foster unconditional love.

Mental/Cognitive: At Joyful Noise, we provide a variety of learning opportunities. Many of these opportunities are built into play so that learning becomes fun. A child is allowed to learn at his/her own rate of maturation. In this way, a child enjoys learning and pushes ahead.

Days/Hours of Operation

Child care is available Monday through Friday 6:30AM - 6:00PM with the exception of closings as referred to in this handbook.

It is important that the above hours are adhered to. If the Parent/Guardian is late in picking up their child, they are responsible for notifying Joyful Noise as soon as possible so that arrangements can be made.

Repeated late pickups can result in termination of this agreement by Joyful Noise Children's Center. In addition, a fee of \$10.00 will be charged for the first fifteen minutes past 6:00PM and \$15.00 for each fifteen minute increment after that.

Holidays and Closure Schedule

New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving (Thurs & Fri), Christmas Eve and Christmas Day. If Christmas Eve and/or Christmas Day fall on the weekend then we will be closed on Thursday and Friday or Friday and Monday. Notice will be posted. (Any other day closed you will be notified 2 weeks in advance)

** Inclement weather closing will be announced on channel 7 WDBJ and channel 10 WSL

Ages and capacity served

Joyful Noise is licensed in the State of Virginia for 115 children from the ages of 2 to 12.

Rates and Fees

Child care fees are paid in advance on a weekly basis. Personal checks and cash are accepted. Please do not leave cash in the cash box without getting a receipt. Non-payment or consistent late payments can be cause for termination immediately without 2 weeks' notice. A 30 day notice of any rate increase will be posted.

The contracted amount is due each week (other than the two vacations weeks) whether or not your child attends. This includes full payment for weeks in which we are closed 1 or 2 days for holidays. A written notice is required for vacations weeks.

THE ABOVE AMOUNT WILL BE DUE ON THE FIRST DAY OF YOUR CHILD'S ATTENDANCE EACH WEEK. If payment is not received by 6:00 p.m. Tuesday, a late fee of 10% of the unpaid balance may be added.

Unless the accounts in **arrears** are paid or an agreement made with the bookkeeping office by the following Monday, the child will not be admitted on Tuesday.

A service charge of \$50.00 will be applied for all returned checks with a limit of two returned checks, after which all payments will be on a cash only basis.

Contracts may be changed only after they have been in effect for at least 30 days. (An exception would be to upgrade the contract.). 1 week notice is required to change a contract or withdraw the child.

If you choose to withdraw your child and have an existing account balance, you will have 30 days to clear that balance. In the event that it is not cleared within the given amount of time, we will turn your account over to collections and increase the balance by 30% to cover collection fees.

Vacation

Each family gets two weeks off for vacation per calendar year. This is a time when your child will not be at the center and you do not have to pay tuition. If your child is enrolled after July 1st, then there is only one vacation through the end of the year. A minimum of two weeks written notice is required by the parent/guardian before taking a vacation.

Termination of Services

Parent/Guardian will need to give two weeks written notice, and two weeks full payment to terminate your child's enrollment in child care regardless as to whether your child is present (with the exception of the trial period). If two weeks' notice is not given, you are still financially obligated for the two weeks of child care fees and late payments.

Joyful Noise Children's Center may terminate the agreement immediately in the event that the child's behavior endangers the other children or the staff.

Trial Period: There is a trial period of two weeks from the date the child begins. If the child care arrangements are not mutually satisfactory, either party can terminate this agreement with a one day notice- any moneys already paid are non-refundable.

Illness

Should your child have signs or symptoms requiring exclusion from the child care he/she will be isolated and the parent/guardian will be notified immediately to pick up your child. We ask that you have an alternative arrangement if your child is sick or may become sick. Your child must be picked up within an hour of call. You must wait 24 hours if he/she has had a fever, vomiting, or diarrhea within the past 24 hours.

Illnesses are defined as but not limited to:

- Temperature: 101 degrees or greater, Digital thermometers will be used at the center.
- Symptoms and sign of possible severe illness (such as lethargy, uncontrolled coughing, irritability, persistent crying, difficult breathing, wheezing or other unusual signs)
- Uncontrolled diarrhea
- Vomiting illness
- Flu
- Rash
- Head Lice
- Conjunctivitis (pink eye) or "cold in the eye"
- Strep throat
- Any communicable disease

If the child shows any of the symptoms while in care we will remove him/her from the group and notify the parent or authorized adult to pick the child up.

*Children's hands shall be washed with soap and running water before and after meals and snacks and after toileting.

Medication

Medication can be administered only with written authorization from the parent/guardian. A medical form must be **completely** filled out by the parent/guardian. Medical authorization shall be given for 10 days and then must be renewed after that. Long term prescription drug use and over the counter medication may be allowed with written authorization from the child's physician **and** parent.

Nonprescription medication must be consistent with the manufacturer's instructions for age, duration and dosage. It must be in the original container from the manufacturer with the direction label attached.

When needed medication shall be refrigerated.

Over the counter skin products: Nonprescription and over the counter skin products shall be used in accordance with the manufacturer's recommendations. Nonprescription and over the counter skin products shall not be kept or used beyond the expiration date of the product. Written parent authorization will be obtained for skin products also.

Child Guidance and Discipline

Behavioral guidance shall be constructive in nature, age and shall be intended to redirect children to appropriate behavior and resolve conflicts.

We try to stress two main patterns of behavior. Respect for other people and respect for property. As a result we don't allow children to hit, shove, physically or verbally abuse others. We also stress that they treat material possessions (ours or theirs) with respect. There is a difference between playing hard and using a toy for a use in which it is not intended.

We remind children of proper behavior and try to get them to change their behavior. If the behavior is repeated a time out is used. The amount of time a child sits in time out varies according to his/her age. Most experts agree that one minute per year of the age is the most effective length of time. Warnings are given unless the offense involves physically abusing others. If behavior continues then a note will be sent to you.

You will be notified immediately if your child is frequently and deliberately causing harm to others and/or is frequently and deliberately destructive. This behavior is unsafe and will not be allowed. This behavior could result in termination.

Physical Punishment by staff or by other children will not be allowed.

Child Release

It is important that we protect your child by ensuring that your child does not leave with any person that is not authorized on your release form. If someone other than the parents is to pick the child up, please notify us ahead of time. A verbal notice is fine if the person is on the authorization list. **If the person is not on the list we must have written permission to release the child.**

We must assume that both parents have the right to pick up your child, unless a copy of a court order states otherwise.

Religious Practices

We feel that religious teachings are up to the parent; however the curriculum we use is A BEKA and does have a religious background. We will say a prayer before each meal (usually a poem-type prayer) and occasionally a Bible story may be told during our circle time. Sometimes God just comes up in conversation. For example, children often start to notice the difference between boys and girls. The answer "because God made us different" usually seems to satisfy most preschoolers. If you object to Bible stories or prayer please let us know.

We also usually have parties at Christmas, Easter, Halloween, etc. If you do not wish to have your child participate in these please let us know.

Curriculum

We believe children should have fun! Experts say children learn the most through play. We do however have a curriculum that we use.

We will incorporate the ABEKA curriculum during our preschool activities. This curriculum is phonics based but also has religious stories. ABEKA teaches manners, communication, numbers and letters as well as science and geography.

In addition to this curriculum we will have daily circle time, group play, free play, dramatic play and outdoor play.

We pride ourselves on making sure your child will be ready for Kindergarten both socially and academically.

Typical Daily Activities

- Arrival
- Clean up & Breakfast
- Bathroom and hand washing
- Circle time
- Arts and Crafts
- Bathroom & clean up
- Outdoor play
- Bathroom & hand washing
- Lunch and clean up
- Bathroom & hand washing
- Nap time
- Bathroom and hand washing
- Snack and clean up
- Free play and/or outdoor play
- Pick up time

Note: Bathroom times vary to meet the child's needs. This is a general schedule. Your child's class will have a more detailed schedule in the classroom.

TV time is used during the day for no more than 30 minutes throughout the day. Rated G movies only.

Outdoor Play

It is our policy to go outside every day. The time may be broken up with morning and evening times. Please dress your child appropriately for the current weather and in play clothes. Closed toe shoes are encouraged. We will be going outside unless the weather is inclement.

Clothing

Children should dress in comfortable clothing for daycare. All preschool children need a change of clothing to keep at the center. We provide many activities during the day that may include paint, water, and other "messy" activities. You may be called to bring extra clothing if your child does not have extras in their cubby.

All classes go outdoors if weather permits. This is a licensing requirement. Please send appropriate clothing with your child, including a light jacket in the spring and fall. During the winter months, please send boots, hats, mittens along with a coat and snow pants. All children must join the group in outdoor activities. ****Please make sure your child's name is on all items.**

Food and Nutrition

Breakfast, Lunch and two snacks are provided by the center. Children are fed nutritionally based on the USDA's food program. A menu will be posted in each classroom. A child is not forced to finish what is on the plate, but do encourage each child to try one or two bites of everything. Sometimes they are surprised at what they like. The main dish and vegetables are given before dessert is put on the plate.

When food is brought from home the container (lunch box) will be labeled and dated.

Breakfast will be served until 8:00AM. If you arrive after that time you will need to have fed your child.

Naps

All children under the age of five are required by state law to have a rest time. A warm, safe, and quiet place will be provided for the children to rest. A cot or rest mat will be provided and we request that you send a small blanket and travel size pillow for your child. Your child's rest blankets will be sent home every Friday to be washed.

Nap time is no more than two hours and is usually 12:30-2:30.

Transportation

Field trips may be planned throughout the year and our center vehicles will be used. A written permission form will be used during these times.

Transportation for afterschool children will be provided by county from various schools. Joyful Noise will be providing transportation for other schools. The list of schools will be updated as soon as center is opened.

Toilet training

Toilet training will be done in a relaxed manner with the cooperation of the family. If potty training begins when your child is ready, the task is quick and easy.

In addition, your child must have several complete changes of clothes (don't forget the socks). The best items are pants with elastic waistbands. Try to avoid really tight clothing, pants with snaps and zippers and belts, overalls and onesies. These are difficult to remove in a hurry.

List of Supplies

Travel size pillow

Small blanket/mat

Change of clothes

Diapers/pull ups

Spare shoes (winter time when snow boots are worn, crock's work great for inside shoes)

sun block during summer months

Wet wipes (if your child is in diapers, please supply 1 pack of wipes, we will let you know when we will need supplies again)

change of clothes at all times

****All items labeled**

Child's file – application and contract info

Joyful Noise Children's Center will keep your child's information for two years after your child is no longer enrolled in our center. All records are kept confidential. Please make sure that the office has new phone numbers and addresses when they change. Immunization records and physicals are updated yearly.

Parent's rights

Parents/guardians are an integral part of a successful program. Families are always welcome to visit during operating hours. We also welcome volunteers to participate in special events. Joyful Noise Children's Center welcomes your suggestions, concerns and comments. A conference, either in person or on the telephone can be arranged at any time. Please feel free to stop by the office with questions or needs.

Final thoughts

When you enroll your child at Joyful Noise Children's Center, we as a staff assume responsibility for giving parents assistance with your child's unique needs. We become the "parent for the day" during your absence. We will love and respect your child and help them grow emotionally, socially, physically, mentally and spiritually. Your child will be given maximum consideration as an individual. We will look after the well-being of your child while at school, and present a planned program to provide a beneficial and educational experience. Our goal is to provide a high quality care in an atmosphere of love and respect that fosters growth. Thank you for sharing your child with us!

