The Learning Center

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Manchester, CT 06040
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www.learningcenterct.com

Our Philosophy

- We believe in educating the whole child – intellectually, physically, emotionally, and socially.
- Using age and developmentally appropriate activities through play and exploration we stimulate a child's creative and cognitive awareness.
- Since each child is an individual we take into consideration unique developmental levels when planning activities.
- Directed play is early education at its best.

Guidelines and Policies

Holidays - The center will be closed on all major holidays and include; Thanksgiving Day, The day after Thanksgiving, Christmas Day, New Year's Day, Memorial Day, 4th of July, Labor Day. If Christmas or New Year's Day falls on a Saturday we will be closed Friday. If Christmas or New Year's Day falls on a Sunday we will be closed Monday. When Christmas and New Year's Eve fall on a weekday we will close at noon on that day. There will be sign-up sheets posted for Good Friday, and school breaks. Parents will be asked to notify us if their child will be in attendance. To better enhance the program activities for that particular day or week there is a possibility of merging together the centers in South Windsor as well as merging classrooms at all locations if attendance remains low. Parents will be given advance notice if this situation should occur.

Additional closings - We exercise the option to close the center for 2 days (non-consecutive) annually with 30 days written notice for staff professional development.

Storm Closings – In consideration of the safety and wellbeing of our employees, parents, and children we reserve the right to close due to inclement weather. We are set up with WFSB channel 3 and your location will be listed as: **Learning Center – Manchester**. Please note: if you are searching WFSB for closing information, we are NOT listed under schools, we are listed under the community listings as daycare. Additionally, notification will be posted on our Facebook page and will also be communicated through the Brightwheel app. Every effort is made to make this decision as early as possible. When the decision is made during operating hours to close early we will contact all parents by phone, through the Brightwheel app, and will post on our Facebook page.

Accepted forms of payment - All families must enroll in an automatic recurring payment subscription (see attached form). Payments are processed every Monday using a debit card, credit card, or e-check. Recurring payments are weekly. The Learning Center no longer accepts cash or personal check payments.

Tuition payments – All payments are due on the Monday of the week that service is being provided. If payment has not been received your child will be unable to attend the program. In the event a recurring tuition payment has been declined, your child will be unable to attend the program until payment has been arranged. All outstanding accounts are subject to collections and client will be held responsible for all reasonable collections fees.

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Missed days – you are responsible for your weekly tuition regardless of sick days, holidays, days we are closed due to inclement weather, or missed days. This applies to full time and part time enrollment.

Termination of services – The Learning Center requires a 2 week notice of any termination of childcare services. Notice may be in letter form or email to management. In the event a 2 week notice was not received, the debit/credit card on file will be charged accordingly. The Learning Center reserves the right to dis-enroll a child at any time. Reasons include but are not limited to; delinquent balance, unacceptable behaviors on the part of the child and or family, conflict of interest, failure to follow policies.

Returned checks – There will be a $25 charge assessed for all checks returned to us due to insufficient funds.

Care4Kids – We do cooperate with the Care4Kids program. It is the parent's responsibility to pay weekly tuition in full until we receive a childcare certificate directly from C4K. At that time, a client's account will be modified accordingly. If, at that time, a credit exists the Learning Center will not refund said credit to families. The credit will be used for a designated number of future weeks in which the family will not be responsible for payment. In the event a childcare certificate has cancelled or lapsed, client will be responsible for weekly tuition cost in full. If a childcare certificate has cancelled; childcare services are being discontinued and The Learning Center has not receive the required 2 week notice, the debit/credit card on file will be charged accordingly.

Deposits – The Learning Center will secure a child's space in the program with a deposit. The deposit amount will be equivalent to your child's weekly tuition. All deposits are non-refundable.

Tuition increases – Tuition rates are subject to annual increase. The Learning Center will offer ample notification of all tuition increases.

Drop off time – We require that parents/guardians drop their child/children off no later than 10:00 am. For enrollment in our Preschool programs, we require that parents/guardians drop their child/children off not later than 9:00 am. Exceptions will be made in instances of appointments, emergencies, and unforeseen circumstances. Please notify us in advance when applicable.

Cameras – All of our locations are equipped with security cameras. These cameras are located in all public spaces in the programs: classrooms, playgrounds, parking lots. The cameras are for management viewing only. For the protection and privacy of all of the children in the program, parents will not be permitted to view any previous footage. Our management team is available to view footage and respond back to any parent with questions.

Field trips/fees – Field trips are scheduled periodically throughout the year. Field trips are scheduled for children enrolled in our preschool and school age programs only. If your child is unable to attend the scheduled field trip, alternate care will need to be arranged for the day. All staff scheduled for the day will be needed on the field trip to maintain ratios and provide a safe and fun experience for all children. Additional fees are required for field trips and these vary per trip. Chaperones are welcome to attend, chaperone fees will also apply. Permission slips, transportation forms, and payment must be submitted in order for your child to participate. Chaperones will be required to read and sign off on our chaperone policy.

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Early drop off/late pick up – The center opens at 6:30 a.m. and closes promptly at 6:00 p.m. Monday through Friday. Parents are not permitted to enter the building until there are two staff members present. Late pick up fees will apply for pick up after closing time (see late pick up fees below). We do understand that there are unforeseen circumstances that arise that may cause a parent to be late to pick up. In this case we ask that you please communicate with the center, allowing us to properly prepare.

Closing time policy/late pick up/abandoned children – In the event that a child has not been picked up fifteen minutes after closing time, a staff member will attempt to call the child's parents on all phone numbers provided including; home, work, and cell. If and when all efforts have been made to reach both parents, with no success, employees will begin contacting all emergency contacts provided. A member of the management team must be notified in the event that no contact and/or pick has been made with the parents or emergency contacts. In the event that 1 hour has lapsed since closing time and all parties listed on the enrollment form cannot be reached, the local police department will need to be contacted. The child/children will be released to the local police department. Two staff members at least 18 years of age or older will remain with the children at all times.

Late pick up fees – There will be a $10 per fifteen minute or fraction thereof charge for any children picked up after closing.

Sick policy – Parents will be called to pick up children with fevers of 100 degrees auxiliary or higher and/or vomiting. Parents are required to make arrangements to pick up ill children as soon as possible but no longer than 1 hour from notification. If your child is not able to participate on the daily activities they will not be able to return to the center. At the time a child returns to the center he/she must be free of fever and symptoms of illness. If a school aged child is sent home from school for illness or is not able to attend school due to illness, they are restricted from attendance at The Learning Center.

Medication – The Learning Center will administer ONLY medications related to life threatening conditions such as asthma and severe allergy reactions. We will administer asthma treatments and injectable medications for allergy reactions. We are required to have the appropriate forms signed by the child's physician and parent before any medications can be administered. Please see your center's Director for these forms. The medication MUST be in the original container, revealing the physician's name, expiration date, dosage, and child's name. Medications are required to be stored properly, please hand all medications directly to your child's teacher or administrator. Any medication left at the center in which the expiration date has lapsed will be disposed of. Under no circumstance will The Learning Center administer over the counter medications such as Tylenol and other fever reducers.

Infant programs – Per new daycare licensing regulations enforced by the State of CT, Office of Early Childhood, we are no longer permitted to have blankets of any kind in an infant's crib. Approved sleep sacks are permitted. We are also required to have tight fitting crib sheets in the cribs at all times. At this time, The Learning Center is providing crib sheets.

Diapers and wipes – Diapers and wipes are provided by each parent. Please check your child's cubby weekly to ensure that your child has an ample supply.

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Parent Involvement – At The Learning Center we have an open door policy where parents are able to check in or visit at any time during the day. On occasion, if we feel the visits are distracting or upsetting your child, we may ask to limit the visits. Our goal is for your child to bond with his/her caregivers and feel comfortable in the program. Per a parent's request, a conference can be arranged with your child's teacher to discuss his/her development. If your child's behavior changes or there is a need to address a developmental concern a conference may be scheduled by the Director. Parents are always welcome to join us on field trips and we encourage families to participate in activities and events held throughout the year. Additional ways that families can be involved include volunteering in the classroom. Ways to volunteer include but are not limited to; assisting with class parties, reading to the class, organizing hands on activities in the classroom.

Behavior – If there are any undue stresses that are occurring at home or in your child's life, we ask that you notify the Director. Stress can change a child's behavior. Being aware of a problem will allow us to handle the situation with the appropriate empathy. All information shared with management and your child's direct caregiver will be kept confidential.

Discipline – It is our belief that children learn appropriate behavior and self-control through positive guidance and setting age appropriate limits. Our teachers use redirection techniques in the classroom. There are certain times where a child needs a time out to problem solve with a teacher on how to handle the situation in an appropriate manner. When time outs are warranted a child will be asked to sit for 1 minute equivalent to his/her age. Staff will provide continuous supervision during any disciplinary action. Any child showing continuous signs of aggressive or disrespectful behavior may be asked to leave the program. If the behavior of any child jeopardizes the safety of other children and/or staff, or interferes with the quality of the program, the center reserves the right to immediately dis-enroll the child. The Learning Center strongly prohibits abusive, neglectful, corporal, humiliating, or frightening punishment. Additionally, we prohibit physical restraint, unless such restraint is necessary to protect the health and safety of the child or others.

Physical forms/Immunization records – Each child is required to have a current physical and immunization records on file.

Van transportation – The Learning Center transports school aged children to and from local elementary schools. Space is limited and deposits are required to secure a child's seat on the van. The schools that we transport to may vary each new school year and will be based on the majority need at that time. If your school aged child will need transportation to and/or from school, you will be required to sign a transportation contract. The Learning Center requires full time enrollment (5 consistent days – AM/PM/or both). The driver of the van reserves the right to suspend a child from the van for displays of inappropriate behavior. Behaviors that will warrant a suspension include but are not limited to; removing seatbelt, aggressive behavior, distracting behavior, not listening. The safety of the children when on the road is a priority and behaviors that distract the driver cannot be tolerated. If certain behaviors continue after 2 suspensions, a child will no longer be permitted to ride on the van. If a child is suspended from the van it is the parent's responsibility to transport to and from school. Your child will not be permitted to remain at the center if they are expected at school. It is your responsibility to notify the center if your child will not be needing transportation for the day. If you do not notify the center/van driver you will be subject to a $25.00 charge. All drivers are insured and hold the appropriate license to transport school children.

Parent phone line – Each center has a direct line. Please see the Director for the direct line to your child's program.

Parent's Initials _____

Referral program – Your family can earn a 1 week tuition credit for every family you refer to The Learning Center. The referred family must remain enrolled for at least 30 days in order to qualify for the free week. Your tuition account must also be in good standings.

Change of clothes – We request that you leave a seasonally appropriate change of clothes on the premises at all times. If your child is potty training we ask that three complete changes of clothes be left at the center. Please check your child's cubby periodically to ensure the clothes are of the correct size and/or appropriate for the season.

Solicitation of employees for employment – We highly discourage the solicitation of our employees for employment.

Meals – Breakfast and lunch are provided by each parent. The Learning Center provides morning and afternoon snack. Snacks from home are welcome at any time.

Personal belongings – Please be sure your child's personal belongings are labeled with their name or initials. The Learning Center will not be held responsible for lost or missing items. We also encourage you to keep your child's toys at home. We make every effort to supply our programs with ample age appropriate toys and equipment, toys from home should not be necessary. Children naturally have a difficult time learning to share and this can be an especially difficult concept to understand when it is their personal toy from home. Toys from home are welcome on show and tell days. Please see your child's teacher for more information. Children's cell phones and electronic devices are NOT permitted at The Learning Center. There are times where exceptions will be made for the school aged children to bring in electronics. Examples include vacation weeks and snow days. Parents will be informed of such days and staff will monitor/limit the time allowed on electronics. The Learning Center, under no circumstance, will be responsible for broken or missing equipment.

Pets/animals – As a courtesy to all of our families, personal pets and animals are not permitted in the facility.

Daily sign in/out – It is the parent's responsibility to sign their child in each morning and out in the afternoon. Please use the tablet in your child's classroom to electronically sign in/out through the Brightwheel app. Parents with multiple children can sign out all children on the same tablet by selecting each child's specific classroom in Brightwheel.

Parent Communication – The Learning Center uses an advanced digital system called Brightwheel to communicate with our families. Each classroom is equipped with a tablet and these tablets are used to communicate (through the Brightwheel app) your child's daily sheets, photographs of activities in the classroom, and curriculum highlights. Additionally, the app replaces paper sign in/out sheets as you will electronically sign your child in/out through the tablet. Brightwheel does not replace the day to day communicate with your child's teacher or management team. We ask that you continue to call and/or email us questions, notifications, updates, or concerns.

Summer Camp – The Learning Center offers a summer camp program for all school aged children that have completed Kindergarten through age 12. The summer camp is a separate program from our before and after program run during the school year. There is a separate registration form and fees. A deposit is required to secure a child's placement in the summer camp program.

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Mandated reporting – The State of Connecticut requires that all members of child care institutions be on the lookout for, and report to the state, any and all cases and/or concerns of abuse/neglect of a child. The Learning Center and all employees are mandated, by law, to report to the state any suspicion of child abuse and/or neglect.

Current enrollment information – Once a year we will ask you to update your child/children's enrollment form and return it in a timely manner. It is imperative that you notify Administration of any changes/updates in address, telephone numbers, employment information, or authorized emergency contacts. Parents are responsible for ensuring that their child's medical health forms are current. Our center nurse visits the facilities weekly and is responsible for reviewing all children's medical files for compliance. She sends out ample reminders for immunization and physical updates. Failure to comply with obtaining required physical forms or immunizations will result in withdrawal of your child from the program.

Education plan – Children enrolled at The Learning Center will follow a flexible daily schedule that meets the individual needs of the diverse population of children and families served by our program, including those with cultural, language, and developmental differences. Our daily schedule includes indoor and outdoor physical activities that also allow for fine and gross motor development as well as opportunity for problem solving experiences that help to formulate language development and sensory discrimination. Children will have the opportunity to express their own ideas and feelings through creative experiences throughout the program, including:

- Creative art experiences
- Dramatic play
- Music and movement
- Language
- Small and large motor activity
- Language learning experiences
- Experiences that promote self-reliance/self-help
- Health practices
- Child initiated and staff directed experiences
- Exploration/discovery/science/sensory experiences
- Varied choices in materials and equipment
- Individual and small group activities
- Active and quiet play
- Rest/sleep/quiet activity
- Nutritious meals (provided by parent) and snacks
- Toileting/clean up/hand-washing

*please see the attached daily schedule outlining our day and how we incorporate these experiences into the schedule

Parent's Initials _____

In the event that you are uncomfortable or dissatisfied with the way a teacher handled a situation, PLEASE report your concerns to the Director immediately. As hard as we try, we are not always aware of every detail occurring in each program. No matter how trivial the problem may see, please contact us immediately so we may have the opportunity to address and resolve the situation.

I, _____, have read and fully understand all of the policies and guidelines presented to me in the parent handbook from The Learning Center. I agree to adhere to all of the rules and requirements. I understand that failure to abide by the above policies may result in termination of childcare services and I will be asked to withdraw my child from the program. In event that my child is dis-enrolled from the program, I understand that the maximum time given to make alternate arrangements will be two weeks. Additionally, I understand that The Learning Center may be forced to discontinue services immediately as explained in the handbook.

I have reviewed, discussed with the Director, and understand the discipline policy which is located in this enrollment handout that I received at the time of enrollment. I understand that if I have any questions or concerns I will address them immediately with the staff and/or the management team at The Learning Center.

_____ _____

Signature Date

_____

FOR OFFICE USE ONLY

Child's name _____ Child's date of birth _____

Parent's name _____

Weekly tuition charge _____ Start date _____

Location: _____ Classroom: _____

Additional enrollment notes: _____

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