



**Little Friends
Early Learning Center LLC
Parent Handbook**

77 Main Street Raymond, NH 03077

(603)244-2132

LittleFriendsEarlyLearningCenter.com

Welcome Families!

We are so excited to have your family become a part of ours! Here at Little Friends we believe that the early years are a very special time in your child's life. Our experienced teachers are committed to engaging in professional learning and reflection to ensure an evolving curriculum that lays the foundation for future learning.

We pride ourselves on our warm caring environment that provides happiness, fun and laughter for all who come. Our play based curriculum is responsive to your children's needs and interests. It acknowledges the uniqueness of all children while encouraging them to form friendships where they can learn and play together.

Our Preschool is well resourced, aesthetically pleasing and reflects the children's learning and achievements. Learning Environments are created to motivate the children to construct, inquire, experiment and investigate the world around them.

At Little Friends we believe that children learn best through play and their own investigation. Our school philosophy is based on the acronym SEAM. Which stands for Science, Engineering, Arts and Math. SEAM is a way of integrating knowledge across all subject areas and giving children the opportunity to learn in various settings.

Our mission is to provide a safe, welcoming and nurturing learning environment for children. We strive to work with every individual child's needs knowing that they are all unique.

We want you to know we welcome your presence here at Little Friends Early Learning Center! We would like you to be as actively involved in your child's time with us as you can. We will give you plenty of notice for any upcoming school activities your family may want to participate in, so you can plan accordingly. Parents are welcome to participate in the program in a variety of other ways, such as classroom volunteers, field trip chaperones, or guest readers. We also encourage parents to volunteer time using any skills that you may have. This could include sewing or construction projects for the school, sharing your job with the children, or any other ideas you may have! Donations of recycled items is also a great way to be involved. At Little Friends Learning Center we believe that parent involvement provides a strong connection for the child between home and school. We are always open to ideas of ways that parents can participate. Please speak with the director or your child's teacher if you are interested in volunteering.

Contact Information

Phone – (603)244-2132

Address – 77 Main Street Raymond NH 03077 Mailing – P.O. Box 80

Email – info@littlefriendsearlylearningcenter.com

Website – Littlefriendsearlylearningcenter.com

Facebook – @LittleFriends.ELC

Hours - Monday – Friday 6:30am – 6:00pm

Staff

Little Friends Early Learning Center teachers meet all required regulations set forth by New Hampshire State Licensing, including first aid and CPR certification, criminal background check, and ongoing relevant trainings and certifications. The staff often participates in additional trainings, not required, in order to maintain the most up-to-date knowledge of children and their development.

Confidentiality

Information contained in the children's records is privileged and confidential. Little Friends will not distribute or release information in a child's record to anyone not directly related to implementing the program plan for the child without the written consent of the child's parent(s). The center will notify parent(s) if a child's record is subpoenaed. The child's parents shall have access to their child's records at reasonable times. In no event will such access be delayed more than two business days after the initial request without the consent of the child's parent(s). The entire record will be made available, regardless of the physical location of its parts. Any and all conversations or information about your child will be kept confidential to anyone outside of Little Friends Early Learning Center.

Little Friends Early Learning Center - Safety

Arrival & Departure

Your child's safety while here at Little Friends is our top priority. We strive to keep the children safe at all times. Parents need to be responsible for their child's safety when arriving and departing. Children must be accompanied by an adult at all times. They should not be allowed to go into classrooms, common areas, or the parking lot, without an adult.

When entering and leaving the parking lot, please be sure to proceed slowly and watch for children. Please do not park in the designated handicapped parking spots, unless you have proper handicapped plates or card.

**DO NOT LEAVE CHILDREN UNATTENDED IN VEHICLES WHEN PICKING UP OR DROPPING OFF.
THIS IS AGAINST THE LAW!**

Building Access

You will be given a unique code for entering our building. The only people we will release your child(ren) to are those on the pick-up list you submitted within your registration packet. No phone calls, notes etc... will be accepted. There will be no exceptions to this rule. We ask that you DO NOT share the entry code with anyone who is not dropping off/picking up your child. This assures that only family and known adults are entering our building. We will ask for a

photo ID before we allow your child to be released to anyone.

Signing In/Out

Children must be accompanied into their classroom by an adult each day. Every classroom will have a sign in/out book. Your child will need to be signed in at drop off and signed out at pick up. It is important that we keep track of how many children we have in the building at all times in the event of an emergency.

Children should not be brought into their classroom before their designated drop-off time or picked-up after the designated time. Staff are scheduled based on the number enrolled and early drop-off or late pick-ups often affect teacher: student ratios.

Refusal To Release

We will not release a child to anyone appearing to be intoxicated or under the influence of any illegal substances. In the event that we feel a pick-up person appears to be under the influence we are obligated by NH State Law to call the police & an alternate pickup person will be contacted from the alternative/emergency pick up forms provided at registration.

Emergency Procedures

All of our staff is trained in CPR and First Aid. We will practice emergency safety with regular drills to ensure that everyone knows the procedure and can remain safe during an emergency if one arises.

Little Friends Early Learning Center – Closures & Events

Holidays

When tuition fees are determined, holidays are taken into consideration. Parents are still required to pay full tuition during weeks that contain a holiday. Make-up days are not allowed.

Below is a list of holidays for which Little Friends will either be closed or have childcare only.

Labor Day – Closed

Columbus Day - Closed

Thanksgiving – Closed for 2 days

Christmas – Closed for 2 days

January 1st – CLOSED for New Year's Day

Last week of February – Winter Break Childcare only

Last week of April – Spring Break Childcare only
Memorial Day - Closed
Independence day – Closed

Snow Days

When tuition fees are determined, snow days are taken into consideration. Parents are still required to pay full tuition during weeks that a snow day occurs.

In the event that the weather deteriorates throughout the day and driving conditions become hazardous, the director will use her discretion to determine if the school will close early. Parents will be notified at least 2-hours before the school closes and parents or an alternate pick-up person will be required to pick-up the child by that determined time.

Little Friends is NOT affiliated with the Raymond School District, so a closure for them may not mean a closure for us. Our closings will be posted on WMUR, WOKQ, and our Facebook page. If inclement weather is expected, please check these sites for any closing or delay information.

Birthdays and Celebrations

In the event of any special events or classroom parties you will be given plenty of notice so that you can plan accordingly, as we always welcome your presence here at Little Friends!

Parents are welcome to send in a special treat such as cake or cupcakes to celebrate your child's birthday. We will also celebrate other holidays and occasions throughout the school year. Parents will sometimes be asked to donate food items for these events. If you do not wish to have your child participate in certain events or holiday celebrations, please notify your child's teacher and we will do our best to make alternate arrangements for your child.

Field Trips

We include field trips as part of our curriculum for our preschool/prekindergarten class because we feel that it gives the children an opportunity to explore their community around them. Both on-site and off-site field trips are taken throughout the year. There is an additional fee for most field trips.

Notices with information regarding the field trip, including the cost, are sent out in advance. If you do not wish to have your child participate in an off-site field trip, then your child will stay with the Early Preschool class or you will be responsible for finding alternate care for your child on that day. Parents are welcome and encouraged to chaperone field trips. If you volunteer to chaperone, it is expected that you follow all of Little Friends and State policies in the treatment of the children and in the conduct of your own behavior.

Tuition payment is still required for this day, even if you choose to not have your child attend.

Photographs

Little Friends Early Learning Center will have many fun activities and events that will be photographed. If you prefer your child's photo not be taken or used by Little Friends, please be sure to sign the appropriate form in the registration packet.

Little Friends Early Learning Center - Your Belongings

Personal Belongings

Please label all the items you bring from home with your child's first and last name. We ask that any toys from home don't come to school to play. We don't want them to get lost or broken.

Clothing

Children should come to school dressed comfortably and appropriately. If your child attends school wearing flip flops or open backed shoes they will not be allowed to play on the climbing equipment for safety purposes.

Please make sure your child has at least 2 sets of clothes at school. In the event of any accidents or messes we want to keep your child comfortable. Each child will have their own spot to keep their backpacks, change of clothes, winter things etc.

Diapers

Families are expected to provide their own diapers & wipes. Babies and toddlers will be changed regularly. If you use cloth diapers we will need you to provide disposable liners and a Ziploc bag OR a hands-free trash can, with a lid, for diapers to be placed in daily.

Snacks and Lunch

Little Friends is a peanut free environment. If your child has any additional food allergies please be sure to let us know what steps to take in the event of exposure and provide a list of any known allergies.

Each child should bring a labeled water bottle, a lunch with ice packs if needed & at least 2 healthy snack options. Lunches can be heated-up, provided it is sent in a microwave – safe container, ready to heat.

What to Bring:

- Formula or Breast Milk
- Bottles
- Pacifiers
- Fitted crib sheet
- Blanket
(Please no stuffed animals, dolls, or large pillows)
- Diapers and Wipes
- Bibs
- Rubber Bottom Slippers
- Family Photos for our Family Wall
(Bring in however many you would like)
- Weather/Size Appropriate Spare Clothes
(onesies, undies, socks, pants/shorts, shirt, shoes)
- Food
(baby cereal, jars, healthy snacks - Fruit, veggies, yogurt, pretzels, crackers, lunch with ice pack)

Little Friends Early Learning Center - Health & Wellness

Medical Records

Each child attending Little Friends MUST have an updated physical and immunization report on file before they can attend.

Medications

If your child requires any medication during the school day you must physically hand the medicine to your child's teacher. A medical form will need to be filled out completely and signed before leaving and before the medication will be administered. This assures that you have explained the proper dosage to your child's teacher and that there is a clear understanding of how the medication is to be administered.

All medication must be in its original container and labeled with the child's name and the date and time the medication is to be administered. Only dosage requirements by the manufacturer or licensed health practitioner will be followed. Expired medication will not be administered.

Any prescription medication must be accompanied with a doctor's note. We politely ask that if the dose can be given before arriving at school or after picking up please make every attempt to do so.

Sickness & Missed Days

If your child will be absent, please notify the school by phone. If your child is absent due to an illness please notify the staff of the illness so that we can watch the other children for symptoms. Absences cannot be made up due to limited space. Full tuition payment is still required when your child is absent.

According to NAEYC's Healthy Young Children Manual, "children should be excluded if their illness prevents the child from participating comfortably in the program's activities." If your child shows any signs or symptoms from the following list, they may not attend school until they have been symptom free for 24 hours without medication or are no longer contagious:

Fever – any oral temp at or above 101 or 100 under the arm

Diarrhea – 3 consecutive loose bowel movements

Vomiting – any vomiting as a result of illness

Lice - usually indicated by a child often scratching their head, these whitish colored eggs must be treated with a medicated shampoo and then all nits must be removed. The child may return to school once ALL nits are removed. A staff member will check their head upon return. If nits are found, the child will be sent home until they are nit free.

Conjunctivitis - Red, itchy, watery, eyes with a yellow or white discharge is usually an indicator of this infection. The child must be on an antibiotic for 24 hours, before returning to school.

Rash – Please have any concerning rash seen by a doctor. A doctor's note stating what the rash is and if it is contagious will be required upon their return to school.

Any other infectious diseases - if you are not sure if your child has an infectious disease, please consult with your child's physician.

Children who become ill during the day

If a child manifests any of the above symptoms after arriving at school we will do our best to make them comfortable, while keeping them supervised. They may be either separated from the other children, in the director's office or in a quiet corner of the classroom. We will notify the parent and the child must be picked up. If a parent cannot be located, the emergency numbers provided are called. While waiting for the child to be picked up, the child's individual needs will be met for food, drink, rest, and play materials.

The child may not come back to school until he or she is over the illness, which means without fever or symptoms or is not contagious for a minimum of 24 hours. For example, if your child is sent home at 3:00pm Tuesday they may not return until 3:00pm Wednesday. Little Friends Early Learning Center reserves the right to require a doctor's note before your child returns to school, in the event that there is a concern that the child may put the other children and staff at risk of infection.

NO child or adult will be admitted to the center carrying a serious illness, contagious disease, or reportable disease, until it is safe according to their Physician. If a child or adult in the center

is reported to have an infectious disease, all parents are notified in writing in accordance with Department of Public Health recommendations. The written notice will make parents aware of symptoms leading to the disease.

First Aid

Parents will be informed in writing of any first aid administered to their child within 24 hours. An accident report noting the time, date, description of the injury and care provided to your child will be completed by the staff person who witnessed the injury or provided first aid. A copy of the accident report for each incident is maintained in the child's file as well as in the incident log book for the center.

Emergencies

In the event of a more severe injury or illness an ambulance will be called first, followed by the parent. If the parent can not be reached, we will then start contacting the persons on the emergency form filled out at registration. We will continue to contact the parents as well. We will provide the EMS crew a copy of an incident report before they depart.

Little Friends Early Learning Center Class – Placement

By Age

Each child will be placed in the appropriate classroom determined by their age at time of enrollment.

Transitions

Children will bump up into the next class at the end of the school year, or as needed as they develop. Before moving to a new class each child will be evaluated by the teachers to make sure that they are ready for this next step.

Infants and Toddlers - ages 6 weeks to 2 years

Early Preschool-2 years to 3 years

Preschool/Prekindergarten- 3 years to 5 years

Before/After School Care- up to 12 years old

Termination

Our goal at Little Friends is to make each and every child's experience at school a positive, safe, and enjoyable one. Every effort is made to avoid termination from the program, however, Little Friends Early Learning Center reserves the right to terminate a child's enrollment from the program. We operate on a "3 strike" system. There are several instances that may result in a child's termination.

1. If a child exhibits behavior that interferes with the learning and safety of others it may result in termination. The staff will document incidents, and parents will be notified of any ongoing problems. We will work with the child and parents to help rectify the problem and to avoid termination, if possible. This will include staff training and helping to find support services that are available to the family and school, as well as developing a plan for behavior intervention to be implemented at home and school.
2. If the parent has failed to respond to suggestions for behavior or if a parent refuses to work with the staff on a behavior intervention plan, or if the child has needs that are beyond the capabilities of the center to reasonably provide.
3. If the parent's behavior conflicts with the policies and philosophies of Little Friends Early Learning Center it could result in the termination of your child. For example, smoking or swearing around the children, yelling or degrading the children, staff or other parents, or any other behavior that is inappropriate or that will put the children, staff or families at risk.
4. Failing to provide the required documentation including immunization record, physical form, and enrollment forms in a timely manner will result in termination per New Hampshire state guidelines.

In the event that a child is terminated, the staff will prepare the child for termination from the program in a manner that is consistent with the child's ability to understand.

Little Friends Early Learning Center – Payment

Tuition

Tuition rate sheets are included in the registration packet given to parents prior to enrollment. We reserve the right to change tuition rates at any time provided adequate notice to parents is given, however, changes usually take place at the beginning of the summer or school year, and parents are notified before the enrollment period, for that year.

Tuition is due every Friday for the upcoming week. The weekly tuition will be based on the tuition agreement signed at registration. Tuition rates are based on 10 hours or less a day. Any time needed after the 10 hours is an additional \$8 per hour.

Please adhere to your scheduled drop off/pick up hours agreed upon at enrollment. We have limited space and if a child is not picked-up on time, it may put the center over its licensed capacity, it may also prevent a teacher from leaving at their scheduled time.

We ask that tuition payment be made by check or money order. Checks can be made payable to Little Friends Early Learning Center.

Late Pick Up

Pick up after closing hours (The time of pick-up is according to the center's clock) will be billed at \$1 per minute and is due to the teacher upon pick up but no later than arrival the following morning. In the event that you are stuck in traffic, an unforeseen event or emergency arises, it is still your responsibility to find an alternate pick-up person for your child, in order to avoid the late fee. Unpaid late pick up fees will count towards the late payment policy. There are no exceptions! The policy is strictly enforced.

Discounts & Benefits

Parents will be given 1 tuition free week for vacation each year. A two-week notice is required. 10% discount given to families enrolling more than one child. Discount is applied to the youngest child's enrollment.

Returned Checks

There will be a \$45 fee for any returned checks. We reserve the right to refuse payment by check due to excessive returns. After two returned checks we will require a bank check for weekly payment.

Late Payments

Please notify Nancy or Maria if you anticipate being late with your tuition. If tuition is paid late there will be a \$20 fee applied on the first late day. The late fee will increase by \$5 per day after that.

After 1 week your child may not attend until the account is current. Past due tuition payments will still be expected. A termination notice will be issued for non-payment of tuition, including non-payment of late fees and late pick-up fees.

Registration & Enrollment

Parents that are interested in enrolling their child(ren) should set-up a time to meet with the director, tour the school, get a rate schedule, parent handbook, and all necessary forms. It is suggested that the child visit the school before enrollment as well.

A nonrefundable registration fee of \$50.00 per child, per year, is required in order to reserve a spot for your child(ren). The registration fee is a separate fee from the tuition, and is not applied to the tuition.

Children are admitted into the school on a first-come, first-serve basis. Your child will not be allowed to attend school until the registration forms are completed and returned to the director with a physical, and immunization record.

Attendance Changes

If you would like to decrease the number of days and/or hours that your child currently attends, a two-week written notice is required. If you are interested in increasing the number of days/hours, you should speak with the director to find out the availability of space. An increase will be allowed, as space becomes available, at the appropriate cost.

Withdrawal From the Program

In the event that you would like to withdraw your child from the program, we request a two-week written notice. If you choose to withdraw your child from the program without notice, you will still be obligated to pay for the remaining two weeks. The child's teachers will prepare the child for this transition, in a manner that is age- appropriate.

When a child is no longer in care, upon written request of the parent(s), the center will transfer the child's records to the parent(s) or any other person the parent(s) identifies, within a reasonable amount of time.

Little Friends Early Learning Center - Day to Day

Progress Reports and Parent Conferences

Little Friends provides a written progress report to parents of students in November and June. For infants and children with disabilities, a completed written progress report of the child's development is sent home every three months. Specific problems or significant developmental or behavioral issues are brought to the parent's attention as they arise. At the time that progress reports are sent home, the parent will have the option of setting up a parent/teacher conference with their child's teacher. Teachers are also available throughout the year for individual conferences with parents, upon request

Potty Training/Toileting Procedures

Toilet training is done in accordance with the request of the parent(s) and is consistent with New Hampshire state guidelines, and the child's physical and emotional abilities. Children are reminded to go to the bathroom several times during the day.

Non-discrimination Statement

Little Friends Early Learning Center does not discriminate in providing services to children and their families, on the basis of race, cultural heritage, national origin, marital status, religion, political beliefs, disabilities, gender, sexual orientation, toilet-training or any other basis.

Parent Handbook Contract

If you have any questions, concerns or comments regarding this parent handbook please feel free to reach out to our director at your convenience. Please sign & return this page, for each child enrolling, to the Director with your enrollment packet.

I _____ parent/guardian of _____ have read/understand the terms and conditions of Little Friends Early Learning Center's parent handbook. I agree to abide by these terms and conditions and I fully understand that by not following the terms, rules & policies set forth in the parent handbook the administration of Little Friends Early Learning Center has the right to refuse care for my child(ren). All of my questions, comments & concerns have been reviewed with the director at this time.

Parent Name: _____

Parent Signature: _____

Date: _____

Director Name: _____

Director Signature: _____

Date: _____