

Play & Learn Policies

\$1509.

1. Abuse & Neglect Policy

- a. *As mandated reporters, all staff and owners shall report any suspected abuse or neglect of a child to the Louisiana Child Protection Statewide Hotline 1-855-4LA-KIDS (1-855-452-5437);*
- b. *An early learning center shall not delay the reporting of suspected abuse or neglect to the Child Protection Statewide Hotline in order to conduct an internal investigation to verify the abuse or neglect allegations; and*
- c. *An early learning center shall not require staff to report suspected abuse or neglect to the center or management prior to reporting it to the Child Protection Statewide Hotline.*

2. Non-Discrimination Policy

Play & Learn is open to all children, regardless of race, color, national origin, creed, sex, breastfed/bottle feed, disability or ancestry, who may benefit from our program. The child must be between the ages of six weeks to twelve years of age.

3. Admissions Policy

Admission is based on space availability, with preference first given to siblings. Our criteria for admission is that children must be between the ages of 6 weeks and 12 years of age. Admission is also based on the needs of the child and our school's ability to meet their needs.

4. Disclosure of Information Policy

The licensing surveys/inspections, regulations and information regarding early learning centers are available from the department's website at www.Louisianabelieves.com

Children's records are only made available to the Director, Assistant Director and teachers at Play & Learn. Along with any authorized employee of the state licensing board or social service office employee whom presents proper identification.

5. Complaint Policy & Procedure

Below you will find the name, address, phone number, fax number & website for the LDE which over sees childcare centers in our state. If you wish to see any information about past inspections for Play & Learn or file any type of significant, unresolved complaint you can do so with them, by calling, emailing or writing.

LDE Licensing

P.O. Box 4249

Baton Rouge, LA 70821

Phone: (225) 342-9905

FAX: (225) 342-2498

<http://www.louisianabelieves.com/early-childhood>

6. Parental Access Policy

Parents are welcome to visit the facility anytime during regular hours of operation as long as their child is enrolled. Please check in at the office and the Director or Assistant Director will assist you. Each room is equipped with a one-way viewing window. Please remember that if you actually enter your child's classroom during a visit it might be stressful and confusing for your child. It is natural for them to want to leave with a parent or guardian. Tours for prospective parents are done by appointment only.

7. Parental Involvement Policy

Parents will be invited to share special activities with their children at a minimum of at least twice a year. Activities that may be open house, holiday parties, parent education session, parent and staff conference, family pot luck dinner, holiday party or parent or grandparent's day etc.

8. Behavior Management Policy

Our Traditional Steps for Behavior Management:

1. "Redirection" will be used for younger children.
2. "Time Out" will be used for older children. (2years old & older) In time intervals of one minute per year of age (i.e. 2-year-old = 2 Mins. Of time out only) (always in the sight of staff)
3. If misbehavior is continued, the child is sent to the Director to evaluate the problem or Director will be called to the classroom
4. If the Director cannot get through to the child, the parents are contacted and the child will need to be picked up.
 - a. We can/will only provide care to a child if it is safe for them, their peers & our staff.

5. Dangerous and /or out of control behavior will not be tolerated, it may/will lead to termination if it is not addressed and corrected

The behavior management policy shall prohibit children from being subject to any of the following:

- i. *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.*
- ii. *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;*
- iii. *the threat of a prohibited action even if there is no intent to follow through with the threat;*
- iv. *being disciplined by another child;*
- v. *being bullied by another child;*
- vi. *being deprived of food or beverages;*

- vii. being restrained by devices such as high chairs or feeding tables for disciplinary purposes; and
- viii. having active play time withheld for disciplinary purposes, except timeout may be used during active play time for an infraction incurred during the playtime.

Behavior Management Policy - Time Out:

- i. the behavior management policy shall address the center's use of time out, if the center uses time out, including the minimum requirements and shall not be used for children under age two;
- ii. A time out shall take place within sight of staff.
- iii. The length of each time out shall be based on the age of the child and shall not exceed 1 minute per year of age.
- iv. For children over age six, a time out may be extended beyond 1 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.

We strongly discourage a child to hit or bite another student back. We teach the children to speak to an adult about their problem and the adult will handle the situation. If you have spoken to your child's teacher and a problem has not been resolved, please speak to the Director or Assistant Director. We will do our best to resolve all issues in a timely manner. We strive to teach the children to behave in the best interest of themselves and other children around them. Thank you for all of your support and trust.

- **Dangerous and/or Out of Control Behavior Policy**

Dangerous and/or Out of Control Behavior is defined as any action by the child that can harm themselves, other students or staff.

For example: Severe uncontrollable hitting, Severe uncontrollable throwing or pushing objects, Severe uncontrollable biting (repetitive daily and/or breaking the skin) & severe uncontrollable screaming, fit throwing, acting erratically that would cause physical or emotional distress for the other children or staff.

If this type of behavior is displayed the following steps will be followed.

1. Teacher and directors will speak to the child and attempt to resolve the issue or redirect the child.
2. Child will be removed from class (speak to directors, calm down & discuss better choices).
 - a. If the issue is resolved the child will be returned to class & parents will be made aware by written communication (behavior report, message, or email).
3. Parents will be contacted by phone (they can speak to the child if they feel that would help).
4. If unsafe behavior can't be stopped the child will need to be picked up ASAP.
5. A conference will be scheduled (engaging parents by written communication and/or parent conference)
 - a. Strategies for behavior modification will be discussed
 - b. A referral to Early Steps, Child Search, and/or a mental health consultant if appropriate (providing a referral to Early Steps, Child Search, and/or mental health consultant if appropriate.)
 - c. If the dangerous and/or out of control behavior can't not be resolved or if the parents do not follow through with the referral or suggested process from the mental health professional, to help resolve the dangerous and/or out of control behavior Play & Learn reserves the right to refuse service at any time.

- **Biting Policy**

Biting is strongly discouraged. However, if a student is bitten, we will examine the bite, treat it with ice or a cold compress and a report will be written. If the skin has been broken, we will call the parent, and determine if the child needs to be picked up. The child who bit will be warned and disciplined depending on their age. The parent of the child who bit will also be notified. **At no time can the staff release the name of the child who bit. If biting is severe or persists after attempts have been made to rectify the problem, it could be cause for dismissal from Play & Learn.** Severe bites include, but are not limited to causing severe bruising, breaking the skin or drawing blood.

9. Electronic Device Policy

Only our summer camp students are allowed to bring electronic devices from home. These devices should not have active internet on them. If they do come to school with active internet on them, they will be held at the front desk by the director or assistant director. All games/program on these devices should be free of violence & adult content. They should also be suitable for children ages 10 and below. All electronic devices are limited to 2 hours per day, with the exception that TV, DVD or video viewing shall be limited to no more than one hour per day. Electronic device activities for children 2 and under is prohibited.

10. Computer Practices Policy

All computers with internet access & that are accessible by children will have filtering software to prevent access to inappropriate content (websites, e-mail & instant messaging). After schoolers only use the chrome books to access their school google accounts which has strict filtering of content and blocking provided by SPPS.

11. Programs, Movies & Video Policy

- a. Programs, movies, TV shows aimed at adult audiences or video games with violent or adult content shall not be permitted in the presence of children. All material shall be suitable for the youngest child present.
- c. "PG" programming or its television equivalent shall not be shown to children under age 5.

- d. "PG" programming shall only be viewed by children age 5 and above and shall require written parental authorization.
- e. Any programming with a rating more restrictive than "PG" is prohibited.
- f. All video games shall be suitable for the youngest child with access to the games.
 - i. "E10+" rated games shall be permitted for children ages 10 years and older.
 - ii. "T" and "M" rated games are prohibited.

Movies rated PG will only be shown with written parental authorization. G rated moves can be shown with no prior authorization.

12. Monitoring Policy for Provisionally Employed Staff Members

The Louisiana Department of Education has been designated by federal law to process new child care criminal background checks. These new background checks are required by federal law to reduce the risk of children being harmed. This affects all child care centers in Louisiana. A center may **provisionally employ** as a staff member, a person for whom it has requested a child care criminal background check and the Louisiana Department of Education has received a **satisfactory fingerprint-based** Louisiana or Federal criminal history information record, pending the department's receipt of the other background results and determination.

The Louisiana Department of Education Licensing Division require that we inform all parents of our monitoring policy for provisionally employed staff members.

1. A provisionally-employed staff member may be counted in child to staff ratios
2. Provisionally-employed staff members will be monitored by lead teacher assigned to that class room and administrative staff.
These staff members must currently have a satisfactory criminal background check.
3. A monitor or monitors, will be assigned to a provisionally-employed staff each day.
4. A monitor must be physically present at the center at all times.
5. Monitors must remain within close enough physical proximity of their designated provisionally-employed staff to be able to intervene at any time if needed.
6. Monitor shall perform at least one visual observation of each designated provisionally-employed staff member every 30 minutes.
7. A center may designate one monitor for up to a maximum of five provisionally-employed staff at any given time
8. A least one monitor must be physically present at all times in any room during naptimes if a provisionally-employed staff is present.
9. Our center shall have a log with written documentation of the monitoring of each provisionally-employed staff, monitor assigned and times of the visual observations.

Play & Learn Procedures

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1. Physical Activity

We offer all children from ages one and up numerous opportunities for physical activities both inside and outside. Some of which are teacher lead and some of which are student lead. Each classrooms schedule indicates specific arrangements

- a. *children under age two shall be provided time and space for age-appropriate physical activity, both indoors and outdoors, weather permitting, for a minimum of 60 minutes per day;*
- b. *children age two and older shall be provided physical activity that includes a combination of both teacher- led and free play, both indoors and outdoors, weather permitting, for a minimum of 60 minutes per day;*

*****The above section is taken directly from Bulletin 137 Part CLXI Pg.18**

2. Sleep/Rest

Infants sleep according to their own needs. We offer all children from ages one and up sleep/rest time from 12 -2 P.M. Infants are offered a sleep/rest time at 9 A.M. & 2 P.M.

- a. *infants shall be allowed to sleep according to their individual schedules;*
- b. *children under age four shall have daily rest time of at least 75 minutes in programs operating more than 5 hours per day;*
- c. *children ages four and older shall be offered the opportunity for daily quiet time;*

*****The above section is taken directly from Bulletin 137 Part CLXI Pg.18**

3. Arrival and Departure Procedures

Arrival-

- **Infants, toddlers & preschoolers should be dropped off by 9:00 am daily.** They will only be accepted after 9:00 am with a valid doctor's excuse. They will not be accepted to check in after 12 pm, no exceptions, even with a doctor's excuse.
- **Summer Campers/Holiday Campers should normally be dropped off by 9:00 AM daily.** They will not be accepted to check in after 1 pm, no exceptions, even with a doctor's excuse. If your child will arrive at P&L after 11, you will need to make sure you feed your child lunch before returning and you need to notify P&L of these arrangements prior to.
- **Bus Riders should be dropped off by 3:00/3:30 PM daily by the bus or parents on a no bus day.** They will not be accepted to check in after 3:30 pm, no exceptions, even with a doctor's excuse.

Breakfast- If your child is arriving at P&L after 8:15, you will need to make sure you feed your child breakfast before coming in. Breakfast is served at 8 and cleaned up 8:30. For safety reasons we feed the whole group, at the same time. If half the group are eating and half are playing teachers can not watch either group properly.

Lunch- If your child has a doctor's appointment in the morning and your child will arrive at P&L after 11, you will need to make sure you feed your child lunch before coming in.

This helps keep the children on a schedule and allows teachers to teach. Eliminating late afternoon drop off is due to staffing & safety issues.

Upon arrival, **sign your child into Procure on the front computer,** every day. For infants, please place all items needed in a small bag. The staff will check bags for bottles or food. Please remember to start the daily infant log on the Procure app or paper.

Dismissal/Pickup- At dismissal, **sign your child out on the front computer, every day.** If you have an infant remember to collect all bottles. Bottle must go home every night! Used bottles will be rinsed out, but it is your responsibility to sterilize bottles.

Daily Arrival & Departure Log - Parents are expected to sign your child in at the time of arrival and out at the time of departure on the front computer, in Procure. The front computer uses a biometric finger print system to help identify drop off and pick up people. Anyone picking up a child must be on the child-release authorization list provided at registration. *Anyone who is not known by the staff will be asked for identification in the form of a valid driver's license.*

Adjustment to Separation- A period of approximately two months of adjustment is normal for children. We realize that it can be very stressful on both children and parents. We will do all that we can to encourage a smooth transition and make your child feel comfortable. Please feel free to ask the teachers or director for suggestions that may help your child adjust better.

Child Release Authorization - Upon enrollment, you will be asked to create a list of people authorized to pick up your child. No child will be released to a person not authorized to pick the child up. We must have written authorization to make any changes to the authorized pick-up list. If a person is on the authorized pick-up list, that person will be allowed to pick up the child. As a courtesy, please notify your child's teacher if someone besides a parent is going to be picking up your child. Relatives or friends who pick up the child must be at least 16 years of age with a valid driver's license.

Departure Safety - Once a parent/guardian is in the presence of your child, that parent/guardian is responsible. The child is no longer under the teachers' supervision. To ensure the safety of your child and others, we ask that whoever is picking your child up remains in control of your child's behavior. **We also stress parking lot safety issues. Please, do not allow children to run out of the door or around in the parking lot!**

They must be accompanied & supervised by an adult when leaving our building.

Health-Related Policies

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Your child's health and safety are of utmost importance to all of us.

1. **Accidents or Injury**-If your child sustains a minor injury while at Play & Learn an incident report will be written. In case of serious accidental injury, we make an immediate attempt to contact a parent or guardian. Play & Learn will maintain a parent's signed emergency treatment consent form. It is to your child's benefit that you keep the school up-to-date on phone numbers and other personal information. Please notify us if you will be out of town and who will be responsible for your child.

Parents will be notified immediately for the following reasons:

- blood not contained in a Band-Aid
- head injury
- human bite which breaks the skin
- an impaled object
- broken or dislodged teeth
- any injury requiring professional medical attention

In the event of serious injuries, we will immediately call 911, before contacting the parents.

2. **Allergic Reactions**- If your child happens to have an allergic reaction while at Play & Learn we will assess their immediate need and either contact you or emergency services depending on their needs. If your child has an identified allergy, we will need documentation from their physician, a signed plan of action, Benadryl & 2 Epi Pens if deemed necessary. All Emergency medication must have side effects sheets, all required forms filled out completely and not be expired. All medication forms will have to be redone every six months.

3. **Fever**-If your child runs a fever at Play & Learn we will notify you. If your child's fever is at or above 100.4, they will need to be picked up immediately. Children have to be fever free without medicine for 24 hours or have a doctor's note explaining a non-contagious illness that may cause a fever (i.e. ear infection or teething)
4. **Illness & Infection** -If your child becomes ill or appears to have an infection while at Play & Learn you will be notified to pick them up. If needed they will be isolated from the group immediately. Children can return to school with a doctor's note or after a 24-hour period with no visible symptoms of illness or infection.

Keep your child home if he or she:

- has a fever or has had one during the previous 24-hour period
- is on their first day on medication for pink eye
- has vomited within the last 24 hours
- has heavy nasal discharge
- has an unexplained rash (other than a diaper rash)
- they may return to Play & Learn with a note from a physician, stating that it is not communicable
- has a constant cough or barking cough
- has symptoms of a possible communicable disease
- has lice, nits or eggs
- displays any COVID or Flu symptoms

We follow health department guidelines for all other illnesses.

5. **Immunizations**- All children must have a copy of his/her immunization record on file. No child will be allowed to stay at school without this completed information or the proper state of Louisiana forms waiving their immunizations. We highly recommend immunizations but respect peoples vaccination choice.

6. **Stock Medications**- **Play & Learn will not provide or house stock medications.** In the event of an emergency, we will contact emergency services immediately and let them handle any medication administration.

7. **Daily Observation**- a daily observation is done upon each child's arrival at school and must be documented for LDOE.

8. **Medications & Auto Injectable Epinephrine**

We will only administer medicine that is **prescribed to be given three or more times a day**. We give medicine only at 12:00p.m. and 4:00p.m. Parents can come by the center and administer medications. They would be required to sign the parent administering medication log. The state closely mandates administration of any and all medications.

We are required by the state to adhere to the following procedures:

- medicines must be in its original container
- medicines must not be expired
- parents must complete and sign a medication administration form **daily**
- parents must provide a side effects sheet for each medication
- over the counter medications must have a doctor's authorization on the bottle with the dosage, strength of medicine and name of the child on a pharmacy tag
- measuring spoons/syringes must accompany the medicine
- all medicines must be brought home daily, unless it is an emergency medication prescribed by their doctor

Auto Injectable Epinephrine

- EpiPen's must be used according to the doctor's orders, must have side effects sheets, must have an original box with a prescription tag & may not be expired
- Staff receive training on Auto Injectable Epinephrine during their medication administration class
- **Play & Learn does not keep a Stock Auto Injectable Epinephrine on campus.** We only keep Auto Injectable Epinephrine prescribed to students by their physician on campus.

Please remember not to place/leave medicines in diaper bags. This also applies to diaper creams, nose pumps, and baby powder, etc.

Insect spray and lotion shall be administered with a one-time authorization form that shall be updated every 6 months.

9. **Water Activity or Water Play Day Safety Procedures**

Accounting for all children & ensuring their safety during water play or water activities is our main goal!!! Safety 1st

- The center shall obtain written parental authorization for a child to participate in any water activities or water play activities (\$1913.)
- No children under 3 years of age can participate in water activities
- 2 staff members must be present with the water slide while the children are using it
- CPR is required for at least 2 staff supervising children engaging in water activities
- No more than 2ft of standing water will be used at Play & Learn
- Ratios must always be met
- To ensure safety & accountability for each child teachers will be required to how many children they have in their care at all times.
- Head counts need to be done before entering or exiting the building
- Head counts must also be done when one teacher & her students are moving from one activity to another

- At no time will standing water be left unsupervised. A staff member will always be supervising the standing water even if all children have entered the building
- When fun jump/water slide activities are complete the landing zone will be completely drained
- The following ratios will be followed during Water Activities or Water Play

Ages of Children	Ration
Three Years	20:2
Four Years	25:2
Five Years	30:2

10. Policy & Procedure for identifying, prevention & responding to Shaken Baby Syndrome & Abusive Head Trauma

Belief Statement

We, Play & Learn, LLC, believe that preventing, recognizing, responding to, and reporting shaken baby syndrome and abusive head trauma (SBS/AHT) is an important function of keeping children safe, protecting their healthy development, providing quality child care, and educating families.

Background

SBS/AHT is the name given to a form of physical child abuse that occurs when an infant or small child is violently shaken and/or there is trauma to the head. Shaking may last only a few seconds but can result in severe injury or even death. According to Louisiana DOE, each child care facility licensed to care for children shall develop and adopt a policy to identify, prevent & respond to SBS/AHT.

Identifying/Recognizing:

- Children are observed for signs of abusive head trauma including irritability and/or high-pitched crying, difficulty staying awake/lethargy or loss of consciousness, difficulty breathing, inability to lift the head, seizures, lack of appetite, vomiting, bruises, poor feeding/sucking, no smiling or vocalization, inability of the eyes to track and/or decreased muscle tone. Bruises may be found on the upper arms, rib cage, or head resulting from gripping or from hitting the head.

Prevention strategies to assist staff in coping with a crying, fussing, or distraught child:

Staff first determine if the child has any physical needs such as being hungry, tired, sick, or in need of a diaper change. If no physical need is identified, staff will attempt one or more of the following strategies:

- Rock the child, hold the child close, or walk with the child.
- Stand up, hold the child close, and repeatedly bend knees.
- Sing or talk to the child in a soothing voice.
- Gently rub or stroke the child's back, chest, or tummy.
- Offer a pacifier or try to distract the child with a rattle or toy.
- Turn on music or white noise.

In addition:

- All current staff members and newly hired staff are trained in SBS/AHT before providing care for children.
- Staff will sign an acknowledgement form that includes the individual's name, the date the center's policy was given and explained to the individual, the individual's signature, and the date the individual signed the acknowledgment
- Allows for staff who feel they may lose control to have a short, but relatively immediate break away from the children.
- Provides support when parents/guardians are trying to calm a crying child and encourage parents to take a calming break if needed.

Prohibited behaviors:

- Shaking (even playful) or jerking a child or the equipment they are in
- tossing a child into the air or into a crib, chair, or car seat
- pushing a child into walls, doors, or furniture

Responding to:

- If SBS/ABT is suspected, staff will:
- Call 911 immediately upon suspecting SBS/AHT and inform the director.
- Call the parents/guardians.
- If the child has stopped breathing, trained staff will begin pediatric CPR.

Financial Arrangements

Tuition

Tuition is payable in advance. It is due on the first of each month. After the fifth of the month, you will be charged late fees accordingly. The school depends on each month's tuition to pay current expenses and payroll. There will be a \$5.00 charge for every day your child's tuition is late, with a maximum of five days late and a late charge of \$25.00. After this childcare service will no longer be rendered.

There will be a \$25.00 charge for return checks. After 2 NSF checks, the parent will be asked to pay with cash or a money order.

Tuition Rates & Registration/Maintenance fees are adjusted & posted annually in the Play & Learn Yearly Financial Arrangements.

Missed Days

Tuition will not be credited nor make-up days granted for vacation periods, sick days, emergency school closures, etc.

Payment in Case of Withdrawal

A two-week notice is appreciated if a parent decides to withdraw their child from Play & Learn. If the director decides that it is best to withdraw a child, a refund (if applicable) will be given as of the date of withdrawal.

Extra Activities

Additional activities such as field trips, dancing, tumbling, karate, etc. are not included in regular monthly tuition. If you enroll your child in any additional activities, you will have additional charges enforced by the third-party companies providing the services.

Overtime Charge

There will be an overtime charge of \$1.00 per minute for children not picked up by 5:30 P.M. Consistent lateness will be cause for withdrawal without a refund.

Refuse Service or Release a Student

Play & Learn reserves the right to refuse service or release a student from services, if we feel that it is not in the best interest of the child, the parents, their peers, or our staff members. This may be done with notice or immediately depending on the situation.

Hours of Operation

- Monday through Friday, 7:00 A.M. to 5:30 P.M.

General Holidays & Closures

- New Year's Eve & New Year's Day
- Mardi Gras Holiday (Monday, Tuesday & Wednesday)
- Good Friday
- Easter (Monday Following)
- Memorial Day
- Fourth of July
- Labor Day
- Halloween Closing @ 4 pm
- Thanksgiving Day & Friday After Thanksgiving
- Teacher In-service Day (November)
- Christmas Holidays
- One week per year which will be determined 12 months in advance (normally the 1st week of August)
 - This provides time for center maintenance, improvements, and a vacation to rejuvenate staff

If the holiday falls on a Sunday, we will be closed the Monday. If the holiday falls on a Saturday, we will be closed the Friday. (Closures are subject to change). Specific dates for yearly closures are provided and a calendar goes out at the beginning of each year. Holidays are subject to change from year to year depending on the placement of the holiday. In order to keep up with these please read newsletters carefully.

Emergency, Weather or Outage Closures

We will also close if there is emergency, a threat of serious weather conditions and/or water or power outage.

Parents will 1st be notified by Procure App & the Remind App. **It is imperative that all parents use the Procure & Remind apps for emergency situations.** Secondary, ways parents might be notified of impending closures or emergencies are phone, email or Facebook.

Any parents who repeatedly cannot be contacted through Procure or Remind may be released from Play & Learn. This is a very important safety tool for our emergency procedures and daily communication concerning the safety and wellbeing of all the children in our care.