

Smiles & Giggles Learning Center

PARENT HANDBOOK

“Smile, Giggle & Learn”

Smiles & Giggles Learning Center

132 FOXHILL ROAD HAMPTON, VIRGINIA 23669

Phone: 757-851-3030

Hours: 6:30am – 6pm

Smiles & Giggles Learning Center

132 Fox Hill Rd. Hampton, Virginia 23669

Phone: (757) 851-3030

Email: smilesandgigglesdirector@gmail.com



Smiles & Giggles Learning Center

Dear Parents/Guardians,

This handbook is made just for you. It contains answers to frequently asked questions and other information often sought by parents whose children are enrolled in at Smiles & Giggles Day Care and Learning Center. In order to make this learning center experience as beneficial as possible for you and your child, it is important that you know what to expect from the center and what we expect from you.

It is our expectation that you will be in close contact with our center's skilled staff. You should feel free to speak with any member of our staff should further questions arise. May your child's weeks, months, and years with us be pleasant and enjoyable. Spread the good word about Smiles & Giggles Day Care and Learning Center to your friends, neighbors, and community.

Our Organization

Welcome to Smiles & Giggles Daycare and Learning Center! Smiles & Giggles provides a stimulating and educational environment to all young children within our program. We are staffed by a team of early childhood professionals and together with the parents, community members, and agencies Smiles & Giggles supports the growth and development of young children.

Our Vision

A child, a family, a community strengthened through early intervention and education.

Our Mission

To meet the individual needs of children and their families by:

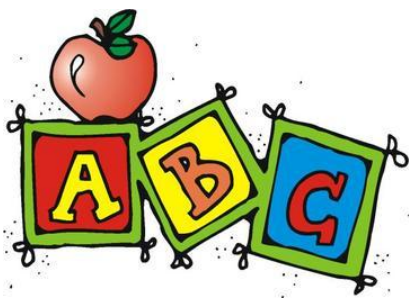
- Maintaining a child based, family focused center
- Providing nurturing and educational programs for children
- Maintaining a skilled and dedicated team of professionals

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Our Philosophy

We believe in:

- The well being of every child
- The integration of all children with their own unique gifts and capabilities
- Serving children as individuals and families as a whole
- Providing a secure environment for all students
- Teamwork and the importance of communication
- Smiles, Giggles, and play as the main ingredients to positive learning and self- esteem

Professional Staff

We are committed to maintaining a skilled and dedicated team of childhood professionals. All staff must submit to a criminal record and cps background check. Staff must also have up to date training.

Director

We have a program Director on site everyday responsible for setting the curriculum and monitoring and evaluating the children's progress. The Director works together with the Executive Director and Owner to coordinate the center's activities.

Staff Development

As the ongoing training and development of staff is essential in providing exemplary programs and services, we are closed two times a year for professional development. This day may be used for team development, in-services and trainings. Staff attends workshops periodically throughout the year.

Parent Responsibilities

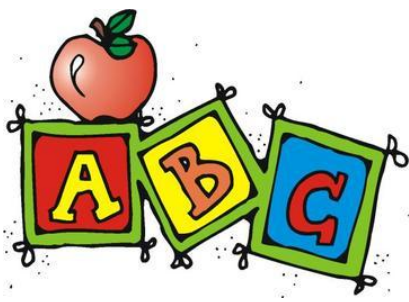
Each parent is responsible for abiding by the policies set forth in the parent handbook and policy agreement. Therefore expectations have been listed below.

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Admission Procedures

We serve children who are six weeks to twelve years of age in the daycare and learning center and 5 to 12 years of age in the before and after care program. We service the local schools in the Fox hill area and welcome social services and military families. We operate 52 hours a week per year, Monday – Friday from 6:30am to 6pm.

To enroll in Smiles & Giggles Child Care and Learning Center you must do the following:

- Complete the New Child Registration Package and return it to the center
- Submit a copy of the child's Birth Certificate
- Pay 1st weeks tuition and Registration fee
- Supply center with requested supplies

Due to state licensing requirements Smiles & Giggles Learning Center requests that all children having legal custody cases provide a copy of legal documents to the center. If paperwork is not on file, by law we cannot withhold any child from his/her biological parent. If you have any questions please contact the front office. Our goal is to keep the children safe and protected at all times.

Tuition and Fees

The center is supported by tuition fees and therefore full tuition is due for days missed due to illness, vacation, or inclement weather. Should it be necessary, Smiles and Giggles reserves the right to dismiss a child due to delinquent payments.

If your check is returned by the bank for any reason, it will be resubmitted by the bank and a return fee of \$40.00 will be charged to you. If collections are not available from the bank we will only accept cash or money orders.

If tuition is not paid by the closing day on Monday then a \$10.00 late charge will be applied to your account on Tuesday. All social service clients must submit their co-pays by the 5th of each month, if it is not paid than a \$10.00 late charge will be applied on the 6th day.

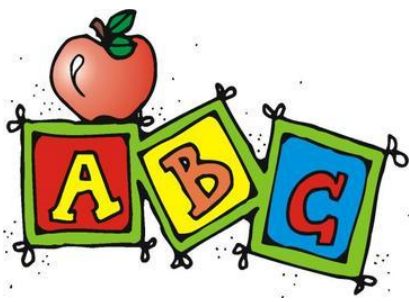
Tuition is due by the close of business on Friday, the week before the service is to be rendered. Accounts must be kept current and any account one week late will result in disenrollment; however, upon payment enrollment can be reinstated if space is available. Parents utilizing community service payment options must enter their account information electronically at the center each day to receive care for their child.

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Additionally, failure to pick up your child by 6pm each evening will result in a late fee of \$2.00 per minute per child. If a child is not picked up by 6pm the staff will contact the parent's place of employment and any emergency contact numbers on the child's information sheet. We will adhere strictly to this policy.

Default

In the event it becomes necessary to refer a delinquent account for collection to an authorized agent and/or attorney, PARENT agrees to pay all costs of collection, including, but not limited to: collection costs, finder's fees, and investigation costs, court costs, and attorney's fees. Delinquent accounts are assessed a yearly interest rate of twenty percent (20%), for every year the account remains delinquent. In the event the CENTER must institute legal proceedings to enforce any provisions of the AGREEMENT, PARENTS agree that the venue will be in Hampton or Newport News, VA per the CENTER's choice.

Absences/Tardiness

No allowance shall be made for occasional absences. Refund's credit or make-up days cannot be granted. If your child arrives late a parent must escort the child to their classroom and they will be integrated into whatever activities the class is doing.

Parent-Staff Communication

In maintaining a child based and family focused center, we are here to work in partnership with you. Together for children, we are always available by phone or in person to discuss any concerns you may have. Additionally, conferences will be held twice a year, the third week of April and the second week of November.

In order for us to provide the best possible care and education we ask that you:

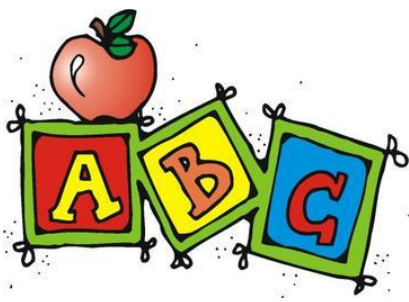
- Phone us if your child will be absent with the reason for their absence.
- Let us know of any illness or communicable disease associated with the child.
- Keep your child at home if your child is ill or unable to participate in a full day's routine including outdoor play.
- Close entrance doors behind you
- Share your ideas or concerns with administration

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Arrivals & Departures

We ask that you please:

- Park in the spaces provided when dropping off and picking up children
- Turn your car off when dropping off and picking up children for safety of children, parents, & staff
- When arriving- sign in at the desk.
- Parents utilizing community service payment options must enter their account information electronically at the center each day to receive care for their child.
- Walk your child to his/her classroom and let the teacher know he/she is here
- All children must be in attendance by 10:00am to receive care for the day. In the event of tardiness, the director is to be notified no later than 9:45am.
- Be sure that your child is dropped off/picked up promptly at set arrival and dismissal times
- Contact school if someone other than the usual or designated person will be picking up your child & notify the person that a picture ID is required for pick up.
- Notify the office of any illness or absence
- Understand that children cannot be brought to school or released to a child under the age 18 years.
- Prior to departing- ask the staff your child's day
- When departing- take home any items in the child's cubbie
- When departing- sign out at the desk or swipe out
- Parents utilizing community service payment options must electronically sign their child out prior to leaving the center

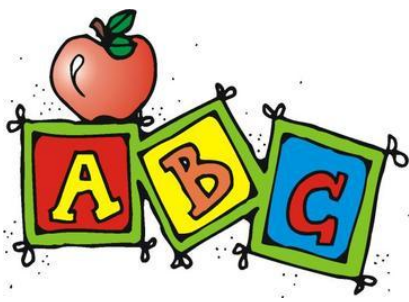
These procedures are in place to ensure the health and safety and supervision of your child as well as to insist in the operation of our program. Please keep in mind that the center needs adequate time to prepare and receive your child so we ask that you abide by the policy of **all arrivals being here no later than 9:30am. This determines the staff needs of the center for the day.**

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Unauthorized Person Policy

An unauthorized person is anyone that is not clearly stated on the registration form or the classroom information sheet and any person who is incapable of caring for your child. It is important for Smiles & Giggles staff to know who is authorized to pick up your child thus the alternative pick up person listed on the forms must be kept up-to-date. If an unauthorized person arrives for pick up of your child access will be denied unless we have received written documentation or a phone call from the parent or guardian with verbal authorization to release the child. Your child will remain under supervision of the staff until an authorized person arrives to pick up the child. Authorized persons are required to show picture identification.

Children's Clothing

Parents please make sure that your child comes to school dressed in clothes that are for play. This means clothing that is easy for your child to put on and take off. Velcro shoes or slip on runners and elastic waist pants are recommended for toddlers and preschoolers.

It is important to:

- Have a complete change of clothes appropriate for the weather
- Label all items to help staff keep track of clothing and bedding items
- Send belongings in a clearly marked bag or back pack

Food Policy

Breakfast will be served around 9 am; Lunch around 11 am; Snack for preschoolers around 3:00 pm and later for school agers. We ask that parents do not bring any food or drink from home, excluding formula, unless it is for dietary or religious reasons. If your child has any food allergies please let the staff know and be sure to list on the center medical forms. * If dietary is the reason it must be supported by a doctor's note and we must have a copy to keep on file per state licensing requirements.

Birthdays/Graduation Celebrations

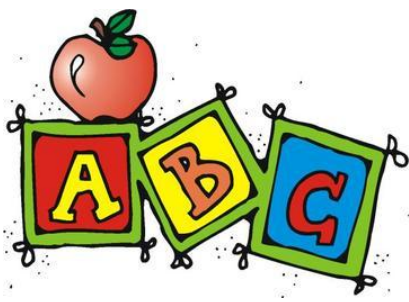
For this purpose, parents are allowed to send in treat bags for the children and/or store bought cupcake treats that his/her classmates may join in the celebration with them. Parties are to be scheduled between 2:30 and 3:30 pm. *Please limit sugary treats in treat bags to one or two pieces and supply more party favors or stickers.

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Transportation and Safety Policy

Smiles and Giggles will provide transportation for all fieldtrips. We ask that all children display positive behavior on any fieldtrips with the center and that they put on seat belts/sit in booster seats and remain in seat belts while the van is moving. It is imperative that they follow the teacher directions at all times. Any unacceptable behavior may result in suspension from future fieldtrips.

***For younger children please provide car seats as needed for fieldtrips when announced.**

Fieldtrip Policy and Water Play Days

Parents will be notified about upcoming fieldtrips by way of center newsletters and/or fliers. In order for children to participate on fieldtrips, Smiles and Giggles must have a consent form completed and signed by the child's parent/guardian. In the event of any fieldtrip we ask that parents pay in advance for the trip and that all permission slips are given to one the the director.

Fieldtrips are an integral part of the summer program at Smiles and Giggles. They appeal to the children's natural curiosity and expand their understanding of concepts learned in the classroom. For example, by visiting a farm, children learn firsthand about jobs, equipment, and care of the animals. Not only do they develop understanding but they also experience a connection with the larger community.

During the summer months Smiles and Giggles offer water play days as a way to cool off and have fun in the sun. We ask that all parents complete a water authorization form to have on file if you would like your child to participate on that day. Please see office staff for the form.

Special instructions

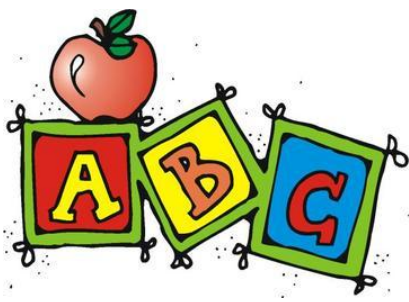
Field trips and optional programs, such as swimming, gymnastics, and special summer programs may be offered. Most of these programs require fees in addition to regular tuition and these fees are payable by the first day of the program. In instances of agency reimbursement, fees for these programs are my responsibility.

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Notification of Withdrawal/Termination

Parent's are required to give a two week's notice to the administrator in writing in advance of the termination and your account must be at a zero balance prior to the last day of attendance or give a two week's payment in lieu of notice prior to last day of attendance.

Smiles and Giggles Learning Center reserves the right to withdraw service at any time with proper notice given to the parent.

School Closings/ Emergency Closings

We are closed for national holidays and will announce closings in advance.

In the event that the center must close due to inclement weather, we typically follow Hampton City Schools. We will also leave a message with our closing status on the voicemail of the center main number. Additionally, if you text @smilesp132 to 81010 you will receive text messages with any information related to center closings, however Smiles and Giggles will not be responsible for any possible charges for this service. Smiles and Giggles will make every effort to remain open to serve our centers families. If school is in session and severe weather occurs and we have to close early then a phone call will be made to the parents and every available contact listed on the child's emergency form until someone is reached and notified of the center closing.

Also, please be aware that Smiles and Giggles will be closed twice a year to offer staff development and trainings to our teachers and staff. We pride ourselves on providing quality care to all of the children in our center and in order to continue with this standard all teachers must obtain trainings per state licensing requirements. As such, the center will be closed one day for training each June and September.

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Holidays

The center is closed for the following holidays:

- Martin Luther King Jr.'s Birthday
- Presidents Day
- The Monday after Easter
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and the following Friday
- Christmas Eve and Christmas Day

There is no entitlement to any refund, credit, make-up day or any other allowance for holidays. If a holiday falls on a weekend, it will be observed on either the preceding Friday or the following Monday. On New Year's Eve the center will close promptly at noon.

Inclement weather

In an effort to service our parents and families, it is our intent to remain open every day (except designated holidays). If inclement weather occurs, please call the center to ensure that we are open.

Strategies for Guiding Behavior & Discipline Policy

At Smiles and Giggles, we understand the nature of young children's tremendous level of curiosity and the need to test and explore things. The role of staff is a supportive one in assisting the child developing their sense of self in connection with others. Staff follows an active approach of observing and monitoring the environment, as needed, so that children can be successful.

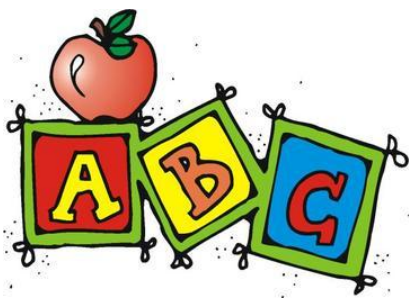
Smiles and Giggles define discipline as: *Training or instruction used in order to help a child understand expectations for positive social interaction and to learn self control.* This is done by primarily by reinforcing safe and socially acceptable behaviors. Center staff may use redirection, modeling, verbal and/or visual cues, giving time away from the group with a quiet activity or may assist the child with specific choices. Corporal punishment is not permitted at our center.

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When a child has a severe discipline problem, the parent will be notified and we will work together to solve the problem. The first (1st) instance of a severe discipline problem will result in a Verbal Warning. The second (2nd) instance will result in the scheduling of a conference with the parent or guardian and the development of behavior plan. The third (3rd) instance may result in the suspension or dismissal of the child. However, it is unusual that a child's behavior will cause a formal notification.

If Your Child is Bitten

Child development research indicates that approximately fifty percent of all children enrolled in childcare centers will be bitten. Toddlers will often use biting as a form of communication. Smiles & Giggles Day Care and Learning Center will strive to minimize biting accidents. If this should occur, we will do our best to comfort your child and care for their needs immediately. If your child is bitten, you may want to contact your doctor to determine whether the nature of the bite requires medical attention. We will also inform the parents of the biter and work with them and their child to correct the behavior.

If Your Child Bites Another Child

Biting is very serious and unacceptable behavior. If your child bites Smiles & Giggles Day Care and Learning Center will work with you to develop a plan to correct the problem. However, if the biting is aggressive, breaks skin, does not lessen within a reasonable period of time, or diverts an inordinate amount of staff time away from other children and program implementation, Smiles & Giggles Day Care and Learning Center may have to temporarily disenroll your child until the biting diminishes.

Confidentiality

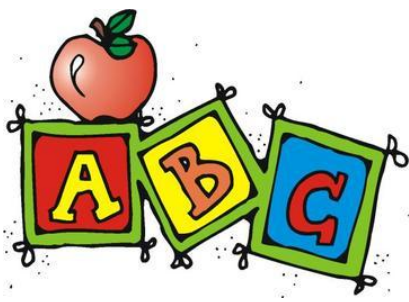
Smiles & Giggles Day Care and Learning Center respects the right to privacy and confidentiality of each family in regards to all health, behavioral and development records and information concerning their child. Various federal and state statutes, local ordinances, and regulatory rules protect these rights to privacy and confidentiality. If your child is involved in an altercation or a biting incident with another child, Smiles & Giggles Day Care and Learning Center will not reveal your child's identity to the parents of the other child without your prior written consent, except as required by law.

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Reporting Child Abuse

Everyone who has a reason to believe that a child has been or is likely to be physically, sexually, emotionally abused and/or neglected is legally responsible to report the matter to CPS. Therefore, if Smiles and Giggles staff has reason to believe that a child is being or likely to be abused or neglected, we are obligated to report this.

Interviewing children/inspecting records

The director will report suspected abuse/neglect to Social Services and the Child Protective Services Agency. The Department of Social Services or Licensing agency shall have the authority to interview children or staff, and to inspect and audit child or faculty records without prior consent. The licensee shall make provision for private interviews with any child(ren) or any staff member, and for the examination of all records relating to the operation of the facility. The department or licensing agency shall have the authority to observe the physical condition of the child(ren), including condition which could indicate abuse, neglect, or inappropriate placement, and to have a licensed medical professional physically examine the child(ren).

Immunization of Children

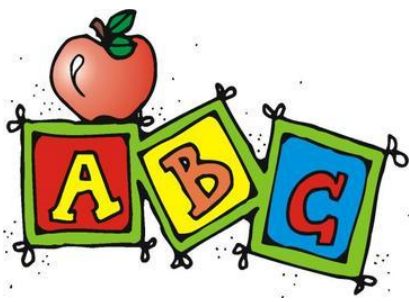
Smiles & Giggles Learning Center maintains compliance with the Standards for Licensed Child Day Centers as mandated by the Department of Social Services of the Commonwealth of Virginia. As such we are required to obtain documentation that each child has received the immunizations required by the State Board of Health before the child can attend the center. The required immunizations can be found on the COMMONWEALTH OF VIRGINIA SCHOOL ENTRANCE HEALTH FORM - Health Information Form/Comprehensive Physical Examination Report/Certification of Immunization document as included in the New Child Registration Package. If your child's immunizations are not completed following the recommended schedule, with the proper documentation thereof provided to the center, Smiles and Giggles Learning Center may exclude your child until such immunizations are current and proper and documentation has been provided to the center. Additionally, the State Standards require that the center shall obtain documentation of additional immunizations once every six months for children under the age of two years. This semi-annual immunization documentation is required to be provided to the center by February 1st and August 1st of each calendar year.

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Conduct Notices

If your child receives a conduct notices, the parent or guardian will be required to attend a conference to discuss the behavioral issue and develop a behavior plan. If three (3) notices of improper conduct are provided to a parent in one thirty (30) day period the parent will be asked to make other child care arrangements for the two (2) scheduled care days following the issuance of the third improper conduct notice. If the disruptive behavior continues we will request a parent conference to discuss concerns and further actions as necessary.

Homework Policy

We will assist your child with their homework on a daily basis, however Smiles and Giggles is not responsible for the assurance that your child's homework will be completed. It is the responsibility of your child to complete their homework we are here to assist only. We encourage but do not force children to do their home during their time at the center. Please communicate with your child their responsibility to bring their homework out and complete it.

Emergency Procedures

In the event of injury, the emergency procedures will be as follows:

- a qualified staff will administer first aid, if required
- the parent, or if parent is unavailable, emergency contact person will be contacted immediately
- an ambulance will be contacted, if required
- the child may be transported to the nearest hospital

In the event the child falls ill while in the care of Smiles and Giggles, the procedure will be as follows:

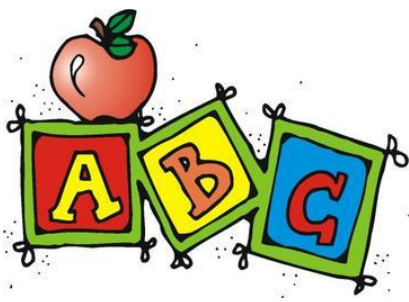
- The child will be comforted by the staff member on his/her mat with a blanket in an area where he/she can be isolated from the other children. If required, and still be observed by staff
- Parents will be notified immediately and if unavailable then the emergency contact will be notified
- The child will be kept comfortable until the authorized person arrives
- An ambulance will be called if required
- The child will be transported to a local hospital if needed

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Administering Medication

Smiles & Giggles Day Care and Learning Center does not administer medication at this time.

Child Health

A child exhibiting symptoms of illness, especially contagious disease will not be admitted to the center. It is the parent's responsibility to make alternate arrangements for his/her child when the child is sick. In accordance with state law, children must be kept home until they are free of fever or diarrhea for twenty four (24) hours. If the parent is contacted and requested to pick up their child due to an illness the parent must arrange for the child to be picked up within an hour of notification.

You will need to make alternate arrangements for the following conditions:

- Fever over 38.3° C (101°F)
- Infected eyes or skin
- Any type of contagious or communicable disease such as flu, measles, mumps, rubella, or chicken pox
- Immediately report to staff any contagious or communicable disease
- Unexplained diarrhea or loose stool combined with nausea, vomiting or abdominal cramps
- An acute cold with fever, runny nose and eyes, a "croupy" cough or congested to the point that he/she has heavy breathing
- Upon return to the center after a period of illness, please note any special requirements to be followed and submit a doctor's note authorizing return date

Safety Policies and Procedures

Providing safety is a priority. To maximize the safety of your child we have the following practices in place:

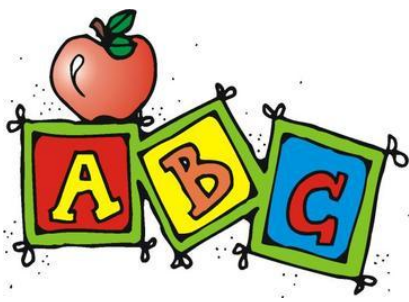
- Children will only be released to an authorized adult
- Staff member on site trained in CPR and First Aid
- We are inspected for fire safety and fire drills are held monthly
- All toys and equipment are selected with safety in mind
- All staff are required to have a background and cps check

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Model release

Smiles and Giggles Childcare, inc., its licensees and signees may not use photographs, reproductions, and/or sound recordings of my child. Such use may include advertising and publicity purposes.

Sun Safety

In order to protect your child from the intense rays of the sun, please be sure to send the following:

- Sunscreen labeled with child's name on it
- Completed sunscreen authorization form

We are excited to have your child here with us. Please let us know if there are any questions!

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