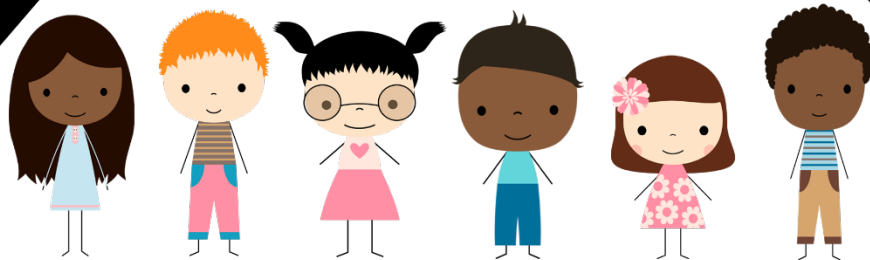


# WE ARE

# THE VILLAGE



**WE ARE THE VILLAGE LEARNING CENTER**

1440 NE 50TH, OKLAHOMA CITY, OK. 73111  
405-768-5516 FAX 405-768-5543

**Parent Handbook 2025-2026**



# WELCOME

Dear Family,

Welcome to Friendly Circle CDC! We are so excited to have your child join our family. It's our mission to create a nurturing, safe, and engaging environment that supports your child's growth and development while building lasting relationships with our families.

At Friendly Circle, we believe in fostering a community of love, respect, and collaboration. We know that every child is unique, and we are committed to helping your child thrive through a combination of educational activities, play, and care tailored to their individual needs.

We also value strong partnerships with our families. We believe open communication, trust, and collaboration between parents and staff are key to creating the best experience for your child. Please know that our door is always open. Whether you have questions, concerns, or simply want to share a milestone, we are always happy to listen and collaborate with you.

We look forward to partnering with you to create a positive and memorable experience for your child. Thank you for entrusting us with this important role in your child's early development.

Sincerely,

Renina D Forshee, Owner/Operator  
(405)768-5516

[childcareokc@gmail.com](mailto:childcareokc@gmail.com)

**We are the Village Learning Center, LLC**



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## ABOUT US

**We are the Village Learning Center, LLC** is proud to be an independently owned and operated childcare facility.

### *Mission*

**Our Program's mission is to identify and nurture the unique strengths of each child. With the support of staff and families, we empower every child to succeed at their own pace. We create a nurturing, positive learning environment where children's individual abilities are recognized, celebrated, and supported. We encourage positive development through play, learning opportunities, and love.**

### *Philosophy*

**We believe children experience the greatest growth when they feel loved, secure, and valued. Our child-centered program provides a safe, nurturing, and caring environment that fosters cognitive, social, emotional, and physical development through exploration and play. Every child deserves to thrive and discover their full potential.**

### *Goals*

**Our goal is to provide a safe and nurturing childcare program that serves as a trusted partner in the community. We build strong partnerships with local schools, organizations, and families to support the children and families we serve. We are committed to offering high-quality childcare services, which we continually improve through assessments, surveys, and outcome measurements. Our administration reviews and evaluates our program annually to identify our strengths and areas for growth to better serve our children and community.**

### *Certification*

**We are the Village Learning Center, LLC** is licensed by the State of Oklahoma through the Department of Human Services (405) 787-2650. We are rated a 5 Star facility. Our Department of Human Services Childcare License Compliance File is located on the podium at the front entrance of the building.

We are certified by the Child and Adult Care Food Program through the USDA.

### *Definition of Family*

In this handbook we refer to family as a parent, legal guardian, sponsor or anyone else who provides for the well-being, best-interest and responsibility of the child in our care.

### *Hours of Operation*

Child care services are provided from 6:00 AM to 6:00 PM Monday through Friday.



## Holidays/Closures

We are closed for the following holidays:

<b>2025</b>	<b>2026</b>
<b>New Year's Day January 1, 2025</b>	<b>New Year's Day January 1, 2026</b>
<b>Martin Luther King Day January 20, 2025</b>	<b>Martin Luther King Day January 19, 2026</b>
<b>Memorial Day May 26, 2025</b>	<b>Memorial Day May 25, 2026</b>
<b>Independence Day July 4, 2025</b>	<b>Independence Day July 3, 2026</b>
<b>Labor Day September 1, 2025</b>	<b>Labor Day September 7, 2026</b>
<b>Thanksgiving November 27 &amp; 28, 2025</b>	<b>Thanksgiving November 26 &amp; 27, 2025</b>
<b>Christmas 2025. Close early at 3 p.m. December 24. Closed December 25 &amp; 26</b>	<b>Christmas 2026. Close early at 3 p.m. December 24. Closed December 25 &amp; 26</b>
<b>Close early at 3 p.m. December 31, 2025</b>	<b>Close early at 3 p.m. December 31, 2026</b>

## Admission & Enrollment

All admission and enrollment forms must be submitted, and the enrollment fee along with the first tuition payment must be received before your child's first day of attendance.

An enrollment fee of \$55.00 for 1 child, \$95.00 for 2 or more children is due at the time of enrollment. This fee is non-refundable. If you would like for us to hold your position, we require a holding fee of at least half of the weekly tuition for each week we are holding. We can only hold positions for families who receive subsidized childcare for 3 days.

Based on the availability and openings, our facility admits children from 6 weeks to 12 years of age.

Our flow of service and introduction to our program.

- ❖ Inquiry
- ❖ Phone Assessment
- ❖ Tour
- ❖ Secure Enrollment
- ❖ Parent Orientation within 15 days of enrollment
- ❖ Child Portfolio created within 30 days of enrollment (Infants-5 year olds not in full day school)
- ❖ Child assessment within 90 days to determine child's strengths and weaknesses

Children are admitted without regard to race, color, ethnicity, national origin, religion, sex, age, disability, gender identity (including gender expression), sexual orientation, family/parental status or social status. We do not discriminate on the basis of special needs as long as a safe and supportive environment can be provided. However, we reserve the right to refer childcare services to anyone who requires care beyond our level of skill or knowledge.

### At the time of enrollment

- Parents/guardians give or deny permission to seek emergency medical treatment.



- Parents/guardians sign consent forms allowing the program to share children's health information with emergency medical professionals and other necessary service providers.
- Parents/guardians identify their preferred hospital, medical and or dental provider.

### *Inclusion*

**We are the Village Learning Center, LLC** believes that children of all ability levels are entitled to the same opportunities for participation, acceptance and belonging in child care. We will make every reasonable accommodation to encourage full and active participation of all children in our program based on his/her individual capabilities and needs.

If your child has an identified special need, it is imperative that the parent advises the director during enrollment to ensure the best and proper care.

### *Non-Discrimination*

**We are the Village Learning Center, LLC** enrolls children of any race, color, ethnicity, national origin, religion, sex, age, disability, gender identity (including gender expression), sexual orientation, family/parental status, or social status. Our nondiscrimination policy is followed within our program including our classrooms.

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity. Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by: mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410; or fax: (833) 256-1665 or (202) 690-7442; or email: [program.intake@usda.gov](mailto:program.intake@usda.gov) This institution is an equal opportunity provider.

usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by: mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410; or fax: (833) 256-1665 or (202) 690-7442; or email: [program.intake@usda.gov](mailto:program.intake@usda.gov) This institution is an equal opportunity provider.

### *Family Activities*

Each family is a child's first teacher. We value families as partners in the growth and development of children in our program. We encourage parents and other family members to be involved in the program, visit children's classrooms, participate in events, and provide feedback



on the program. We offer a variety of ways in which families can participate in helping us establish and reach our program goals.

### **Confidentiality**

Unless we receive your written consent, information regarding your child will not be released with the exception of our regulatory and partnering agencies as required by law. All records concerning children at our program are confidential.

### **Staff Qualifications**

Our teachers are hired in compliance with the state requirements and qualifications as a base minimum. Typical staff certifications are as follows:

Caregivers participate in orientation and ongoing training in the areas of child growth and development, healthy and safe environments, developmentally appropriate practices, guidance, family relationships, cultural and individual diversity, and professionalism.

We strongly discourage families from entering into employment arrangements with staff (i.e. babysitting). Any arrangement between families and our caregivers outside the programs and services we offer is a private matter, not connected or sanctioned by **We are the Village Learning Center, LLC**.

### **Child to Staff Ratios**

Children from infants to school age are always supervised by both sight and sound by a qualified teacher (lead or assistant teacher, or a teacher's aide). At no time should children be left alone, this includes indoors, outdoors, and rest periods. There will always be at least 1 team member and 1 Lead Teacher in the building. All team members will receive scheduled breaks which reduce fatigue and help to ensure alertness. We maintain the following standards for child to staff ratios:

Single Age Group	Child to Staff	Maximum Group Size
≤ 12 months	<u>4 to 1</u>	<u>8</u>
1 Year-olds	<u>4 to 1</u>	<u>8</u>
2 year-olds	<u>6 to 1</u>	<u>12</u>
3 year-olds	<u>8 to 1</u>	<u>16</u>
4 year-olds	<u>8 to 1</u>	<u>16</u>
5 year-olds	<u>12 to 1</u>	<u>24</u>
5 to 12 year-olds	<u>12 to 1</u>	<u>24</u>





Mixed Age Group	Child to Staff	Maximum Group Size
Infants, 1 & 2 Year Old	<u>4 to 1</u>	<u>8</u>
2 year-olds and older	<u>6 to 1</u>	<u>12</u>
3 year-olds and older	<u>8 to 1</u>	<u>16</u>
4 year-olds and older	<u>8 to 1</u>	<u>16</u>
5 year-olds and older	<u>12 to 1</u>	<u>24</u>

Staff schedules are based on Child/Staff ratio and the scheduling of children's attendance. Team members work schedules may change depending on the needs of the program. We maintain Child/staff ratios at all times. There will always be at least one Lead Teacher and one team member in the program at all times.

Under extreme circumstances we may require team members to stay late or come in early to ensure we are meeting Child/Staff ratios. It is our policy to have more staff than required to reduce those situations.

Every classroom is assigned a Lead Teacher for each age group including school age. There is a Lead Teacher in the program at all times.

### ***Communication & Family Partnership***

**Daily Communications.** Daily notes from center staff will keep you informed about your child's activities and experiences at the center. Each family is required to sign up and use the Procure System for family engagement. Our team will always do our best to speak with parents/guardians. Since staff days are devoted to caring for children, it is usually not feasible to have a long discussion during regular program hours. If a situation requires a longer discussion, kindly arrange for an appointment.

**Bulletin Boards.** Bulletin Boards are located throughout the center, bulletin boards provide center news, upcoming events, holiday closing dates, announcements, etc.

**Newsletters.** Monthly newsletters provide center news, events, announcements, etc. These newsletters are available at the sign-in/sign-out desk for your taking.

**Email.** We encourage you to provide an email address that you use regularly so that we may send you announcements, event invitations, newsletters and general updates.

**Family Visits.** Family participation is encouraged. Visit our classrooms, volunteer, come along on a field trip, or eat a meal with your child. Signing in/out is required for the safety and protection of our children.

**Family Events.** Family events are scheduled. These events include snacks, drinks and fun filled age-appropriate activities for families. Family Events allow families and children time to share, learn, and have fun. Families have an opportunity to be a part of their child's learning experience and connect with other families.



**Conferences.** Family & teacher conferences occur twice a year. During these conferences, we will discuss your child's strengths, likes and dislikes, and styles of learning. We will work together to set goals for your child's growth and development. You may request additional conferences regarding your child's progress at any time. We encourage you to communicate any concerns.

### ***Open Door Policy***

We are delighted to have family members participate in our program. Parents/Guardians are welcome to visit the program any time during regular program hours. The infant room welcomes parents/guardians to nurse or feed their infants.

Open Door Policy does not mean the doors will be unlocked. For the safety and protection of the children, external doors will be kept locked at all times.

Our team will always do their best to speak with parents/guardians. Since staff days are devoted to caring for children, it is usually not feasible to have a long discussion during regular program hours. If a situation requires a longer discussion, kindly arrange for an appointment.

### ***Parent Conflict Resolution***

At We are the Village Learning Center, we are committed to fostering open, respectful, and collaborative relationships with all families. While we strive to maintain a positive and harmonious environment, we recognize that conflicts may occasionally arise. To ensure concerns are addressed promptly and constructively, we follow this conflict resolution procedure:

- Parents are encouraged to voice concerns as soon as they arise.
- Whenever possible, concerns should first be addressed directly with the teaching staff. A calm and respectful discussion often resolves issues quickly.
- If the issue is not resolved or further discussion is needed, parents may request a meeting with the director.
- If the concern remains unresolved, the matter will be escalated to the center director or administrator.
- A formal meeting will be arranged to review the issue and explore possible solutions. Notes may be taken to ensure follow-up and accountability.
- If a resolution still cannot be reached, the center may involve external mediation resources (such as local childcare licensing authorities or family services agencies), if appropriate.
- A final decision will be made by the Administrator, with the best interest of the child and center community as the top priority.

### ***Publicity***

Occasionally, photos will be taken of the children at the center for use within the center. Written permission will be obtained prior to use of photographs.



Unless the family indicates that they do not want their child to participate, then we will not use pictures and names of children for publicity.

## **CURRICULA & LEARNING**

### ***Learning Environment***

We provide a rich learning environment with curricula that is developmentally appropriate to the specific ages in each classroom. We have a flexible daily routine that allows children to advance at their own pace. We strongly believe that learning happens through play. Learning and exploring are hands-on and are facilitated through interest areas. Our program is designed to enhance children's development in the following areas: creativity, self-expression, decision-making, problem-solving, responsibility, independence, and reasoning. We encourage openness to that which is different from us, and the ability to work and play with others.

### ***Curricula & Assessment***

**We are the Village Learning Center, LLC** uses Funshine Express Early Learning Curricula. As part of this curriculum, we gather information about each child's developmental abilities. The teaching staff evaluates progress so we can modify and adjust what we are doing in our classroom to deliver the best individualized instruction for each child. This evaluation is communicated to families periodically during the school year using various formal and informal tools, forms, and resources.

For information about your child's day, please see copies of daily schedules and lessons plans posted in each classroom.

We expect children to be present by 9:30am to experience the curricula and other learning opportunities.

### ***Developmental Screening***

To coincide with curriculum-based assessments, we monitor each child's achievement of developmental milestones and share observations with parents/guardians. We provide resource information as needed for further screenings, evaluations, and early intervention and treatment. The teaching staff provides annual screens for vision, speech/language, hearing, special health care needs, or any other screening necessary. The developmental screening process is a collaborative one, involving parents/guardians and done in conjunction with the child's primary care provider, health, education, and early intervention consultants. Developmental screening is conducted with written consent from the child's parent/guardian(s).

### ***Outings and Field Trips***

Weather permitting; we conduct 30 minutes of supervised outdoor play for all children. Children are always supervised.

From time to time, there will be supervised field trips, and we encourage you to join your child on the trip. When we have a field trip scheduled and your child is unable to participate for



whatever reason, you will have to provide alternate care for those days. We will not be able to accommodate children who are not on the scheduled field trips.

*Permission Slips* for each trip must be signed by the child's family.

For field trips, please dress your child appropriately for the season. Comfortable walking shoes are required. Sandals and flip-flops are not suitable for walking.

The safety of both children and staff will be ensured in all activities of the childcare program. Proper restraint systems (seat belts) and the correct use of them are critically important during travel to/from the child care program as well as during field trips.

Fields trips can be cancelled without advanced notice, based on safety, staffing, weather, or vehicle concerns. While it is not our intent to plan and then cancel field trips, we make the best decision for the safety of our program.

## **Transitions**

Your child's transition in child care should be a positive and exciting learning adventure. We will work with you and your child to ensure the smoothest possible transition occurs as new routines and new people are introduced.

*Transition from home to center*

Prior to your child's first day, you will have an opportunity to tour the center, meet with your child's peers and teachers, and communicate any anticipated concerns. At this time please share the best communication methods that the teacher may use to reach you.

*Transition between learning programs*

Children are transitioned to the next program based on age, developmental readiness, state licensing requirements, and space availability. During the transition, current and future teachers will meet with you to propose a plan to introduce your child into the new program.

*Transition in the classroom between activities*

We will provide different types of support to children during transitions, for example, photos to help anticipate what activity is next, directions, and a verbal notice to the children that soon it will be time to clean up and begin a new activity.

*Transition to elementary school*

Transition activities such as a field trip to a local elementary school, creating a mural of special friends and special times at our center will be part of your child's education at our center. We will provide you with information on local schools, what to expect, and ideas on how to talk to your child about going to elementary school.

*Transition for before/after school care*

Children who are of school age may continue with before/after school care at our center. The center will provide staff to ensure that your child arrives at the school (before school) and picked up (after school) in a timely manner.

## **Electronic Media**

Our normal daily routine does not include electronic media (television/TV, video, DVD) viewing and computer use but from time-to-time, we may use a television show without advertisements



as a teaching aid and discussion stimulator. All Electronic Media will be screened prior to use and will consist of non-violent and high-quality educational material. Our focus is to provide your child with a positive experience with increased understanding of the world. Electronic Children ages 3 years and older, media will be offered only as a free choice, used to meet a developmental goal, and limited to no more than 30 minutes per week.

Oklahoma rules prohibit any screen time for children under two. This includes TV, videos and computers.

### ***Multiculturalism***

Multiculturalism is vital for all children because it sets social goals and promotes respect for all people and the environment we inhabit. We welcome families to share their culture and family traditions.

### ***Celebrations***

Our holiday policy encourages an enhanced understanding of and respect for different cultures and beliefs of children, families, staff and community.

We generally celebrate special occasions such as holidays and birthdays. If you would like to celebrate your child's birthday with their class, you will need to have all food and/or activities in their classroom by 2:30pm. Please speak with your child's teacher or see sign-up sheets near the classrooms. Any and all food must be store bought, unopened and in its original package. (No home-made or baked goods).

### ***Rest Time***

We maintain an infant safe sleep environment. Infants sleep according to their own schedule and are put to sleep on their backs. Caregivers/teachers directly observe infants by sight and sound at all times and check on sleeping infants every 20 minutes.

Infants sleep in cribs or play yards that meet requirements with the sides fully raised and secured. Infants sleep directly on a tight-fitting sheet covering the mattress. Only pacifiers without attachments to them are in rest equipment with infants. Infants are swaddled in infant sleep sacks. We do not swaddle infants using blankets or sheets.

After lunch, all children younger than 2 years of age participate in a quiet rest time. Children are not required to sleep and may be given quiet activities.

School age children, although not required, shall be provided an opportunity for a regular rest period if the child desires. For children who do not want to rest, a space and time for quiet play will be made available.

Child/Staff Ratios are maintained during rest periods for all ages.

### ***Diaper Changing/ Toilet Training***

Children's diapers are checked and changed every 45-60 minutes. The diaper change is logged into Procure or the child's daily activity form. It lists the contents of the diaper and the time the diaper was changed. We also use Procure or the daily activity form to communicate supplies needed for the child.



The most important factor in making the toilet learning experience successful and as low-stress as possible is a family/teacher partnership that supports the child. Research indicates that children cannot successfully learn how to use the toilet until they are physically, psychologically, and emotionally ready. Most positive toilet training occurs only after children show signs of physical control or awareness of their bodily functions and when they demonstrate an interest or curiosity in the process. We are committed to working with you to make sure that toilet learning is carried out in a manner that is consistent with your child's physical and emotional abilities and your family's concerns. All children over the age of 3 years old will be required to use the toilet.

For sanitary reasons we discard soiled (i.e. feces) underwear. We do not wash or rinse soiled clothes.

There are always qualified teaching staff assisting children in the toileting areas. They also safeguard children's privacy and ensure unauthorized people are not observing during toileting times including diaper changing areas.

If there is any concern with diapering or toilet training that has not been resolved with the teaching staff, please discuss it with the director.

## **GUIDANCE**

### ***General Procedure***

**We are the Village Learning Center, LLC** is committed to each student's success in learning within a caring, responsive, and safe environment that is free of discrimination, violence, and bullying. Our center works to ensure that all students have the opportunity and support to develop to their fullest potential and share a personal and meaningful bond with people in the school community.

Thoughtful direction and planning ahead are used to prevent problems and encourage appropriate behavior. Communicating consistent, clear rules and involving children in problem solving help children develop their ability to become self-disciplined. We encourage children to be fair, to be respectful of other people, of property, and to learn to understand the results of their actions.

### ***Discipline Policy***

We have created a discipline policy that reflects our philosophy of positive guidance with children. A copy of the discipline policy is included in your enrollment package for you to review and sign.

### ***Challenging Behavior***

Children are guided to treat each other and adults with self-control, respect, and kindness.

Each student at **We are the Village Learning Center, LLC** has a right to:

- Learn in a safe and friendly place
- Be treated with respect
- Receive the help and support of caring adults



When a child becomes verbally or physically aggressive, we intervene immediately to protect all of the children. Our usual approach to helping children with challenging behaviors is to show them how to solve problems using appropriate interactions. When guidance is necessary, it is clear, consistent and understandable to the child. We maintain a zero tolerance in regards to bullying. If you have any concerns about this at any time, please report it to the Director of the Center.

### ***Physical Restraint***

Physical restraint is not used or permitted for discipline. There are rare instances when we need to ensure a child's safety or that of others. We may restrain a child by gently holding her or him only for as long as it is necessary to maintain safety of the child and others.

### ***Notification of Behavioral Issues to Families***

If a child's behavior is a concern, communication will begin with the parents as the first step to understanding the child's individual needs and challenges. We will work together to evaluate these needs in the context of our program.

On rare occasions, a child's behavior may warrant the need to find a more suitable setting for care. Examples of such instances include:

- A child who appears to be a danger to others.
- If continued care could be harmful to, or not in the best interest of the child as determined by a medical, psychological, or social service personnel.
- Undue burden on our resources and finances for the child's accommodations for success and participation.

There may be times when the administration contacts our professional designated health consultants for suggestions or guidance for medical, mental, or behavioral concerns or questions.



## TUITION AND FEES

### ***Important Notice***

All payment and fee processing will be completed by the staff in charge. He/she will be in charge of collecting tuition, other fees, and contacting families regarding payment issues. If you have a question or concern regarding a payment or fee, please contact the Director (405) 768-5516.

### ***Tuition Rates***

6 weeks-12 months	\$275.00 per week
13 months-24 months	\$245.00 per week
2 years- 3 years old	\$210.00 per week
4 years - 5 years old	\$175.00 per week
School Aged	
Before Care	\$85.00 per week
After Care	\$85.00 per week
Before & After Care	\$125.00 per week
All Day School Aged	\$125.00 per week (\$35.00 per day)

Families contract for a specific weekly schedule as indicated on the Payment Contract. Payment for this contracted schedule is required every week year-round whether or not your child attends; this enables us to pay teachers a stable salary every week all year. No credits are given for sick days, holidays, staff training closure, closure due to inclement weather, or acts of God. You are allowed two weeks of absence per year.

### ***Enrollment Fee***

An enrollment fee of \$55.00 for one child, \$95.00 for two or more children is due at the time of enrollment. This fee is non-refundable.

### ***Payment***

Payment is always due in advance with no deduction for any absences, holidays, or closures due to inclement weather, power outages, or other situations beyond our control. Payment is due weekly by 6:00pm on Monday, as outlined in the Payment Contract.





## **Methods of Payment**

Several methods of payment are available for families' convenience. Families can pay by check, money order, credit card. Families paying with credit card are required to pay through the Procure System. \*\*\*We do not accept cash as a form of payment for childcare services.

## **Late Payment Charges**

Late payments can pose serious problems for our program and as a result, the business does not have the latitude to allow families to accrue a balance equal to more than one week of tuition. Late payments will result in the imposition of late payment fees. Failure to pay child care payments will result in child care services being terminated.

If payment is not received on the day that it is due, a late fee of \$30.00 will be added to your next tuition payment.

Any payments made will be applied to the oldest charges and late fees may still apply if the account is not paid in full by the next tuition due date.

If payment is more than 30 business days past due, we may attempt to recover payment in small claims court and/or your account may be sent to a 3<sup>rd</sup> party collections agency. You will be responsible for all expenses associated with these actions including all court and attorney fees.

## **Returned Checks/Rejected Transaction Charges**

All returned checks or rejected ACH (automatic debits) or credit card transactions will be charged a fee of \$30.00. This charge may be collected electronically. Two or more returned checks or rejected transactions will result in your account being placed on "certified funds" only status.

## **Late Pick-up Fees**

Late pick-up is not a normal program option and will only be considered as an exceptional occurrence. Late fees of \$2.00 per minute will be assessed beginning at 6:00pm and will be due upon arrival. Repeated late pick up may result in child care services being terminated.

## **Other Fees**

From time-to-time there will be additional fees associated with special activities or field trips. These fees are due prior to the event, activity or trip and can only be paid in cash.

## **Subsidized Childcare (EBT)**

It is your responsibility to check your child(ren) IN and OUT via the OKDHS system DAILY. Our administration updates missing check in and out and they are posted and updated weekly. We reserve the right to terminate childcare services for failure to check your child(ren) IN and OUT DAILY on the ECConnect system.

## **Credits & No Credits**

- Families contract for a specific weekly schedule as completed on the *Enrollment Agreement* Form. Payment for this contracted schedule is required every week year-round



whether or not your child attends; this enables us to pay teachers a stable salary every week all year. No credits are given for sick or vacation days, holidays, staff training closure or closure due to inclement weather.

- Credit may be given for Serious Illness/Injury – In the unfortunate event of extenuating circumstances such as your child is hospitalized, absent due to a serious contagious disease or serious illness or injury, credit may be issued at the director's discretion. A written doctor's note is required to receive a credit.
- You are allowed two weeks of absence per year.

## **ATTENDANCE & WITHDRAWAL**

### **Absence**

Your child must be in attendance for at least 4 days per week to maintain enrollment. We will have a verbal discussion and then a documented notice of policy violation. We do not offer part-time childcare.

If your child is going to be absent, please call us at (405) 768-5516. We are concerned about your child when we do not hear from you.

If your school age child will not be attending before or after school care, please notify us at (405) 768-5516 before 1:00pm.

### **Vacation**

Vacation days only apply if your child is normally scheduled to attend on those days. Each child is given 2 weeks each calendar year.

### **Withdrawal**

A written notice, one week in advance, is required by the center when a child is being withdrawn.

### **Child's Records**

The following items are included in your child's records:

- Names, addresses, and phone numbers of parents/guardians
- Emergency contact information
- Emergency medical treatment authorization/permission form
- Physician's name and phone number
- Allergies
- Authorization release to other than parent/guardian
- Birth certificate
- Immunizations or immunizations exemptions
- Developmental history
- Health status, which includes results of health exam and screenings indicating typical or atypical results and any necessary follow-up documentation



- Instructions for any special needs or chronic illness
- Progress Report
- Parent/guardian conference reports
- Field trip permissions forms
- Regular/recurring transportation permission form

We will never ask or request children's social security numbers or cards.

### ***Transfer of Records***

When transitioning to a new classroom, your child's records will be transferred internally.

### ***Closing Due to Extreme Weather***

Should severe weather or other conditions (i.e., snow, storms, floods, tornadoes, hurricanes, earthquakes, blizzards, loss of power, loss of water) prevent us from opening on time or at all, notification to the families will be announced via Procure, through email, and/or text message.

If it becomes necessary to close early, we will contact you or your emergency contacts. You will need to arrange early pick up.

## **DROP-OFF AND PICK-UP**

### ***General Procedure***

We open at 6:00am. Please do not drop-off your child prior to opening. Parents are expected to accompany their children and sign them in.

We close at 6:00pm. Please allow enough time to arrive, sign your child out, and leave by closing time. If you are later than 6:30pm and we are unable to reach you or anyone on your emergency contact list we will then contact Child Protective Services and Oklahoma City Police Department.

It is a requirement that you come inside to pick up and drop off your child. This includes when your child is getting out of the van or is on the playground. You must make sure your child's teacher is aware your child has arrived or departed the building or playground.

You are obligated to sign them in and out daily using the Procure System near the entrance of the building.

We expect for all children to be present by 9:30am. We will not except any children after 10:30am regardless of the reason.

### ***Cell Phone Usage***

The times you spend in the center dropping off and picking up your child are the primary windows of time we have to communicate with you about your child. In order to make the best



use of these opportunities, as well as to be attentive to your child and other children, we ask that you NOT use your cell phone at any time while visiting the center.

### ***Authorized & Unauthorized Pick-up***

Your child will only be released to you or those persons you have listed as Emergency and Release Contacts. If you want a person who is not identified as an Emergency and Release Contact to pick-up your child, you must notify us in advance, in writing. Your child will not be released without prior written authorization. The person picking up your child will be required to show a picture ID as verification. Please notify your pick-up person of our policy.

In order to safeguard your child we will need copies of any court ordered custody agreements. Without a custody agreement, we are not able to prevent the release of your child to a parent.

If a child has not been picked up after closing and we have not heard from you, attempts will be made to contact you, and the contacts listed as Emergency and Release Contacts. Provisions will be made for someone to stay with your child as long as possible, but if after 30 minutes we have not been able to reach you or a person listed as an Emergency and Release Contact, we will call the local child protective services agency and/or Oklahoma City Police Department.

### ***Right to Refuse Child Release***

We may refuse to release children if we have reasonable cause to suspect that any person picking up a child is under the influence of drugs or alcohol, or is physically or emotionally impaired in any way that may endanger the child. To protect your child, we may request that another adult listed as an Emergency and Release Contact pick-up the child or we may call the police to prevent potential harm to your child. Reoccurring situations may result in the release of your child from the program.

## **PERSONAL BELONGINGS**

### ***What to Bring***

- **Infants:** enough clean bottles for a day's use, at least six diapers per day, at least two weather appropriate changes of clothes per day, formula or breast milk, water (if applicable), and pacifiers (if applicable). All bottles must be labeled and dated. We do not allow diaper bags or infant carriers in the classrooms.
- **Toddlers:** enough clean bottles for a day's use (if applicable), six diapers/pull-ups, at least two weather appropriate changes of clothes per day, and pacifiers (if applicable). All bottles must be labeled and dated. (We provide sippy cups.) We do not allow diaper bags in the classrooms.
- **Older Toddlers:** at least three weather appropriate complete changes of clothes (shirts, pants, underwear/pull-ups, socks, and shoes) or more per day if going through the toilet training program. (We provide sippy cups.)
- **Preschoolers:** at least one weather appropriate complete change of clothes, socks and shoes.
- **Kindergarteners:** at least one weather appropriate complete change of clothes, socks and shoes.



Parents are responsible for providing the following items as needed; (There will be a \$2.00 per diaper, wipe, and clothing item charge, for use of our supplies. We will use the centers generic formula for any infant without formula. We can refuse the right to care without the necessary supplies.

Please label all items brought from home with your child's name (i.e., clothes, bottles, diapers, pacifiers, etc.) to prevent items from becoming misplaced or lost. We do not recommend children wear jewelry as we are not responsible for lost or damaged jewelry. Soiled clothing will be sent home for laundering.

We also ask that you refrain from bringing bottles that contain juice and soda. Once your child has transitioned from the bottle we will then provide the sippy cup. We ask that you not bring your child in the facility with any type of sippy cup.

### ***Cubbies***

Upon enrollment each child will be assigned a "cubby." Cubbies are labeled with your child's name. Please check your child's cubby on a daily basis for items that need to be taken home.

### ***Lost & Found***

You can look for lost items and bring found items to the Lost-and-found Box located in the School-Age Room. Please note that we are not responsible for toys, electronics, cups, etc that are not permitted by We are the Village Learning Center, LLC.

### ***Items from Home***

We request that you do not allow your child to bring toys or other items from home into the center unless they are part of a show-and-tell activity. Please do not allow your child to enter the facility with outside toys.

## **NUTRITION**

### ***Foods Brought from Home***

Do not allow your child to enter the facility with outside food.

Food brought from home is permitted under the following conditions:

- Any outside food to be shared with other children must be store-bought, unopened, and in its original package.
- Children will not be allowed to share food provided by the child's family unless the food is intended for sharing with all of the children.
- Leftover food will be discarded except for foods that do not require refrigeration and/or come in a commercially-wrapped package that was never opened.



### ***Food Prepared for or at the Center***

Food prepared for or at the center will be properly planned, prepared and portioned according to the Child and Adult Care Food Program (<http://www.fns.usda.gov/cnd/care/>) and the state requirements for food service.

### ***Food Allergies***

If your child has a food allergy, you must notify us in writing so that we can make appropriate substitutions. The written notification should list appropriate food substitutions and must be updated at least annually.

Food allergies can be life threatening and each child with a food allergy should have an action plan for emergency care completed by the family physician.

### ***Meal Time***

At meal time the table is set with disposable plates and flatware, and the food is placed in small bowls from which the children can help themselves. Everyone sits at the same table. Children are encouraged to serve themselves from food passed around each table. Good table manners are modeled and encouraged.

A caregiver who is trained in first-aid for choking is present at all meals.

Breakfast is served 7:30a.m.-8:30a.m., lunch is served 11:00a.m.-12:00p.m., and afternoon snack is served 3:00p.m.-4:00p.m.

Menus are posted in each classroom and on the Parent Board in the main hallway.

We are a part of the Child and Adult Care Food Program offered through the Federal Government.

### ***Infant Feedings***

Infant feedings follow these procedures:

- Infants will be held for bottle-feeding until able to hold his or her own bottle. Bottles will never be propped.
- Infants are fed “on cue” to the extent possible (at least every 4 hours and usually not more than hourly) and by a consistent caregiver/teacher.
- Breastfeeding is supported by providing a place for nursing mothers to feed their babies. Expressed breast milk may be brought from home if frozen or kept cold during transit. All breast milk and formula shall be returned to the child’s home or discarded at the end of each day. Previously frozen, thawed breast milk must be used within 24 hours. Bottles must be clearly labeled with the child’s name and the date the milk was expressed. Frozen breast milk must be dated and may be kept in the freezer for up to 90 days.
- Breast milk and formula brought from home must be dated and labeled with the child’s name.
- We will label all milk/formula containers with the child’s name and date.
- Solid foods will only be introduced after a consultation with the child’s family.



### *Children 24 Months and Older*

- No child shall go more than 4 hours without a meal or snack being provided.
- Children are encouraged to self-feed to the extent that they have the skills. Children are encouraged, but not forced to eat a variety of foods.
- Round, firm foods that pose a choking hazard for children less than 2 years of age are not permitted. These foods include: whole grapes, peanuts, popcorn, thickly spread peanut butter and hard candy.

### *School Aged Participants*

- Before and after school child care participants will be offered a light snack at each session. These snacks are not a meal. If your child will be arriving before 7:45am, we will serve your child breakfast when school is in session. Otherwise, please make sure your child has had breakfast before arriving at child care and is supplied with an adequate lunch if required for school.

## **HEALTH**

### *Universal Precautions and Handwashing*

The health and safety of the children, families, and staff are our top priorities. We follow universal precautions and rigorous hygiene practices to prevent the spread of illness and maintain a clean and safe environment.

We treat all bodily fluids (such as blood, vomit, urine, and feces) as potentially infectious and follow these procedures:

- Wear disposable gloves when handling bodily fluids or cleaning contaminated surfaces.
- Clean and disinfect all affected areas immediately after exposure using approved disinfectants.
- Dispose of gloves and contaminated materials in sealed, lined trash containers.
- Wash hands thoroughly after any contact with bodily fluids.
- Toys, learning materials, and high-touch surfaces are cleaned and sanitized **daily** or more often as needed.
- Bathrooms, diapering areas, and eating surfaces are sanitized **multiple times per day** using approved disinfecting products.
- Linens, nap mats, and bedding are washed at least **weekly** or immediately if soiled.
- Trash is removed from classrooms and kitchen areas **daily**.

### **Handwashing Policy**

Employees must wash their hands:

- Before starting work
- When hands are visibly dirty.
- Before and after playing in water used by more than one person.
- After participating in outdoor or sand activities.



- After handling or feeding animals.
- After being present in animal areas, such as a field trip to a farm.
- After cleaning up animal waste or habitats.
- After touching body fluids, including when gloves are worn.
- After coughing, sneezing, or blowing your nose.
- After wiping a child's nose
- After toileting/changing a child's diaper (new pair of gloves after each diaper change).
- After assisting a child with using the toilet
- After using the restroom.
- After cleaning up body fluids.
- Before administering medication, including topical medications.
- Handling food.
- Before preparing, serving, or handling food.
- Before feeding children, including bottle feeding.
- Before eating.
- Before preparing or handling food.
- During the process as often as necessary to keep hands clean.
- When changing foods.
- After handling raw food products.
- After eating or drinking while preparing food.
- After handling trash, cleaning supplies, or hazardous materials.
- After touching shared surfaces like doorknobs, handrails, or equipment.
- After handling money, documents, or electronic devices frequently used by others.
- Before and after treating a wound or assisting someone who is sick.
- When hands are visibly dirty.

#### **Children wash their hands:**

- Upon arrival at the center
- Before and after eating or handling food
- After using the toilet or being diapered
- After blowing their nose, coughing, or sneezing
- After messy play (e.g., painting, sand, water table)
- After outdoor play

#### **HANDWASHING PROCEDURES**

Employees must follow these steps for effective handwashing:

1. Wet hands with clean, running water (warm or cold).
2. Apply soap and lather for at least **20 seconds**, covering all surfaces of the hands, including between fingers and under nails.
3. Rinse thoroughly under running water.
4. Dry hands with a clean towel or air dryer.
5. Turn water off using a paper towel





If soap and water are unavailable, use an alcohol-based hand sanitizer (at least 60% alcohol).

**Hand sanitizer should not replace handwashing when hands are visibly dirty or after restroom use.** Handwashing stations and supplies (soap, sanitizer, paper towels) will be maintained and restocked regularly.

### Staff Expectations

- Staff model proper hygiene and sanitation practices at all times.
- Training on universal precautions and hygiene is provided **upon hiring** and reviewed **annually**.
- Staff must report any signs of illness and follow exclusion policies to prevent the spread of infection.

### Immunizations

Immunizations are required according to the current schedule recommended by the Oklahoma State Department of Health. Annually, we check with the Oklahoma State Department of Health for updates of the recommended immunization schedule. In some instances, we are able to obtain your child(ren)'s immunization record. Children who have a certified Immunization Exemption Form are permitted in childcare. If your child(ren) does not have a certified Immunization Exemption Form we can help your family obtain the exemption.

Please see the attached immunization schedules, they also include the ages in which the immunizations should be given to the child. This schedule is updated annually and included in each annual edition of the Family Handbook.

### Illness

We understand that it is difficult for a family member to leave or miss work, but to protect other children; you may not bring a sick child to the center. The center has the right to refuse a child who appears ill. You will be called and asked to pick up your child if your child exhibits any of the following symptoms. This is not an all-inclusive list. We will try to keep your child comfortable but he/she will be excluded from all activities until you arrive.

- Illness that prevents your child from participating in activities.
- Illness that results in greater need for care than we can provide.
- Illness that poses a risk of spread of harmful diseases to others.
- Fever (100°F or higher under the arm, 101°F or higher in the mouth, 102°F or higher in the ear) accompanied by other symptoms.
- Diarrhea – stools with blood or mucus, and/or uncontrolled, unformed stools that cannot be contained in a diaper/underwear or toilet.
- Vomiting – green or bloody, and/or more than 2 times during the previous 24 hours.
- Mouth sores accompanied with drooling.
- Rash with fever, unless a physician has determined it is not a communicable disease.
- Pink or red conjunctiva with white or yellow eye discharge, until on antibiotics for 24 hours.
- Impetigo, until 24 hours after treatment.
- Strep throat, until 24 hours after treatment.
- Head lice, until treatment and all nits are removed.



- Scabies, until 24 hours after treatment.
- Chickenpox, until all lesions have dried and crusted.
- Pertussis (Whooping Cough), until 5 days of antibiotics.
- Hepatitis A virus, until 7 days after immune globulin has been administered.
- Tuberculosis, until a health professional indicates the child is not infectious.
- Rubella, until 6 days after the rash appears.
- Mumps, until 5 days after onset of parotid gland swelling.
- Measles, until 4 days after onset of rash.

Children who have been ill may return when:

- They are free of symptoms, fever, vomiting and diarrhea for 24 hours.
- They have been treated with an antibiotic for 24 hours.
- They are able to participate comfortably in all usual activities.
- They are free of open, oozing skin conditions and drooling (not related to teething) unless:
  - The child's physician signs a note stating that the child's condition is not contagious, and;
  - The involved areas can be covered by a bandage without seepage or drainage through the bandage.
- If a child had a reportable communicable disease, a physician's note stating that the child is no longer contagious and may return to our care is required. The doctor's statement must be faxed or emailed to us.

### **Communicable Diseases**

When an enrolled child or an employee of the center has a (suspected) reportable disease, it is our legal responsibility to notify the local Board of Health or Department of Public Health. We will notify families about exposure so children can receive preventive treatments. Included among the reportable illnesses are the following:

- Bacterial Meningitis
- Botulism
- Chicken Pox
- Diphtheria
- Hemophilus Influenza (invasive)
- Measles (including suspect)
- Meningococcal Infection (invasive)
- Poliomyelitis (including suspect)
- Rabies (human only)
- Rubella Congenital and Non-congenital (including suspect)
- Tetanus (including suspect)
- H1N1 Virus
- Any cluster/outbreak of illness
- Tuberculosis

There may be times when the administration contacts our professional designated health consultants for suggestions or guidance for medical, mental, or behavioral concerns or questions.



## Hygiene

Children are expected to arrive clean, teeth brushed, hair neat and combed. They should be appropriately dressed including shoes. We suggest all children be bathed on a regular and consistent basis as it can prevent skin infections and other bacterial diseases. We do not get children dressed unless it is picture day or otherwise specified.

## Allergy Prevention

Families are expected to notify us regarding children's food and environmental allergies. Families of children with diagnosed allergies are required to provide us a letter detailing the child's symptoms, reactions, treatments and care. A list of the children's allergies will be confidentially posted in each classroom and kitchen. We are trained to familiarize ourselves and consult the list to avoid the potential of exposing children to substances to which they have known allergies.

## Medications

Our center does not administer routine daily prescriptions to children.

Medications should never be left in the child's cubby or with the child to administer on their own.

- **Non-prescription medications** require written permission and instructions signed by the child's parent. The written permission must include your child's name, dosage, current date, frequency, and all medications must be in the original container. Non-prescription medication should not be administered for more than a 3-day period unless a written order by the physician is received and the center approves.
- **Non-prescription topical ointments** (e.g., diaper cream or teething gel), sunscreen and insect repellant require a note signed by the parent, specifying frequency and dosage to be administered as well as the length of time the authorization is valid which cannot exceed 12 months.

## SAFETY

### Transportation

The childcare center provides transportation for pick-up, drop-off at schools, and field trips as needed. Parents must complete a transportation consent form before their child can be transported. All vehicles used for transportation will be licensed, insured, and regularly inspected. Drivers must have a valid driver's license, 3 years clean driving record, and undergo background checks. Staff-to-child ratio will be maintained to ensure supervision during transport. Children will be accounted for using attendance checklists before departure and upon arrival. No child will be left unattended in a vehicle at any time. Parents will receive advance notice and must sign a field trip permission form. Children will wear identification tags (center name, address, and contact details) during field trips. Emergency procedures are reviewed before each trip.



In the event your child needs to be transported due to a medical emergency, if no other authorized person can be contacted and the need for transportation is essential, an ambulance will be called for transportation. A proper escort will accompany and remain with the child until a family member or emergency contact arrives.

### ***Clothing***

Please dress your child in practical clothing that allows for freedom of movement and is appropriate for the weather. Your child will be involved in a variety of activities including: painting, outdoor play, sand, weather, and other sensory activities. Our playground is used as an extension of the center, and daily programs are conducted outside whenever weather permits.

One particular aspect of concern is the risk associated with children's clothing that may become entangled with climbing or sliding equipment that could lead to choking or other serious harm. All drawstrings from children's clothes should be removed as a precaution.

Your child(ren) should be fully weather appropriately dressed including socks and shoes. We will not allow children to attend childcare in pajamas unless it is a center or classroom pajama day.

Sandals and flip-flops are not appropriate for center play and make it difficult for your child to participate in some activities.

### ***Extreme Weather and Outdoor Play***

Outdoor play will not occur if the outside temperature is greater than 100 °F or less than 32 °F degrees. Additionally, outdoor play will be cancelled if it is raining or snow is on the ground.

### ***Communal Water-Play***

Communal, unsupervised water play is prohibited. Supervised children are permitted to engage in water-play. Precautions are taken to ensure that communal water-play does not spread communicable infectious disease.

### ***Injuries***

Safety is a major concern in child care and so daily safety inspections are completed inside and outside the center area in order to prevent injuries. First aid will be administered by a trained caregiver in the event that your child sustains a minor injury (e.g., scraped knee). You will receive an incident report outlining the incident and course of action taken. If the injury produces any type of swelling or needs medical attention, you will be contacted immediately. Each classroom is equipped with a first aid kit meeting the state regulations.

In the event of a serious medical emergency, the child will be taken to the hospital immediately by ambulance, while we will try to contact you or an emergency contact.

### ***Biting***

Biting is a normal stage of development that is common among infants and toddlers – and sometimes even among preschoolers. It is something that most young children will try at least once.



When biting happens, our response will be to care for and help the child who was bitten and to help the biter learn a more appropriate behavior. Our focus will not be on punishment for biting, but on effective behaviors that address the specific reason for biting.

Notes will be written to the family of the child who was bitten and the biter's family. We will work together with the families of each to keep them informed and to develop strategies for change.

### ***Respectful Behavior***

All children and families will be treated with respect and dignity. In return, we expect the same from all of our families. We will not tolerate hostile or aggressive behavior. If this occurs, we reserve the right to ask you to control your behavior or to remove your children from our care.

### ***Smoking/Vaping***

The poisons in secondhand smoke are especially harmful to infants and young children's developing bodies, therefore the indoor and outdoor center environment and vehicles used by the center are non-smoking areas at all times. The use of tobacco/vapes in any form is prohibited on the center's premises.

### ***Toxic Materials***

#### **STORAGE OF CLEANING PRODUCT AND TOXIC MATERIALS**

- All cleaning products and toxic materials must be stored in designated, well-ventilated areas away from food, personal items, and workspaces.
- Storage areas must be clearly labeled with appropriate hazard signs and restricted to authorized personnel only.
- Materials should be stored in original, labeled containers with safety information intact. Repackaging or relabeling is prohibited.
- Products must be stored off the floor on shelves or in locked cabinets to prevent spills and leaks.
- Flammable materials must be stored in fireproof cabinets away from heat sources.
- Employees must follow manufacturer instructions and Safety Data Sheets (SDS) for proper handling and disposal.
- Proper Personal Protective Equipment (PPE) (e.g., gloves, goggles, masks) must be worn when handling hazardous substances.
- Cleaning products should never be mixed, as this can create toxic fumes or dangerous reactions.
- In case of spills, the appropriate spill containment and cleanup procedures must be followed, and incidents must be reported immediately.
- Storage areas for hazardous materials must be locked when not in use to prevent unauthorized access.
- Only trained and authorized personnel may access and use toxic materials.
- Outdoor play areas are not treated, sprayed, or cut while children are present.



- Emergency contact information and first aid instructions must be posted near storage areas.
- Expired, damaged, or unused chemicals must be disposed of in compliance with local environmental and safety regulations.
- Hazardous waste disposal procedures must be followed, and designated disposal containers must be used.
- Employees must never pour toxic materials down drains, into the soil, or in regular trash bins.

### ***Prohibited Substances***

The use of alcohol or illegal drugs is prohibited on the center's premises. Possession of illegal substances or unauthorized potentially toxic substances is prohibited.

Any adult who appears to be inebriated, intoxicated, or otherwise under the influence of mind-altering or polluting substances is mandated to leave the premises immediately.

### ***Dangerous Weapons***

A dangerous weapon is a gun, knife, razor, or any other object, which by the manner it is used or intended to be used, is capable of inflicting bodily harm. Families, children, staff or guests (other than law enforcement officers) possessing a dangerous weapon will not be permitted onto the premises.

In cases that clearly involve a gun, or any other weapon on our premises, the police will be called and the individual(s) involved will be immediately removed from the premises. This policy applies to visible or concealed weapons.

### ***Child Custody***

Without a court document, both parents/guardians have equal rights to custody. We are legally bound to respect the wishes of the parent/guardian with legal custody based on a certified copy of the most recent court order, active restraining order, or court-ordered visitation schedule. We will not accept the responsibility of deciding which parent/guardian has legal custody where there is no court documentation.

### ***Suspected Child Abuse***

We are required by law to report all observations of child abuse or neglect cases to the appropriate state authorities if we have reasonable cause to believe or suspect a child is suffering from abuse or neglect or is in danger of abuse or neglect, no matter where the abuse might have occurred. The child protective service agency will determine appropriate action and may conduct an investigation. It then becomes the role of the agency to determine if the report is substantiated and to work with the family to ensure the child's needs are met. Our center will cooperate fully with any investigation and will maintain confidentiality concerning any report of child abuse or neglect. Oklahoma Child Abuse Hotline (800) 522-3511.



## ***Emergencies and Natural Disasters***

Every team member's first priority is to keep students and staff safe. Staff will follow this emergency and natural disaster plan unless children's safety is at risk or emergency personnel provide alternative instructions during an emergency.

- **Lost or abducted children-** In the unlikely event that a child becomes lost or separated from a group, all available staff will search for the child. We will search for the child within 1 mile radius. One of the teaching staff will contact parents and local authorities.
- **Suspected maltreatment of a child-**Report to the center director immediately be sure to document the time, the child, and the staff member involved. All reports and related information will be kept confidential.
- **Suspected sexual, physical, or emotional maltreatment or abuse of staff, volunteers, or parents/guardians that occur at the program-** The director will ensure the children are safe and will immediately remove the staff, volunteers, or parent/guardian from the program. If the individual refuses the director will contact the local authorities. The center director will report this to Child Abuse Hotline 1-800-522-3511. Staff or parents who suspect abuse must report their concerns to the Child Abuse Hotline 1-800-522-3511 or they you may choose to inform the center director. (If the staff member reports to the center director the director must give the reporting staff the referral number as proof of the report made to Child Protective Services.)

### **Medical Emergencies-**

- Stay Calm and Assess the Situation,
- Ensure your own safety before assisting others.
- Quickly assess the victim's condition (conscious/unconscious, breathing, bleeding, etc.).
- Call for help immediately—alert nearby staff.
- Call Emergency Services (911 or Local Number)
- Have team member call parents/guardians or emergency contacts

### **First Aid Response (As Trained)**

- Unconscious / Not Breathing
- Start CPR: 30 chest compressions + 2 rescue breaths.
- Use AED if available.
- Call Emergency Services (911 or Local Number)

### **Choking**

- Encourage coughing if the person can breathe or talk.
- If not, perform Heimlich maneuver (abdominal thrusts).
- For infants: 5 back blows + 5 chest thrusts.
- Call Emergency Services (911 or Local Number)

### **Severe Bleeding**

- Apply direct pressure with a clean cloth or bandage.
- Elevate the wounded area if possible.





- Do not remove deeply embedded objects—stabilize them.
- Call Emergency Services (911 or Local Number)

### **Seizures**

- Do not restrain the person.
- Clear the area of objects to prevent injury.
- Turn the person on their side after convulsions end.
- Time the seizure and report duration.
- Call Emergency Services (911 or Local Number)

### **Allergic Reaction / Anaphylaxis**

- Administer EpiPen immediately (outer thigh).
- Call 911 even if symptoms improve.
- Lay person down with legs elevated unless they're vomiting or having breathing difficulty.

### **When calling 911 or local Number give the dispatcher:**

- Your name and location (exact address and landmarks).
- Nature of the emergency (e.g., child unconscious, severe bleeding, allergic reaction).
- Victim's age and condition.
- Any actions already taken (CPR started, EpiPen given, etc.).
- Stay on the line and follow the operator's instructions.

### **Other concerns that may require medical help**

- acting strangely, much less alert, or much more withdrawn than usual.
- difficulty breathing or is unable to speak.
- skin or lips that look blue, purple, or gray.
- rhythmic jerking of arms and legs and a loss of consciousness (seizure).
- unconscious.
- less and less responsive.
- after a head injury: decrease in level of alertness, confusion, headache, vomiting, irritability, or difficulty walking.
- increasing or severe pain anywhere.
- a cut or burn that is large, deep and/or won't stop bleeding.
- vomiting blood.
- severe stiff neck, headache, and fever.
- significantly dehydrated: sunken eyes, lethargic, not making tears, not urinating.

### **Dental Emergencies-**

**Assess severity:** For bleeding, swelling, or severe pain, treat as urgent.

- If tooth is knocked out:
  - Handle it by the crown (not the root).
  - Rinse gently (do not scrub).
  - Try to place it back in socket or store in milk or saline.
  - Contact the parents/guardians and emergency dental provider.
  - Document the event.





- If tooth is still in place:
  - Apply firm pressure to the area with clean, cloth, or gauze
  - Apply cold compress wrapped in a washcloth.
  - Contact the parents/guardians.
  - Document the event

## **Mental Health Emergencies**

**Examples:** Suicidal ideation, panic attacks, psychotic episodes, extreme emotional distress.

- If there is immediate risk to self or others, call 911 ask for a RESOURCE OFFICER or a local mental health crisis line.
- Stay calm and speak gently.
- Remove potential dangers (sharp objects, etc.).
- Do not leave the person alone.
- Contact a supervisor and the designated mental health professional or EAP provider.
- Notify emergency contact if necessary and appropriate.
- Document the incident thoroughly, maintaining confidentiality.

## **Child or Staff Deaths, Both as a Result of an Accident or a Prolonged Illness**

Our program will provide a compassionate, respectful, and organized response to the death of a child or staff member—whether sudden or expected—while supporting the emotional well-being of all involved and ensuring proper communication and procedures.

- Ensure Safety First: Secure the area and ensure no other individuals are at risk.
- Call Emergency Services (911) immediately if the death occurs on site or is not confirmed by a medical professional.
- Notify the Director or Program Administrator immediately.
- If the individual is a child, notify the child's parent/guardian immediately.
- If the individual is a staff member, notify the emergency contact/family.
- Do not inform others until emergency contacts have been notified.
- Appoint a designated spokesperson to handle all communications (internal and external).
- Notify staff and families in a sensitive, honest, and age-appropriate manner.
- Prepare a written statement for consistency, avoiding graphic details.
- Offer support through in-person meetings, phone calls, or written communication.
- If the media is involved, refer all inquiries to the designated spokesperson.

## **Support for Staff, Children, and Families**

- The administration will provide immediate emotional and psychological support, such as:
  - On-site grief counselors or social workers.
  - Employee Assistance Programs (EAP) for staff.
  - Referrals to local mental health resources.
- The director will allow for flexible schedules, time off, or leave for grieving staff.
- The administration will create a safe space for children and staff to talk, draw, or process feelings.
- Teaching staff will be attentive to signs of trauma or distress in both staff and children.

## **Memorial or Remember Ceremony**

- Administration will hold a memorial service, moment of silence, or create a memory book with consent from the family.



- Offer optional participation to children and staff.
- Involve families in planning respectful tributes, especially in the case of a child.
- We will be sensitive to different cultural, religious, and personal beliefs regarding death and mourning.

#### **Internal Review and Reporting**

- Complete an incident report and cooperate with any investigations (police, licensing, etc.).
- Review the circumstances and response to ensure all policies were followed.
- Evaluate if any policy updates or additional training are needed.
- Maintain confidentiality and protect the privacy of all involved.

#### **Unauthorized, Contentious, Or Intoxicated/Impaired Parents/Guardians/Family Members**

- **Politely but firmly deny access or release** of the child.
- Check identification and cross-reference emergency contact/pick-up list.
- If necessary, inform the individual:  
*“For your child’s safety, we can only release them to authorized individuals listed in our records.”*
- Notify the director or administrator immediately.
- If the individual refuses to leave or becomes aggressive:
  - **Call 911.**
  - Follow lockdown or shelter-in-place procedures if needed.
- Document the incident and notify the custodial parent or legal guardian.

#### **Contentious or Aggressive Behavior**

Examples: Yelling, threatening staff, arguing, refusing to follow procedures.

- Stay calm and use de-escalation techniques (e.g., speak in a calm, low voice; acknowledge concerns).
- Do not engage in argumentative behavior. Repeat policies clearly.
- Remove children from the area if they are present.
- Alert the administrator or director for support.
- If the situation escalates or becomes unsafe, call 911.
- Document everything in detail and notify leadership and, if needed, the licensing authority.

#### **Intoxicated or Impaired Individual**

Examples: Slurred speech, strong odor of alcohol or drugs, erratic behavior.

- Do not release the child to the individual.
- Calmly express concern for the child’s safety: *“We’re concerned it may not be safe to release your child to you right now. Let’s call someone else on your emergency contact list.”*
- Offer to call another authorized pickup person.
- If the individual becomes argumentative or attempts to leave with the child:
  - Call 911 immediately.
  - If safe to do so, prevent the child from leaving with the person.
- Notify the director and document the event thoroughly.



## **Dangerous Intruders Who Try To Gain Admittance To The Program**

### **Recognizing a Potential Intruder**

Warning signs may include:

- Attempting to bypass secure entry points
- Refusing to follow check-in procedures
- Displaying threatening, erratic, or agitated behavior
- Loitering near entrances or perimeter
- Secure Entry Points: All doors should remain locked from the outside during operational hours. Only the main entrance should be used for visitor access.
- Do not allow entry.
- Politely request identification through the intercom system.
- If the individual becomes aggressive, call 911 immediately.
- Alert the director/administrator and prepare for potential lockdown.

### **Dangerous Intruders Who Have Made Their Way Inside of the Program**

- Activate lockdown protocol immediately:
  - Lock classroom doors.
  - Turn off lights and close blinds.
  - Instruct children to stay silent and hide away from doors/windows.
- Call 911 and provide:
  - Location
  - Description of intruder
  - Number of children/staff in building
- Do not confront the intruder unless absolutely necessary for protection.
- Await law enforcement instructions.

**In the event of any of these occurrences happen it is our first priority to protect children and staff.**

- Our staff are trained at hire and annually on the emergency plan.
- We have trained staff who are First Aid/CPR certified.
- This plan is reviewed and updated immediately after any relevant event and at least bi-annually.
- All plans of action shall include special needs for children 2 years or younger and children with disabilities or chronic medical conditions.
- The building is secured with controlled access.
- The program has different methods of communication including land line phones, walkie-talkies, and the use of cell phones during emergencies.
- All incidents requiring EMS, outside medical professionals and local authorities will be documented and reported to OKDHS Licensing. Parents will receive a copy of the incident/injury report if necessary.
- The administration reports incidents to the program's legal team for additional support and guidance.



## Emergency Procedures

Administrators receive notification of an actual or pending natural disaster or external disturbance by National Weather Alert Radio, News, or social media. Internal emergencies will be communicated to all staff, local authorities and parents. The director will determine and communicate the course of action to the occupants of the facility by the following method(s):

- Walkie Talkie
- Intercom
- GroupMe
- Phone
- Text

## Lost or abducted children

In the unlikely event that a child becomes lost or separated from a group, all available staff will search for the child. We will search for the child within 1 mile radius. One of the teaching staff will contact parents and local authorities.

## Fire, explosion

- **Evacuate Immediately:** All classrooms evacuate the building using the classroom exit doors.
- **Meet in Designated Area:** Far southwest corner of playground. Secondary is the church parking lot across the street.
- **Use primary evacuation route or secondary location.**
- **Pull Fire Alarm:** Alert everyone.
- **Call 911**
- **Headcount:** Staff will use attendance sheets during and after evacuation.
- **Meet at Designated Area:** Away from building, at safe distance.
- **Do Not Re-enter:** Until it is cleared by fire officials.

## Severe weather, including floods, tornadoes and blizzards-In the event of weather concerns

- Tornadoes-We will take shelter in the hallway of the center.
- Blizzards- Floods, and ice storms parents will be notified to come pick up children before the storm arrives and close the facility.

## Utility failure

If the service is off or disrupted for more than 30 minutes parents will be notified to pick up children.

## Hazardous materials, nuclear disaster

- **Shelter-in-Place:** If spill is outside—close all windows, turn off ventilation systems, move children to an area in the building that is safe.
- **Evacuate or Relocate:** If spill is inside evacuate the building. (See **Evacuation/Relocation Procedures below**)
- **Notify Authorities:** Fire Department or Hazmat Team.
- **Avoid Contact:** Do not touch or attempt to clean.



- **Seal Room (if indoors):** Use plastic sheeting/tape if available.

#### **Acts of terrorism, intruder**

- **Ensure Safety First:** Get children and staff to a secure location away from the threat. (See Evacuation/Relocation Procedures below)
- **Shelter-in-Place or Lockdown:** Based on proximity and guidance from emergency services.
- **Call 911 Immediately:** Provide detailed information about the situation.
- **Avoid Windows and Doors:** Stay low and out of sight.
- **Do Not Evacuate Unless Directed:** Improper evacuation could lead to more danger.
- **Secure Entry Points:** Lock all doors and gates.
- **Silence Phones:** Keep noise to a minimum.
- **Wait for Official Clearance:** Reunification only when it's safe and authorized.

#### **Bomb scare**

##### **If a Bomb Threat is Made (Phone/Email/Note):**

- **Stay Calm and Listen:** Try to keep the caller on the phone. Note exact wording, background noise, voice characteristics, and time.
- **Do Not Use Radios/Cell Phones Nearby:** May trigger devices.
- **Notify Authorities Immediately:** Call 911 and follow their instructions.
- **Do Not Touch Suspicious Items:** Report anything unusual to the police.
- **Evacuate if Directed:** Use evacuation route avoiding suspicious areas/items.
- **Headcount:** Bring attendance sheets and emergency cards.
- **Meet at Safe Distance:** Same as fire evacuation point or location directed by authorities.
- **Re-entry Only When Cleared:** By bomb squad or emergency officials.

#### **Dangerous animal**

Secure all entrances and exits, call 911 or animal control. No one exits or enters until it is safe to do so.

#### **Police incidents near the facility, civil unrest**

Follow lockdown procedures

- **Internal Code Word**
- **Actions:** Lock doors, turn off lights, move children to safe areas away from windows, silence phones. No one enters or exits the building.
- **Communication:** Text alerts to parents, the police

#### **Relocation Procedures**

The center's alternative shelter if necessary for We are the Village Learning Center will be Springlake Division Oklahoma City Police Department 4116 N. Prospect Ave, Oklahoma City, OK 73111. Staff will use local transportation, center vans, or staff vehicles. The administration will bring diapers, formula, food, comfort items, child information (including emergency contact information), and any medications.



## Evacuation Procedures

- **Evacuation Routes:** Clearly marked and practiced monthly.
- **Designated Meeting Areas:**
  - **Primary:** Playground fence corner.
  - **Secondary:** Church's parking lot across the street.

## Lockdown Procedures

- **Internal Code Word**
- **Actions:** Lock doors, turn off lights, move children to safe areas away from windows, silence phones. No one enters or exits the building.
- **Communication:** Text alerts to parents, the police

## Shelter-in-Place Procedures

- **Reasons to Shelter:** Weather events, chemical spills, nearby violence.
- **Safe Room:** Interior room without windows, stocked with emergency supplies.
- **Supplies:** Food, water, first-aid, flashlights, batteries, diapers, wipes, blankets.

## Reunification Plan

- Children released only to authorized persons listed on emergency form.
- ID required before releasing child.
- Keep a log of who picks up each child and the time.

## All drills are practiced monthly at different time intervals during business hours.

- Tornado drills are practiced monthly at different time intervals during business hours.
- Relocation Drill is practiced annually in January.
- Lock-Down (Intruder) Drill is practiced annually in June.
- Sheltering in Place Drill is practiced annually in August.
- Evacuation Drill is practiced annually in December.
- Smoke detectors, carbon monoxide, and exit signs are tested monthly.
- Fire extinguishers are serviced annually in June
- Fire suppression systems are checked bi-annually in April and October
- First aid kits are checked quarterly.

## *Pandemics or Nationally Declared Emergencies*

We are the Village Learning Center's Owner/Director, assesses each situation and determines the best decision for the center. The Owner/Director's decision is always based on the safety of our children, families, and staff. We analyze data and communicate with medical professionals in making the decision to remain open, closed, or reduce daily attendance. We will always maintain our daily sanitization procedures regardless of the situation, if required we will hire an outside company to clean and/or sanitize.



We will never charge our families if we as a facility decide to close due to a pandemic. It is your choice and decision to continue childcare during a pandemic we simply ask that you communicate with us on a weekly basis. We can only hold your childcare spot for up to 30 days during a pandemic.

We do reserve the right to close the facility due to a pandemic or nationally declared emergency. We will do our best to advise each family in a timely manner.

During a pandemic or nationally declared emergency field trips, activities, food, supplies, and hours can possible change. We will notify each family if that does occur. We will also make accommodations for educational experiences if necessary.

If you have any questions or concerns concerning a pandemic or nationally declared emergencies please speak directly with the director.

## **CENTER POLICIES AND REVIEWS**

The company's administrators, staff, teachers, parents, and stakeholders review and updates all policies annually in September. The reviews and updates are based on stakeholder surveys, industry trends, and other performance indicators. Our surveys are written and anonymous.

The administrators use the information received from all feedback to update the quality improvement plan, to establish at least 2 program goals, determine any training opportunities for teaching staff, and any other potential modifications for the program.

The administration always welcomes suggestions for program improvement and staff improvement.

Results from surveys are shared with staff, teachers, parents, and stakeholders. The goals are also shared with staff, teachers, parents, and stakeholders.

You should receive a copy of the handbook via Procure or email. You can always request a copy be printed. Center policies are available for review upon request to the center director.

