

Let's Make a Change Enrichment Centre



FAMILY HANDBOOK

Center Details

Address

771 Beta Drive, Suite A & C

Mayfield Village, OH 44143

Phone: 216-385-7770

Email:

letsmakeachange2org@gmail.com

Website:

www.letsmakeachange2.com

Hours of Operation

Monday - Friday (6:00AM - 6:30PM)



Let's Make a Change Enrichment Centre is centered around creating an environment for education and imaginative play also known as eduplay. Through education and imaginative play individually or with peers, children are able to grow cognitively, emotionally, socially, and mentally while developing their own creativity. Our center's curriculum focuses on early learning including literacy foundations, science, technology, arts, math, problem-solving skills, and character building. We also provide community engagement through center and family activities. Our service-oriented Crew is also dedicated to providing warmth, patience, safety and a meaningful experience for our Let's Make a Change Enrichment Centre Kids and their families.

Licensing

Our programs are licensed by the Ohio Department of Job and Family Services (ODJFS)/Department of Children & Youth (DCY), with licenses posted throughout the facility. Information on laws and rules governing licensing, as well as our licensing record,

inspection reports, complaint investigation reports can be found online at <http://childcaresearch.ohio.gov/on> the ODJFS website. This child care center is licensed for infants, toddlers, preschool-age children, and school-age children.

Step Up to Quality



Our center is Silver Level rated as a high-quality program as awarded by DCY. This means we meet quality standards in the areas of learning & development, administration practices, staff qualifications/training, and community/family partnerships.

Nondiscrimination

Philosophy

Let's Make a Change Enrichment Centre, we strive to embrace diversity in all forms, and do not discriminate based on race, sex, age, religion, ethnicity, national origin, marital status, or political beliefs. This policy applies equally to the employment of our Crew staff members and the enrollment of Let's Make a Change Enrichment Centre Kiddos.

Americans with Disabilities Act

Let's Make a Change Enrichment Centre will provide reasonable accommodations for enrolled children and their families in compliance with the Americans with Disabilities Act (ADA) and any other applicable local, state, or federal laws. If you and/or your child require reasonable accommodation, please contact our Center Administrator. Our center will establish a written document with listed procedures or accommodations required for caring for your child. It is unlawful for the center to discriminate in the enrollment of children upon the basis of race, color, religion, sex, national origin or disability in violation of the Americans with Disabilities Act of 1990, 104 Stat. 32, 42 U.S.C. 12101 et seq. Accommodations are not considered reasonable if they fundamentally alter the nature of our program, pose a direct threat to the health and safety of others, or cause an undue burden for the center.

Let's Make a Change Enrichment Centre ensures compliance with ADA requirements when administering medication to children with disabilities and when administering care procedures to children with disabilities. As needed, Let's Make a Change Enrichment Centre will consult with legal counsel and refer to the Office of Civil Rights or the Bureau of Civil Rights for any situation or questions where guidance is needed around ADA. This includes the Center Administrator, consulting with legal counsel and Civil Rights entities to ensure decisions are made in line with ADA.

To file a discrimination complaint, write or call Health and Human Services (HHS) or Ohio Department of Jobs & Family Services (ODJFS). HHS and ODJFS are equal opportunity providers and employers.

Write or Call:

HHS Region V, Office of Civil Rights 233 N. Michigan Ave, Ste. 240 Chicago, IL 60601

(312) 886-2359 (voice)

(312) 353-5693 (TDD)

(312) 886-1807 (fax)

Write or Call:

ODJFS Bureau of Civil Rights 30 E. Broad St., 37th Floor Columbus, OH 43215-3414

(614) 644-2703 (voice)

1-866-277-6353 (toll free)

(614) 752-6381 (fax)

1-866-221-6700 (TTY) or (614) 995-9961

Management

We're always here to answer questions, discuss concerns, and support you with your kiddo's educational and developmental needs — at any time. Our Center Administrator, oversees the operations of the center and is available daily to families and Crew staff members.

Our Teachers

Our hiring process ensures that our Crew staff has the qualifications, experience, alignment to our center's values and dedication and passion for early childhood education. Criminal background screenings are completed for all Crew members. In addition, all Crew staff members have completed training required by ODJFS and received an orientation on our center's policies and procedures to provide the best service and experience for our families.



Babysitting

Let's Make a Change Enrichment Centre's teachers and other Crew members are not permitted to babysit for the Kiddos or their families' children. This avoids favoritism and creates an equitable experience for all of our

families.

Educational Programs

Let's Make a Change Enrichment Centre provides programs that cater to infants (Let's Make a Change Enrichment Centre Sprouts), toddlers (Let's Make a Change Enrichment Centre Cruisers), and preschoolers (Let's Make a Change Enrichment Centre Explorers). Our mission is to provide a safe, quality, eduplay childcare experience supporting the development of our Kiddos.

Let's Make a Change Enrichment Centre Sprouts is our program for infants ages 6 weeks through 18 months.

Our Sprouts are immersed in an environment that nurtures them and allow them to develop and grow. Group time, reading, cuddle time and other activities that will shape:

- Gross Motor/Fine Motor Skills
- Self-Comforting Skills
- Verbal Expression

Let's Make a Change Enrichment Centre Cruisers is our program for toddlers ages 19 months to 2.5 years old.

Our Cruisers are on the move exploring their environment and the foundation of learning. Learning activities focus on:

- Learning and Playing
- Verbal Skills
- Number Sense and Counting

Our older toddlers continue on to explore independence, social emotional skill building and early vocabulary.

Activities focus on:

- Encouragement
- Math and Literacy Concepts
- Curiosity and Problem Solving

Sample Daily Schedules

Let's Make a Change Enrichment Centre Explorers is our program for preschoolers age 3 and pre-k ages 4-5 years old. Our Explorers participate in eduplay, group activities, circle time, STEAM learning, and curriculum focused on early learning preparing them for kindergarten.

Sprouts Daily Schedule



Time	Activity
7:00am - 9:30am	Arrival/Free Play & Breakfast/Diaper Changing
9:30am - 10:00am	Indoor Playspace/Gross Motor Activities/Tummy Time
10:00am - 10:15am	Outdoor Brain Break/Infant Group Play
10:15am - 10:30am	Circle Time
10:30am - 11:00am	Curriculum Time
11:00am - 11:30am	Diaper Changing, Music Time, Bouncer and Free Play Time
11:30am - 12:00pm	Lunch Time & Clean up
12:00pm - 2:30pm	Nap Time/Calm Music
2:30pm - 3:30pm	Diaper Changing/Handwashing and Snack
3:30pm - 5:00pm	Free Play Time, Tummy Time, Swing Time
5:00pm - 6:00pm	Departure
	*Feeding, diaper changing as needed throughout the day

Cruisers Daily Schedule

Time	Activity
7:00am - 9:00am	Arrival, Free Play, Breakfast
9:15am - 9:35am	Restroom Time
9:45am - 10:00am	Circle Time
10:00am - 10:30am	Indoor Playspace and Outdoor Brain Break
10:30am- 11:00am	Curriculum Time & Yoga
11:00am - 12:00pm	Restroom Time & Lunch
12:00pm - 2:30pm	Nap Time
2:30pm - 3:00pm	Restroom Time & Snack
3:00pm - 4:00pm	Free Play & Indoor Playspace time
4:00pm - 4:30pm	Restroom Time
4:30pm - 5:30pm	Small Group Activities
5:30pm - 6:00pm	Departure Time/Free Play



Explorers Daily Schedule



Time	Activity
7:00am – 9:00am	Children Arrival, Breakfast, Free Choice Activities
9:00am – 9:30am	Clean up
9:30am - 9:50am	Circle Time
9:50am - 10:00am	Restroom Break
10:00am – 10:45am	Curriculum Time
10:45am - 11:00am	Outdoor Brain Break
11:00am – 11:30am	Indoor Playspace
11:35am – 12:15pm	Restroom Break/Lunch Time/Clean up
12:30pm – 3:00pm	Nap Time/Rest Time/Restroom Time
3:00pm – 3:40pm	Snack Then Circle Time
4:00pm – 5:00pm	Small Group Time Then Indoor Playspace
5:00pm – 6:00pm	Free Choice Activities/Pickup



At Let's Make a Change Enrichment Centre, we offer full-time and part-time childcare services. Part-time childcare is 24 hours or less each week up to 3 days a week. Families who select a part-time schedule must confirm their schedule during the enrollment process. This schedule is finalized and must be followed. If any family would like to change their schedule, they must request a schedule change to see if the requested schedule can be accommodated. We will let you know if we can accommodate the new schedule change. A new tuition agreement will be signed to confirm the new schedule.

Curriculum and Assessments

At Let's Make a Change Enrichment Centre we use Creative Curriculum, which is a research-based early learning curriculum centered around skill-based learning through play, focused on social-emotional, physical, language and cognitive development. The learning domains include: social/emotional development, physical development, language/literacy development, mathematics and reasoning development, social studies development, science development, and creative development. Creative Curriculum is aligned to Ohio's Early Learning standards. Our curriculum helps teachers develop effective lessons and activities based on the needs of the children they serve and a proven long-term educational plan. It also involves parents in planning for and appreciating their child's growth and development. Built within our curriculum every day is scheduled,

imaginative play, where our Kiddos spend time playing in our indoor play space filled with learning activities and playhouses.

Family Communication & Involvement

We know that every child is unique and children learn and develop in different ways and at different paces. Our teachers are equipped with differentiating lesson plans and accommodating individual learning styles. Teachers also communicate daily each child's activities, lessons, and daily reports that summarize the day. In addition, all of our Kiddos learning and development assessments are aligned with the Ohio Early Learning and Development Standards to ensure that they are heading in the right direction in early learning and preparation for kindergarten. Let's Make a Change Enrichment Centre will provide a formal assessment every six months with informal assessments throughout the year. Please note that Let's Make a Change Enrichment Centre will not provide child data to ODJFS.

Family Involvement

We realize that partnering with families is a priority to provide a quality childcare experience for our Kiddos. You know your child better than anyone else, and your involvement is essential to help us ensure that your child's needs are met, and

he/she has a wonderful experience at Let's Make a Change Enrichment Centre. Parents are encouraged to participate in various activities at Let's Make a Change Enrichment Centre throughout the year including, family event nights, popsicles with pops, muffins for moms and other themed activities.

Crew staff members know more about a child's daily activities and the overall program in which he/she is enrolled, and they will eagerly share this information with parents. Daily reports are provided through the Brightwheel App and will be provided to parents covering all their children's activities for the day. Please check your kiddo's cubby daily for newsletters, student work, and other forms that need to be taken home.

Open, honest, respectful communication is the heart of our approach to parental involvement— please don't hesitate to ask any questions or share any information you think will help us provide the best possible care for your child. In addition to daily conversations and regular correspondence through the Brightwheel App, Administration and Crew members will reach out to parents via meetings, conferences, newsletters, and other means so they can work together to address children's needs.

Child Care and Health

Meals, Snacks, and Dietary Policy

Parent/Teacher Conferences are scheduled meetings to discuss a child's development and progress, including their experience at the center. Conferences will be scheduled throughout the year on an as needed basis.

Policy for Handling Parent Concerns

If a parent has a concern, he/she should first discuss it with their child's classroom teacher. If the teacher and parent cannot resolve the concern together and to the satisfaction of both, the matter should be brought to the attention of the Center Administration. A three-way conference may be arranged at this time.

Communication and Brightwheel App

Let's Make a Change Enrichment Centre uses the Brightwheel App to communicate, provide daily updates and childcare service transactions with parents. This allows our parents with a one stop shop for the enrollment process, complete and submit forms, make payments, communicate with teachers, sign in and out of the center, and receive daily updates on their children. This app must be downloaded on a mobile device. Please let us know if you have any questions on getting registered or navigating the Brightwheel App.

Feedback



We know that open communication and a positive relationship creates the best experience for everyone. We openly welcome feedback and your input helps us improve our center's experience for our Kiddos and families. Throughout the year we will seek feedback on your experience with the center through various surveys. However, please share your thoughts at any time with our crew members or center directors.

Let's Make a Change Enrichment Centre offers daily breakfast, catered lunch, and an afternoon snack that meets USDA CACFP food program regulations. Breakfast is served until 9am daily. Our Kiddos are fed no more than four hours apart throughout the day. We strive to provide combinations of foods with different textures to make meals both attractive and easy to manage. These include nutritious fruits, veggies, and prepackaged snacks. Parents will be provided with the USDA Guidelines licensing requirements upon request. Children will sometimes be encouraged to help set the table, serve food, clear plates, and help with cleanup to foster positive habits. Tables will be washed and sanitized by teachers before and after each meal and snack. Weekly menus are posted in the reception area. If your child requires a food supplement or a modified diet, you must secure written information from your physician and speak with the Center Administrator for more details.

If parents prefer to pack meals or snacks, we ask that it require limited additional preparation and be ready to eat, not always requiring additional heating. Thermoses work great to hold the temperature of warm and cold items. Please rinse, peel and cut fruits and vegetables before they are packed. Meals requiring refrigeration may be packed with an ice pack in your child's lunch bag.

We ask that meals sent from home meet suggested state requirements including nutritional food from the following food groups: protein, grain, and two foods from the fruit/vegetable group. The center will provide fluid milk (whole milk and low-fat milk) for all meals including breakfast and lunch.

Let's Make a Change Enrichment Centre is a nut free facility. This includes nuts in all forms to prevent any sort of allergic reactions. This includes almond milk. If your kiddo does not drink cow's milk, please bring in a substitute. Depending on the substitute either written parental permission or a doctor's note is needed.

Parents who bring in a milk substitute must complete a Special Diet Form with your kiddo's physician's signature or your signature. The milk substitute must be in an unopened bottle or carton with the kiddo's first and last name. Every 7-10 days a new bottle or carton must be brought in due to the 7-10 days expiration of milk once it is opened.

Infant Care

Parents will provide all solid foods and milk for their child. The center will use parent provided formula or non-frozen breast milk for children under twelve months of age or Let's Make a Change Enrichment Centre's iron fortified formula. Parents must inquire if they would like us to provide formula. All bottles must be pre-made. Breast milk must be labeled with child's name, date of milk expression and date of prepared in bottle. Infant formula must be labeled with child's name and the date it was prepared. If a parent would like to provide something other than formula or breastmilk, written instructions by a physician, physician's assistant, or certified nurse practitioner (CNP) must be provided to the center. Also, if a parent would like to breastfeed, we have a private room available for breastfeeding. With parent permission, Let's Make a Change Enrichment Centre will provide age appropriate baby food and table food.

There is a shoe free policy in our Sprouts classroom to ensure a clean floor for our kiddos to crawl, toddle, and walk.

We change diapers every one to two hours or as needed. Diapers are changed immediately when soiled.

Feeding and napping will occur on demand or every two hours, whichever occurs first. Infant activities will be documented, in real time throughout the day in the Brightwheel App. If parents do not agree with the policy, he/she should speak with the Center Administrator.

Celebrations and Birthdays



We enjoy celebrating children's birthdays as special events at the center. Children may bring birthday treats to share with their classroom. Please arrange in advance with your kiddo's classroom teacher before bringing in treats to share with the class.

Our indoor playspace is available to rent exclusively for birthday parties, celebrations, and other events for our Kiddos, their family and friends. If you would like more information about celebrations at Let's Make a Change Enrichment Centre, please contact our Center Administrator.

Daily Items to Bring

Infants: Parents must provide the items below for their infant:

- Labeled bottles with child's name and date of preparation (and date pumped if breastmilk)
- Baby Food (labeled full name and date)
- Diapers and Wipes (diapers changes scheduled throughout the day and as needed)
- Sleep sack (if under 12 months); Small blanket for nap (if over 12 months)

Clothing

- 2-3 changes of clothing
- Security items such as pacifiers (labeled)
- Lunch Items (over 12 months with full name and date on container)

Toddlers: Parents must provide the items below for their toddler:

- At least two changes of clothing (including shirt, pants, underwear and socks)
- Nap items: small blanket —must be taken home to wash on Fridays
- Optional lunch Items (full name & date on each container)
- Water cup/Sippy cup for water to drink throughout the day (full name on cup)

Preschoolers: Parents must provide the items below for their preschooler:

- At least one - two changes of clothing (including shirt, pants, underwear and socks)
- Nap items: small blanket —must be taken home to wash on Fridays
- Optional lunch Items (full name & date on each container)
- Water cup/water bottle for water to drink throughout the day

Please note that our food license does not permit us to wash dishes due to us not having a full-service kitchen at this time. If you would prefer your kiddo to specifically drink milk out of their own sippy cup, a cup or cups must be provided so that the milk can be poured into it and served. Starting at the toddler age, we serve milk to our kiddos in an open, disposable cup. All water cups, sippy cups, and bottles will be returned daily during pickup to be brought in clean the next day.

Children are engaged in various activities during the course of the day. Some of these activities can be messy, and/or athletic in nature. Additionally, children are engaged in daily indoor and outdoor play, when the weather permits. Kiddos should wear closed or shoes with straps to prevent tripping accidents during outdoor play. Children are required to be dressed in seasonably appropriate, comfortable clothing. Parents are encouraged to not dress their children in overalls or clothing with difficult closures. These types of clothing present challenges for children during potty time. Coats, hats, gloves, and boots must be provided in the winter months. Children ages 3 through 5 are required to have one seasonably and size appropriate complete change of clothing at the center at all times. Children under 3 years of age are required to have two seasonably and size appropriate, complete changes of clothing at the center at all times.

A complete change of clothing includes shirt, pants, underwear, and socks. Teachers will post reminders for parents to update changes of clothing as the weather begins to change. All clothing items must be clearly

labeled with the child's first and last name. This includes coats, hats, gloves, scarves, and boots. Let's Make a Change Enrichment Centre is not responsible for lost or damaged items of clothing.

Personal Belongings

Every kiddo has a cubby or basket to store items. Please bring in your kiddos items and place them in their cubby. If you ever need to

leave a diaper bag or backpack please take it to the office to be stored until pickup. This helps us reserve cubby space and ensures items that are placed in diaper bags or backpacks are inaccessible and stored in the office.

Due to the risk of damage, sharing issues, health/safety considerations, and loss, children are not permitted to bring any toys from home. Parents are encouraged to consult the classroom teacher should they find their child is having difficulty with this policy. Children (12 months & older) in classrooms with nap/rest time are permitted to include one small blanket with which to nap/rest. All items must be labeled with the child's first name and last initial. Diapering creams/powders and sunscreen must be labeled with the child's full name.



Staff to Child Ratios

Age of children	Staff/child ratio
Infants (birth and under 12 months)	1 to 5 or 2 to 12 in same room Max Group Size: 12
Infants (12 months and under 18 months)	1 to 6 Max Group Size: 12
Toddlers I (18 months and under 2 1/2 years)	1 to 7 Max Group Size: 14
Toddlers II (2 1/2 years and under 3 years)	1 to 8 Max Group Size: 16
Preschool - three years	1 to 12 Max Group Size: 24
Preschool - four and five years of age	1 to 14 Max Group Size: 28
School age - kindergarten to 11	1 to 18 Max Group Size: 36

In the case that we have a classroom with mixed age groups, we will **always** maintain the staff to child ratio for the youngest child in the age group.

Classroom Transitioning

Positive Guidance Policy

When it is time for your child to transition to a new classroom, we will notify parents within 3 weeks of the expected transition. We will discuss ways for a smooth transition with parents such as introducing the child periodically to the new classroom to learn their new surroundings and meet their new classmates, as well as

introducing the child and parent to the new teacher. A transition form outlining the plan for your kiddo's transition will be signed and new tuition rate (if applicable) will be listed. The new rate will be effective once your kiddo fully transitions to their new classroom. A new tuition agreement must also be signed if the tuition rate changes.

If your child is transitioning to kindergarten, we will provide a kindergarten readiness packet that highlights your child's knowledge and readiness for kindergarten.

Indoor Play Policy Children are scheduled to have daily indoor play time in our unique indoor play space. Children participate in large motor play, pretend play, and other various activities during this time.

Outdoor Activities Policy

At Let's Make a Change Enrichment Centre, children participate in outdoor learning activities, when the weather permits. All children over the age of 12 months will be required to go outside when the temperature is between 25-90 degrees per the state licensing requirement. Children will not be taken outside when the temperature (wind chill and heat index factored in) drop below 25 degrees or rise above 90 degrees. If the situation requires, we will also adjust outdoor time due to rain, ice, humidity, pollen, threatening weather, ozone warnings, etc. On days that outdoor play is not provided due to these conditions, we will include a time for indoor gross motor activities. Please send your children with the proper clothing and shoes so they may be comfortable and safe whenever we are outside. At this time, we do not provide any water activities or off-site activities or routine trips (i.e., nature walks).

An important part of growing up involves learning to make positive behavioral choices, interact well with others, and take responsibility for one's actions. We help our kiddos achieve these goals by promoting self-discipline and reinforcing positive behaviors.

Unacceptable Behaviors

For unacceptable behaviors we use redirection and positive guidance. We begin by clearly telling children what they may do in the center, and we help them define and develop socially acceptable behaviors that balance the rights of individual children with responsibilities to other members of the group. Self-discipline and reinforcing positive behaviors include:

- Using praise and encouragement of good behavior instead of focusing only on unacceptable behavior
- Redirecting behavior using positive statements
- Using brief supervised separation from the group, appropriate with age group
- Teaching child acceptable behavior and self-control

Let's Make a Change Enrichment Centre provides a behavioral plan with family if above methods fail to accomplish the desired behavioral outcomes.

1. We will observe and record the child's inappropriate behavior
2. We will document what we have done to try to change the behavior
3. If inappropriate behavior continues, parents will be asked to participate in an immediate parent teacher conference. Children old enough to understand this process will be invited to attend if appropriate. A specific action plan will be developed at this conference to address the behavior, all steps the parents will take, and all steps toward disenrollment or expulsion if the behavior persists.

4. The Center Director may suggest outside resources (Positive Education Partners for example) to parents and we will work with any outside resource for further guidance in responding to the child's behavior

We will never punish children for failure to eat, failure to sleep, or for toilet training accidents. Our center follows Ohio rule 5101:2-12-22 at all times. This policy applies to all Crew staff and parents while they are at the center.



Let's Make a Change Enrichment Centre Crew staff members realize the potential for young children to exhibit unacceptable behaviors when interacting with one another including biting, snatching objects, yelling, and other behaviors that may hurt others. We take continual, careful action to prevent these incidents before they can occur. Specific preventive actions might include stressing the importance of gentle and respectful play and encouraging other forms of expression.

When an incident does occur, Crew staff members take steps to address the problem immediately, document the incident, and provide a full report to parents of the children involved. Center Administration will also contact the parent. Our priority is to ensure the physical safety and emotional comfort of all children, whether this requires treatment of a wound, soothing upset feelings, or simply personal attention following a distressing incident. Crew staff can also offer advice and support to parents to help ensure an incident is not repeated and no hurt feelings linger on either side. If an unacceptable behavior continues after staff and parent intervention, the child may be disenrolled or expelled from the center.

Toilet Training

During the toddler and preschool years, it is common to find children in a variety of stages of toilet learning. The Crew staff works with parents to plan a toilet learning plan as the parents perceive their child's readiness.

Rest and Nap Time

It's essential for children of all ages to have time to rest or enjoy quiet time during the day. All children are scheduled to have a two-hour nap/rest time. Children who don't sleep are encouraged to read a book, play with puzzles, or participate in other quiet rest-area activities.

For infants, Let's Make a Change Enrichment Centre has very specific regulations around safe sleep practices.

All infants, under twelve months old, are placed on their backs to sleep, unless a child's physician orders otherwise. Parents must provide written authorization "Sleep Position Waiver Statement for Child Care" in the enrollment packet, if your child's physician has an order. This waiver will remain valid for a year. An infant twelve months or older may use a cot or mat with written permission from the parent. For infants, napping occurs on demand or every two hours, whichever occurs first.

Hand Washing

Showing children the importance of hand washing at an early age helps maintain his or her health. Your child will be required to wash his or her hands upon arrival, before eating, after bathroom visits, when returning from outside, before departure, and at any other appropriate time.

Health Guidelines and Illnesses

All crew care deeply about and work hard to ensure the health and happiness of every kiddo in our care. In addition to establishing center policies and providing internal training to promote and protect good health, Let's Make a Change Enrichment Centre requires all Crew staff members to be trained by certified individuals or licensed physicians to administer First Aid and CPR, recognize Communicable disease training, and to identify suspected child abuse.

1. In the event of an illness or accident; staff will immediately notify the Director or designated person in charge. While attending to a sick or injured child, Crew staff members will make sure other children are always supervised.
2. The Crew staff member will observe each child before allowing him/her to join a group and will report suspected illness to the Administrator. If indicated, the child may be isolated within sight and hearing of an adult, or parents may be contacted and asked to pick up their child. If applicable, the contaminated area, including, but not limited to, surfaces, cots, blankets will be disinfected. Readmission to the center will be according to the child's recovery and communicable disease guidelines. To protect all enrolled children, we request a doctor's statement before readmitting a child after a contagious illness.
3. We are required by law to report suspected cases of child abuse or neglect to the local children's services agency. If signs of suspected child abuse are present, a Crew staff member will notify the Center Administrator, then children's services are contacted. Under the Act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. The Child Protective Services Act is designed to protect the welfare and best interest of all children. As mandated reporters, the Crew of Let's Make a Change Enrichment Centre cannot be held liable for reports made to Child Protective Services which are determined to be unfounded, provided the report was made in "good faith."
4. Crew staff members will have access to a first aid kit, communicable disease chart, parent's work phone numbers, other emergency contact information, children's medical histories, and emergency transport authorizations, as needed.

5. In the event of a serious emergency, paramedics and parents will be called immediately by the designated person in charge. However, if the paramedics feel that the child needs to be transported to the nearest hospital, we will comply.

6. If a child needs to be removed from the center before a parent arrives, the child's medical history information and the designated person will accompany the child to the hospital whenever possible.

7. In the event of an illness, accident, or injury which requires first aid or the child has to be transported by paramedics, the Crew staff member witnessing or assisting with the illness/incident will complete and sign a detailed incident report which parents will also be asked to sign.

Parents will be given a copy of the incident report.

8. A child with any of the following signs or symptoms of illness will immediately be isolated, and a parent/guardian (or emergency contact if needed) and will be asked to pick up the child within the hour:

- Diarrhea (more than one abnormally loose stool within a 24-hour period)
- Severe coughing, resulting in a red or blue face or a whooping sound
- Difficult or rapid breathing
- Yellowish skin or eyes
- Redness of the eye or eyelid, thick and purulent (pus) discharge, matted eyelashes, burning, itching or eye pain
 - Temperature of 100 degrees Fahrenheit taken by the axillary method—when in combination with any other sign of illness.
- Untreated infected skin patches or rashes
- Unusually dark urine and/or gray or white stool
- Stiff neck with an elevated temperature
- Sore throat or difficulty swallowing
- Vomiting or when accompanied by any other sign of illness
- Evidence of lice, scabies, or other parasitic infestations

Kiddos who have a fever, whether reported at home or picked up from the center, must be monitored for 24 hours and fever must be resolved (without fever reducing medication) before returning to the center. If picked up for vomiting or diarrhea, they must be monitored for 24 hours before returning to the center. If a kiddo is diagnosed with a communicable disease including those listed in illness/communicable disease chart, a doctor's note confirming the diagnosis and a date the kiddo may return must be provided to the Center Administrator before or upon returning.

9. Parents should immediately inform the center of any diagnosed contagious condition, so we can monitor any children who may have been exposed and inform parents appropriately.

10. The center director will inform parents in writing if a child has been exposed to a communicable disease or contagious condition.

11. Any child experiencing minor common cold symptoms or not feeling well enough to participate in activities will be monitored within the group and carefully observed for signs of worsening condition.

12. All Crew staff members are trained in hand washing and disinfection techniques.

To prevent the spread of any illness or virus, Let's Make a Change Enrichment Centre will at all times:

- Keep surfaces disinfected throughout the day and at the end of each weekday.
- Monitor daily for spreading of germs and symptoms of illness.

Illness	Criteria for Return to Center
Abdominal pain which is persistent and continues two or more hours	When symptoms are no longer present
Boil, abscess or cellulitis	When lesion(s) are covered and drainage is contained in covering/bandage; Health Care Provider clearance
Chicken Pox/Varicella	When all sores have dried and crusted, usually after six days; Health Care Provider clearance
Conjunctivitis (eye discharge) or pink eye accompanied by a fever, behavioral changes, or a recommendation for exclusion from the health department	When fever or behavior changes are no longer present and symptoms of red, watery eyes are resolved; Health Care Provider clearance
Coughing (severe) including Croup	When symptoms are no longer present; Health Provider clearance
COVID-19 (SARS-Co-V2)	When symptoms including fever are no longer present; Health Provider clearance
Cytomegalovirus accompanied by fever	When fever has been resolved; Health clearance
Diarrhea — including conditions with diarrhea symptoms (Campylobacter, Yersina, Giardiasis, Rotavirus)	When the stool of diapered children is contained by the diaper, even if the stools remain loose, and when toilet trained children do not have toileting accidents OR when stool frequency has reduced to fewer than two stools above normal for that child, even if stools remain loose
Diarrhea if bloody or caused by Cryptosporidium	Health Care Provider clearance required
Diphtheria	Health Care Provider clearance required
E-coli (O157:H7)	Health Care Provider and Public Health Authority clearance required
Fever ≥ 100°F (armpit or ear) accompanied by signs or	

symptoms of illness or behavior change (We will follow state licensing and health department requirements if fever is defined differently)	When fever is below 100°F (armpit or ear) without the use of fever-reducing medicines
Fifth Disease (Human Parvovirus) accompanied by fever or behavior change or the child has an underlying blood disorder, such as sickle cell disease, or compromised immune system; children with these conditions may shed large amounts of virus and may appear ill	When symptoms are no longer present; Health Provider clearance
Hand-Foot-and-Mouth Disease (Coxsackievirus) accompanied by mouth ulcers or blisters and no control of drooling or fever or behavior change	When the child has stopped drooling and does not have exposed open sores; Health Provider clearance
Head Lice/Nits or other infestation	When all signs of lice/nits or other infestations are absent for a period of 24 hours; Health Provider clearance
Hepatitis A virus	Health Care Provider clearance required
Hepatitis B virus	Health Care Provider clearance required and skin lesions, if any, are dry or able to be completely covered by a bandage
Herpes Simplex accompanied by mouth ulcers or blisters and no control of drooling or fever or behavior change	When the child has stopped drooling and does not have exposed open sores; Health provider clearance
Human Immunodeficiency Virus (HIV/AIDS)	Health Care Provider clearance required and skin lesions, if any, are dry or able to be completely covered by a bandage

Impetigo	When 24 hours have passed since topical, oral, or other systemic antibiotics were started, if the sores can be kept clean and dry and if they can be completely covered; Health provider clearance
Influenza/Flu (Including H1N1 and H5N1) accompanied with fever	Child's fever and signs of fever must be resolved for 24 hours without the use of fever-reducing medications; Health Provider clearance
Lyme Disease (or other tick-borne diseases) accompanied by fever	When fever is no longer present; Health Provider clearance
Measles	Health Care Provider clearance required
Meningitis (bacterial or viral)	Health Care Provider clearance required
Mononucleosis accompanied by fever and/or behavior change	When fever is no longer present; Health Provider clearance
MRSA (Methicillin-Resistant Staphylococcus Aureus)	Health Care Provider clearance required
Mumps	Health Care Provider clearance required
Pertussis (whooping cough)	Health Care Provider clearance required
Pneumonia if accompanied by fever, severe coughing, rapid breathing, or behavior change	When symptoms are no longer present; Health Provider clearance
Ringworm (Tinea)	After treatment has been started; Health Provider clearance
Roseola (Human Herpesvirus 6) accompanied by fever	When fever is no longer present; Health Provider clearance
Rubella	Health Care Provider clearance required
Salmonella	Health Care Provider clearance required

Scabies	After treatment has been completed; Health Provider clearance
Shigella	Health Care Provider clearance required
Strep Throat or other streptococcal infection	24 hours after initial antibiotic treatment and when fever is no longer present; Health Provider clearance
Tuberculosis	Health Care Provider clearance required
Vomiting more than two times in a 24-hour period or accompanied by fever, green or bloody vomit, no urine output in eight hours, recent history of head injury or looks/acts very ill	When symptoms are no longer present after 24-hour monitoring

Covid 19 Policies

We have put the following procedures in place to reduce the spread of illness at our center:

- Masks are available for crew members, parents, and school age children to wear in the center.
- Upon notification that a parent, child or crew member has tested positive for COVID-19 and has exposed others at the center:
 - We will notify all parents of the classroom exposure, ODJFS, and the local health department
 - For any child that tests positive for Covid, must quarantine until both of the following conditions are met:
 - Being symptom free (no symptoms) and
 - Has been fever free for at least 24 hours (without the use of fever-reducing medications)
 - Upon a positive test, a doctor's note must include the illness and when the kiddo is allowed to return to the center. The doctor's note must be sent to Let's Make a Change Enrichment Centre via email or Brightwheel message.

Medical Records



- If a child is in quarantine, tuition payments must still be made unless they are sick for a week or more, in which 75% tuition will be charged.

The Centers for Disease Control (CDC) has released recommended guidelines for vaccinating young children. We follow individual state child care licensing regulations regarding medical examinations and immunization records for your child. For detailed information regarding immunization regulations and recommendations, please visit the Centers for Disease Control website: www.cdc.gov. Let's Make a Change Enrichment Centre requires all children to have all age appropriate and medically recommended immunizations. Medical examinations and immunization records must be provided upon enrollment and kept current. We cannot permit attendance unless immunization records on file meet individual state child care licensing regulations. If you wish to request a religious, personal, or medical exemption to our practice of securing necessary medical documents or immunization records, please contact the Center Administrator.

Medications/Medication Authorization Forms

Let's Make a Change Enrichment Centre opts out of administering any and all types of medication unless it is an accommodation under ADA (Americans with Disabilities Act) or medically necessary. Please contact the Center Administrator with questions. We recommend that every parent administer medications prior to arrival or after dismissal from our center. To help with medication scheduling, you may consider asking your physician or health care provider for prescriptions with 12-hour dosages. When authorizing us to administer your child, during their time at the center, with prescription or nonprescription medications or to apply topical nonprescription medications you must complete either a Medication Authorization Form or Topical Ointment Authorization Form (or other such forms as required by child care licensing regulations). On the form, you must note the number of days one should give your child the medication, and how often he or she needs to receive it.

Children (unless school age) may not keep inhalers, Chapstick, lotion and/or other ointment with them inside the center. Inhalers, Chapstick, lotion and/or other ointments with the accompanying ODJFS (Form 1217) must be given to the office for safekeeping and will be made available to children as needed.

Parent & Guardian Responsibilities

- Please provide us with all printed information about the medication's possible side effects.

- Bring medication in its original container in a clear bag. Clearly label the container and bag with your child's first and last name and teacher's name.
- If you will be providing medication for your child, please ask for a medication label to affix to the clear bag containing the medication.
- Prescription medication must include a prescription label with specific dispensing instructions and a current date.
- Do not store medication in diaper bags, lunch bags, backpacks, or any other personal belongings.
- We do not mix medication with food, formula or juice, nor will we dispense any medication in a bottle or cup.
- Unused medications must be taken home every Friday or on the child's last day of attendance each week. Our centers cannot store medications over the weekend.



Nonprescription Medications

- In order for a Crew staff member to administer nonprescription medications including topical no prescription medication to your child in accordance with the manufacturer's directions on the label, you must complete a Medication Authorization Form or Topical Ointment Authorization Form.
- We require written instructions from a physician any time the manufacturer's instructions require physician-directed dosage or whenever your instructions differ from the age and weight information on the label.
- If your child is under the age of two, we require written instructions from a physician before we can give your child over-the-counter medication.

- We may not require written physician approval for topical nonprescription medications (e.g. sunscreen, teething medication or diaper ointment).

Safety and Security

Keeping all of our Kiddos and Crew staff safe and secure is our first priority. Our center is secure with video surveillance throughout the facility. Entrance doors are only unlocked during drop off and pick up. Drop off is between 7:00am – 9:30am and pick up is between 4:00pm – 6:00pm. If you plan to drop your kiddo off after 9:30am (only if it is due to an appointment and a note must be provided upon arrival) or pick up your kiddo before 4pm, please send us a message in the Brightwheel app. This way we know your kiddo is still arriving for the day or will be picked up earlier in the day. During any other time, parents will need staff assistance to enter the center. All children will be supervised at all times within sight and sound. Our policy regarding arrival and departure of children

assures that our child care Crew staff is aware of each child's presence at Let's Make a Change Enrichment Centre.

Arrival and Departure

All families and Crew staff must enter the center at the front door entrance. Everyday parents must check their child in on the Brightwheel App and drop off their child in their classroom with a teacher. PFCC families must sign in their child using two apps including the Brightwheel App and KinderConnect.

If your child is arriving from another program and has not arrived, parents will be contacted immediately to confirm absence from outside programs and to determine further action. It is very important for parents to contact the center if their child will not be attending.

When it is time for departure, parents must check out their child on the Brightwheel App. PFCC families must sign out their child using both the Brightwheel App and KinderConnect.



If you need to pick up your child during the day, please send a message to your child's teacher in the Brightwheel App to notify them as soon as possible. When you arrive, please notify a Crew staff member at the registration desk. Parents must notify the center whenever a child is absent. If the center is not notified, we will contact the parent to confirm absence.

When a child departs the center for the day with their parent or guardian, Let's Make a Change Enrichment Centre is no longer responsible for the child's care and safety. This includes walking to and from the building with their parent or guardian.

When you complete the enrollment forms, parents provide names and contact information of specific individuals authorized to pick up your child. Please note that authorized pickups listed on the enrollment forms must match the approved pickups in the Brightwheel App. You are responsible for maintaining accurate, complete, and current information including court documents confirming custody. Please inform anyone listed that they'll be asked to verify their identity with a driver's license or government-issued ID. Crew members will ask for this identification so that we can make a copy and add to the kiddo's file. Please ensure that all authorized individuals properly check out your child using the Brightwheel App.

The center will **NOT** release a child if the person is not on the authorized pick-up list. Under the laws of the state of Ohio, both parents may have the right to pick up their child, unless a court document restricts that right. The enrolling parent, who chooses not to include the child's other parent on the authorized pick-up list, must file an official court document (e.g., current restraining order, sole custody decree, divorce decree stating sole custody). If conflicting court orders are presented, the most recently dated court order will be followed.

Additional Safety Policies

Let's Make a Change Enrichment Centre Crew staff will not release a child to an adult if they believe that doing so will put the child at risk. This includes, but is not limited to, times where the adult at check-out appears intoxicated, under the influence of illegal substances, or is behaving in a threatening manner. An alternative adult will be requested and as a last resort, or if a Crew staff member feels threatened, the police will be contacted. Your use of the center and our services indicates agreement with this policy.

Monthly fire drills, tornado drills and safety drills are conducted and exit plans are posted in each area in the event of fire or emergency weather alerts. First Aid kits are located in/by the office and hallway by rear secondary door exit. All Crew staff members are trained in First Aid, CPR, Communicable Diseases, and Child Abuse recognition.

We continually strive to provide a safe, positive environment to help every child and family feel secure and comfortable. Every Crew staff member personally embraces this duty and will do everything possible to ensure the safety and well-being of every child in our care. At this time, Let's Make a Change Enrichment Centre does not provide transportation to and from the center.

Hair Accessory Policy

At Let's Make a Change Enrichment Centre, safety is our top priority. To help keep all kiddos safe and comfortable during play and learning, we have specific guidelines for hair accessories based on age group. For Sprouts, hair accessories such as barrettes, beads, clips, rubber bands, and other small detachable items are not permitted.

These items can easily become loose, fall out, or be pulled out posing a serious choking hazard for infants who explore with their hands and mouths. Even with regular cleaning and close supervision, small objects can go unnoticed and create a safety risk.

Safe alternatives include:

- Soft fabric headbands (without detachable decorations)
- Ribbons or cloth wraps/scrunchies
- Simple, securely tied ponytails (without beads or clips)

If an infant arrives wearing restricted hair accessories, teachers may remove them for safety and return them to families at pick-up.

For Cruisers and Explorers, hair accessories must be securely fastened and remain in place during active play.

Loose or detachable accessories, such as beads, barrettes, or clips that can easily fall out should be avoided, as they may still pose a choking risk to younger classmates or become lost during activities.

We encourage families to choose secure, child-safe options that will stay in place throughout the day. If small hair accessories continuously fall out posing a safety risk, parents may be directed to discontinue their use at the center.

A Safe Environment for All

The Center Administrator has a monitor in the office where she can view all classrooms throughout the building. The Administrator will also observe all classrooms throughout the day. Due to privacy concerns of all children in our care, parents are not allowed to view classroom video footage as it is used for internal use only.

To maintain a safe, respectful, and professional environment, audio recordings may occur within the office.

These recordings are made in accordance with Ohio law.

We are a smoke free, weapon free and drug/alcohol free environment.

Also, confrontational Interactions with Crew staff, other parents or associates of Let's Make a Change

Enrichment Centre. While it is understood that parents will not always agree with the employees of Center or the parents of other children, it is expected that all disagreements be handled in a calm and respectful manner. Confrontational interactions are not an appropriate means by which to communicate a point and are strictly prohibited.

Emergency Evacuation

Crew staff members will notify the parents or emergency contact person at the time of the call after an emergency evacuation; of the pickup location should the children need to be evacuated from the school. Parents or emergency contact persons should report directly to the alternate location if one is indicted. Our designated reunification location is the Mayfield Village Community Room at 6621 Wilson Mills Rd, Mayfield, OH 44143. We will share this location with families in the event that we have to evacuate the building and for kiddos to be picked up.

Operational Procedures

Registration and Enrollment

Let's Make a Change Enrichment Centre is in compliance with the Department of Early Education and Care regulations regarding the confidentiality and distribution of children's records. The information contained in a child's records is confidential and will not be released to anyone without the written consent of the parents. Parents may have access to the records of their child. The child's parents may add information or comments to the child's record, and may also request the deletion or amendment of any information contained in the child's record.

The enrollment process is completed on the Brightwheel App. Parents will complete and submit the required forms listed below:

1. Enrollment and Health Information Form
2. A completed family information form



3. A medical statement for medical examination signed by a physician or certified nurse practitioner, including up-to-date immunization records, unless: 1) the child has not received the immunizations based on a sincere and confirmed religious belief, or 2) the child has not received an immunization and/or immunizations as a physician has confirmed that the immunization and/or immunizations are not required for the child.
4. A completed Basic Infant Information form for children under 18 months should be updated as things change for your infant, i.e. schedules, food and sleep changes.
5. A signed media release form
6. Handbook acknowledgement form
7. Non-refundable yearly registration fee
8. Center Parent Information



9. Outdoor Brain Break (12 months & older)

PFCC families must also provide a copy of their voucher verification letter upon enrollment and be authorized in the KinderConnect system.

All families will sign a tuition agreement outlining their kiddo's start date, schedule, tuition rate, co-pay, payment schedule, and other details upon official enrollment. A new tuition agreement is signed when tuition rates, full-time/part-time schedules, or co-pays change.

Tuition and Fees

Let's Make a Change Enrichment Centre enrollment and tuition policies are established to deliver a consistently high-quality learning environment in an efficient manner. Fees are determined by the child's age and classroom and therefore, may change as your child develops. Fees and policies may be adjusted at any time; normally they are adjusted Spring or Fall of each year.

Parents who enroll their child will be considered the primary parent unless otherwise stated. The primary parent will download the Brightwheel App which is used for enrollment, billing, communications, and other activities keeping the center and families connected.

PFCC families must submit their kiddo's arrival and departure times in the TAPP System every day using the tablet device at Let's Make a Change Enrichment Centre or via the KinderConnect App on a mobile device. If any times are missed, they must be added promptly to the TAPP System. If PFCC families, go over their assigned attendance hours in the TAPP System, they will be charged the difference with the private pay rate. If you are using a PFCC voucher and you go over your assigned attendance hours in the TAPP System you will be charged the difference with the private pay rate. If you have a PFCC voucher you are also required to pay your co-payment each week of service and will be invoiced by our invoicing schedule stated below.

Payment Schedule

Tuition invoices are sent on Fridays and due on Sundays before the child attends the center the following week for service. Payments are paid using the Brightwheel App (via ACH transfers, debit or credit card). Please notify the Center Director if you would prefer to make payment in cash or check. For any family who pays by credit card, a 2.9% processing fee will be added and a .90 fee is added for ACH transactions. All parents will be responsible for payment and fees. Tuition does not include fees for late fees, activity fees and other special events. The center will notify you of any fee(s) or tuition changes prior to the effective changes.

- If any account is not paid in full by Sunday evening, on the Monday of the new week, there will be a \$5 late fee assessed per day until balance with late fees are paid in full. If the account is delinquent for two weeks, please reach out to the Center Administrator.
- Full tuition is charged for each week including holidays.
- Tuition is required even when children are absent—this allows us to maintain enrollment and ensure your child's space won't go to the next family on the waiting list.
 - In the case that an account has been overpaid, the remaining amount will be applied and credited to next upcoming invoice.

- Tuition is non-refundable.

Additional Fees

- There will be a \$20 late fee if your child is picked up after closing time of 6:00pm. Late fee will be added to the following week's tuition invoice. If a child is still at the center by 7:00pm, the city police department will be contacted.
- A \$25.00 processing fee will be charged for any returned payments.
- An annual registration fee is charged during the month your kiddo was officially enrolled.
- Throughout the year, there may be additional activity fees required to help cover the costs of special activities, educational experiences, field trips, and transportation. These fees ensure that

Absences and Vacations

we can provide enriching opportunities for the kiddos and maintain high-quality experiences. We will notify you in advance of any upcoming fees as they arise.

If your kiddo is sick for a week or more, families will be charged 75% of their tuition to keep their kiddo enrolled.

A family must provide a two week notice in advance to the center if they plan to go on vacation. Families on vacation will be charged 75% of their weekly tuition rate. Absence policies help us ensure that every child enrolled is properly accounted for and that parents can be informed of possible health concerns. Parents must notify the center whenever a child is absent. If the center is not notified, we may contact the parent to confirm absence.

Absences for Public Funded Child Care (PFCC)

Families with a PFCC voucher for their kiddo is granted 20 absent days per six months by the county, each period starting January 1 and July 1. The county will only make payment for the 20 days of absence and once they are used no others will be authorized for payment by the county until the next authorized period of absent days are reset back to 20 days.

Those who have used up their 20 absence days, will be billed the private pay rate for childcare services. If the private pay rate is not paid each week, Let's Make a Change Enrichment Centre reserves the right to unenroll.

PFCC and Choice Voucher Information

If you have a full-time PFCC voucher and you miss a TAP or your kiddo does not attend more than 25 hours a week, there will be a charge for the difference in what the county would have paid us to your account. If you have a part-time voucher, your kiddo must attend at least 8 hours each week. Also, if your kiddo exceeds their 20 biannual absent days, there is a requirement to pay the difference in tuition with the private pay rate. This policy helps us maintain fairness and sustainability within our community.

If a family receives approval for a PFCC voucher and was paying private prior to the approval a credit will be received for backdated payments. This credit can be applied to future co-pays, fees, and other fees associated for the program for your kiddo's account and sibling(s) accounts. In the case that a kiddo does not have a co-pay on their active voucher or a kiddo will no longer be attending Let's Make a Change Enrichment Centre due to starting kindergarten, a credit be refunded back to the card on file in Brightwheel.

PFCC and Choice Voucher must be recertified/redetermined at least a month before the expiration date to ensure no lapse in childcare service. Private pay tuition will be charged if voucher is expired in KinderConnect.

Holidays and Center Closures

The center will be closed on the following Holidays and Crew staff Development/Planning Days:

New Year's Eve • New Year's Day • Martin Luther King Jr. Day • President's Day • Memorial Day • Juneteenth • Independence Day • Labor Day • Columbus Day (Indigenous Peoples' Day) • Veterans Day • Thanksgiving Day • Day After Thanksgiving • Christmas Eve • Christmas Day

If a floating holiday falls on a Saturday, we will be closed the Friday before to observe, if a floating holiday falls on a Sunday, we will be closed that following Monday to observe that holiday. A floating holiday is defined as a holiday that occurs on different days of the week each year. We will let families know in advance when we have Crew staff Development and Planning Days throughout the year. Families will also be notified in advance of when the center will close early at 3pm before holidays.

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Emergency, Closing, and Inclement Weather Information

In the event of an emergency closing, closing for staffing shortage, and/or inclement weather, parents will be notified of the closing through the Brightwheel App and also on the local news stations for inclement weather. Should the school need to close in the middle of the day, the Crew staff will attempt to reach the child's parents first to arrange for pick up. Should the Crew staff be unable to reach the parents, the persons listed on the emergency contact form will be called until pick up arrangements can be made. Should the center need to close for any reason, payments will not be refunded or reduced for closures.

Withdrawing Your Child

Center's Right to Refuse Admission

A two-week written notice via Brightwheel is required when withdrawing a child for any reason. Families must continue to pay tuition until their child's last day. Outstanding payments and fees shall remain due upon unenrollment.

Disenrollment Guidelines

Every effort will be made to resolve differences. However, circumstances that can result in a child /family's disenrollment or expulsion from the school, include, but are not limited to:

- Repeated unacceptable child behavior
- A child who continually places the safety of him/herself, other children, or Crew staff members at risk

- Parental disregard for center policy
- Failure to pay the tuition according to handbook policy

Let's Make a Change Enrichment Centre reserves the right to disenroll any child at any time if the Center Administrator deems it necessary. Although families can be disenrolled immediately, when possible, the center endeavors to follow the procedure below:

- Parents will be notified of the issue by the Center Administrator as soon as possible
- The Center Administrator will set up a conference with the parent and any Crew staff (if needed) for discussion of the problem within 48 hours
- A follow-up conference will be scheduled and a resolution will be made.

Let's Make a Change Enrichment Centre reserves the right to refuse admission to any child (prospective and enrolled kiddos) at any time with or without cause. Possible reasons for the refusal of admission include but are not limited to:

1. Lack of Crew staff to maintain appropriate staff to child ratios as determined by State Licensing Regulations.
2. The need to maintain compliance with Licensing Regulations.
3. Crew staff deems the child too ill to attend.
4. Domestic situations that present a safety risk to the child, staff or other children enrolled at center if the child were to be present at the center.
5. Parent's failure to maintain accurate, up to date records.
6. Parents' failure to complete and return required documentation in a timely fashion.
7. Parents' failure to follow the tuition policy as outlined in this handbook.

8. The center reserves the right to refuse admission if it is determined that the program is unable to make reasonable accommodations or provide the necessary resources, services, or environment to effectively support children with challenging behaviors, or if the child poses a direct threat to the health or safety of others, or whose presence or necessary care would fundamentally alter the nature of the program.

Parents will not be reimbursed tuition for days when their child is refused admission to the program.

Social Media

Let's Make a Change Enrichment Centre requires all parents to complete the Media Release Form to provide permission for photos or videos to be taken of their child for advertising purposes for the center. The social media policy below applies to parents, Crew staff members, and Administration of Let's Make a Change Enrichment Centre. This policy includes (but is not limited to) the following technologies:

- Social networking sites (e.g. Facebook, Instagram, Twitter, etc.,)



- Blogs
- Discussion forums
- Collaborative Online Spaces
- Media Sharing services (i.e. YouTube)

As part of our duty to safeguard children it is essential to maintain the privacy and security of all our families and employees. We therefore require that:

- No photographs taken within the center, special events and outings with the children, are to be posted for public viewing, except those of your own child.

- Parents are advised that they do not have a right to photograph or upload anyone else's child without parents/caregiver consent. (This excludes those photographs taken by Crew staff members for the center's website, social media, and in other advertising material if parental permission is given).

- No public discussions are to be held or comments made on social media sites regarding the center's children, Crew staff or Center Administration.

Let's Make a Change Enrichment Centre reserves the right to change, delete, suspend, or discontinue parts or the policy in its entirety, at any time without prior notice. In the event of a policy change, families will be notified. Parents are not permitted to set-up private or public social media (i.e. Facebook, Instagram, Twitter) accounts/groups related to Let's Make a Change Enrichment Centre without expressed written consent from the Administration. Violation of the Social Media Policy mentioned may result in disenrollment from the center.

Online

There are various ways you can connect with us virtually:

- **Email:** Families can reach us anytime at [insert].
- **Facebook:** Follow our page on Facebook at [insert] to stay informed about the latest updates and happenings at the center.
- **Instagram:** Families can also follow us on Instagram at [insert] for announcements, updates, and activities at the center.

Referrals

We happily welcome referrals and appreciate when you tell your family and friends about Let's Make a Change Enrichment Centre. As part of our referral program, those who refer families and new hires to Let's Make a Change Enrichment Centre will receive a \$100 Visa gift card once their referral is enrolled or employed with Let's Make a Change Enrichment Centre for at least 90 days. In addition, they will receive exclusive access to use our indoor playspace to rent for birthday parties, celebrations, and other events. Inquire today to create a great event for a special occasion for your kiddo by visiting the center for more information. Spots fill quickly.

USDA Statement

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-ComplaintForm-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
This institution is an equal opportunity provider.

PARENT ACKNOWLEDGEMENT

By signing below, parents/guardians and provider agree to abide by the written policies as stated in this handbook.

Director's Name (Print)

Director's Signature

Date

Parent's Name (Print)

Parent's Signature

Date