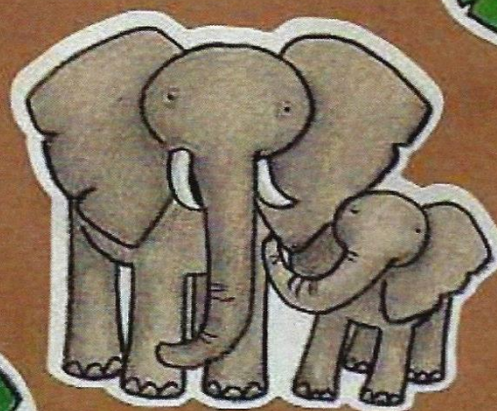


Children's Safari Learning Center, LLC

Childcare for Children 6 weeks through Pre-K



PARENT
HANDBOOK



Welcome to Children's Safari Learning Center, LLC where your child's growth is view as an exciting adventure... where they are "guided" towards each developmental milestone.

Children's Safari Learning Center

7307 E. Hampton Avenue

Suite 103

Mesa, AZ 85209

Monday through Friday, 6 AM to 6 PM

Mission

Children's Safari Learning Center, LLC is an educational adventure with gentle, caring, and nurturing tour guides who are committed to fostering independence and empowerment during your child's early years.

Our Philosophy

We believe in serving families interested in a more close-knit childcare setting. We provide a clean, safe, quality focused environment for children to grow their personalities and increase their independence. We value employees and families who respect and understand children to be little explorers and their future as an adventure. We will provide age and developmentally appropriate curriculum, toys, and equipment enforcing early childhood development areas such as cognitive, social, emotional, physical, and intellectual (language).

Important values to our center include:

- Professionalism
- Credibility
- Integrity
- Employee Focus
- Family Focus

Our Regulators

Arizona Department of Health Services- Child Care Licensing

Child Care Licensing
Phoenix Main Office

150 N. 18th Avenue
Suite 400
Phoenix, AZ 85007

602-364-2539

BCCL@AZDHS.GOV

NAC- National Accreditation Commission

As a NAC accredited center, Children's Safari Learning Center has been recognized as an early care and education program that exemplifies excellence in the care of young children. By achieving NAC accreditation, Children's Safari Learning Center has exceeded state licensing requirements and provides children an environment that is conducive to their individual growth and development.

WWW.earlylearningleaders.org

Empower

As parents, teachers, health professionals, and community members, we want children to develop healthy habits. We know that these habits begin at home and in the early childhood setting. The Arizona Department of Health Services (ADHS) Empower Program is a voluntary program reaching more than 200,000 children in licensed childcare facilities throughout Arizona. These children are relying on Early Care and Education (ECE) professionals to provide a significant portion of their daily physical activity, nutrition, and overall wellbeing.

General Information

Enrollment

IN order to maintain compliance with the Arizona Department of Health Services and Childcare Licensing, ALL the following medical and emergency information must be filled out completely and signed prior to the first day of attendance.

- Emergency Form (with current immunization records)
- Enrollment Agreement and Policies Agreement
- Nutrition Requirements
- Child Personal Information

It's a parent's responsibility to keep us informed of any changes in medical or emergency information. Children's Safari Learning Center must possess current records on file at all times.

Child Personal Information

Children's Safari Learning Center understands that parents/guardians know and understand their children the best. To assist with each child's comfort level, we ask that a questionnaire be completed prior to enrolling, answering questions such as eating habits, sleeping habits, fears, etc. Our guides and front desk management will do our best to communicate our observations and thoughts as well.

Licensing Notice

Children's Safari Learning Center is regulated by the Department of Health Services. If you have any questions about licensing, you can contact:

The office of Child Care Licensing
105 N. 18th Avenue
Suite 400

Phoenix, AZ 85007
602-364-2539

Registration

A non-refundable registration fee of \$75 for the first child and \$35 for every child therefore after, is due at the time of enrollment. The registration fee supports supply costs for each child such as art supplies, new books, sheets, cots, etc. This fee will be due annually for each upcoming fiscal year (August-July).

Tuition

Tuition will be due weekly in advance of the upcoming week. Current tuition fees maintain your child's enrollment and must be paid by close of business Friday before the upcoming week. We offer a free automatic payment service for your convenience. Children's Safari Learning Center reserves the right to assess a late fee of \$25 on that Monday and pursue dis-enrollment on Tuesday if no tuition is received.

Tuition refund credits or make up days will not be granted.

Tuition Waiver Allowance

Children's Safari Learning Center will allow a childcare tuition waiver for absences after 3 months of enrollment. You may use equivalent of one week of enrolled days for every 6 months of enrollment. For example, if your child is enrolled 2 days per week you are given 2 days of vacation every 6 months. You may use these days to meet your needs however they must be used in full day increments. This time will not be calculated hourly nor will it accumulate. At the end of each 6 months, the days will be lost if they are not used. If possible, please schedule this time in advance to avoid any miscommunication. This allowance may only be used for days that the center is opened.

Late Pick Up Fees

Children's Safari Learning Center will be open Monday through Friday from 6 AM to 6 PM except for holidays listed below. Children's Safari Learning Center closes promptly at 6 PM. You will be charged \$1 per minute for every minute past 6 PM and full payment is due immediately at the time of pickup. Children's Safari Learning Center reserves the right to contact Child Protective Services or the local police department if pick up runs past 6:30 PM.

Flex Schedule

Children's Safari Learning Center understands not every family has the conventional Monday through Friday schedule. When enrollment allows, we are open to accepting children needing schedules that change. One of the qualities of our center has been our low-class sizes and smaller ratios during the learning portion of the day. The lower ratios allow us to focus on learning, social, and emotional development, and individual needs.

Rather than overbook our classrooms, putting your children's safety and learning in jeopardy, we may have to decline certain days. Therefore, we cannot guarantee availability for schedules given within a two-week time frame. Any schedules provided more than two-weeks out are guaranteed

Please ask for the days you need. We will do our best to accommodate everyone, however, if you provide a schedule for the upcoming week, there may be a chance we will have to decline one or more days you need, we recommend you emails us at admin@azchildrenssafari.com

Holiday Schedule

Children's Safari Learning Center will provide the following paid holidays to their employees therefore, tuition will be due for these holidays and alternate care is the responsibility of the parents. If any of these holidays fall on a weekend day, Children's Safari Learning Center will communicate to parents and teachers if an alternate day will be named.

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving
Day After Thanksgiving
Christmas Day

Transportation

Children's Safari Learning Center will not be transporting children to or from any location. This includes field trips.

Dis-Enrollment

Voluntary dis-enrollment of any child requires a two-week notice. If you fail to inform the office of Children's Safari Learning Center, you will be billed for two weeks of tuition. The tuition waiver may not be used to cover dis-enrollment fees.

Communication

Communications from Children's Safari Learning Center staff and management will occur in the following forms:

- **Procare** software provides a user-friendly way for parents to communicate with care givers. Our staff uses a classroom iPad to record information and photos throughout the day. This information is then sent to parents to give them a sneak-peak into their child's day. For more information about this software please see www.schools.procareconnect.com/login
- **School Newsletter** will be published monthly and contain information covering events and educational issues. These can be distributed either in hard copy (available at the front desk) or through email.
- **Class Newsletter** will be published weekly to contain information concerning lesson plans, projects, family activities, etc. These will be distributed directly from the classroom to the parents.
- **Telephone/Written Messages** will be used on an as needed basis for issues such as behavior concerns, illness, injuries, milestone accomplishments, etc. Each classroom will be equipped with a pad of paper for notes to the staff or messages can be left at the front desk as needed.
- **Parent/Guide Conferences** will be held bi-annually to discuss your child's developmental milestone progress. To ensure quality time is spent appointments will be made in advance of the conferences.

- **Important Letters** to parents will be sent directly to the home. Interim notices will be sent home as needed.

Security Cameras/Video Surveillance Policy

To ensure the safety and security of all children, staff, parents, and visitors, as well as the security of our childcare facility, Children's Safari Learning Center is equipped with 24-hour video surveillance system. Security cameras are installed in all classrooms and outdoor play areas. Children's Safari Learning Center may conduct video surveillance of any portion of its premises at any time, the exception being private areas such as restrooms and changing tables. Video/Security cameras will be positioned in appropriate places within and around our childcare center and used in order to help promote the safety and security of people and property.

Piggybacking

Piggybacking is following someone through the door without entering their fingerprint and four-digit code. Piggybacking jeopardizes the safety and security of our center and our ability to manage rations and class sizes, so there is a \$5 fee for each and every time someone does not sign in correctly.

Release of Child to Alternate Person

Any person, other than the parent, pick up a child will be required to show a picture ID for verification. If the person is not recorded on the child's emergency card, then the parent will be called at the number available on the child's emergency card for verification.

Fire Drills

Children's Safari Learning Center incorporates fire safety knowledge and procedures into the curriculum. The facility will regularly schedule fire drills as required by law.

Insurance

Children's Safari Learning Center carries insurance in accordance with State requirements.

Pesticides

Children's Safari Learning Center will post a notification of pesticide application in each activity area and in each entrance of a facility at least 48 hours before a pesticide is applied on the facility's premises, containing:

- The date and time of the pesticide application
- The brand, concentration, rate of application, and any use restrictions required by the label of the herbicide or specific pesticide
- The pesticide label and the material safety data sheet
- The name and the phone number of the pesticide business license and the name of the licensed applicator

Lock Down/Emergency Situations

Children's Safari Learning Center makes the safety and security of the students, staff, and visitors its highest priority. In the case where we have been notified by law enforcement of danger of an

emergency, Children's Safari Learning Center will immediately safeguard the facility. Each room has a clearly documented procedure prominently displayed. The facility will communicate to parents as soon as possible regarding a situation using the contact information available on the child's emergency information card.

Discipline Policy

Children's Safari Learning Center practices positive discipline techniques in an effort to teach and support self-discipline. Staff will encourage children to be active in resolving conflict behaviors and re-direct as necessary. Parents will be notified if conflicts of the same nature occur regularly.

Children's Safari Learning Center has a strict "no tolerance" policy for violence. Any child, parent, staff member, or visitor displaying violent behavior will be asked to leave the center immediately.

Transition Policy

Our children grow older and meet milestones, so we prepare them for success to the next classroom. Children's Safari Learning Center will send a parent letter a week in advance to inform of transition. Transition usually occurs during full week after birthday. The week of transition parent will drop off as normal and child's teacher will take him/her to new classroom for a couple of hours each day during that week. The following week parent will drop off at new classroom. Transition will take place as follow:

- Joeys 1 transition to Joeys 2 – When child becomes mobile and crawling
- Joeys 2 transition to Koalas 1- When child turns one and walking
- Koalas transition to Monkeys 1 or 2- When child turns 2
- Monkeys transition to Jaguars 1- When they are fully potty trained and at least 2 ½ years old
 - No Pull-Ups/diapers at naptime
 - No Accidents
 - Can pull up and down pants and underwear by themselves
 - Sanitarily wipes self
 - Pee in toilet with minimal to no spray elsewhere
- Jaguars 1 transition to Jaguars 2- August and will begin Kindergarten 2 years away
- Jaguars 2 transition to Giraffes -August and will begin Kindergarten in fall of next year

Biting Policy

Biting is a common way for children to show their emotions but is hazardous for both the victim and the biter. Children's Safari Learning Center will attempt to work with a child to manage their emotions in a more positive manner. All efforts will be used to protect both the victim and the biter.

For children ages 0-2 biting is normal but unfortunate. A plan will be set forth for families to ensure safety to all. Parents will be shown a plan of action to prevent further biting.

Various Plan of Action for Biting

These topics will be discussed at the time of the issues of biting arise. These steps are an attempt to partner the staff and parents to solve this issue.

- Discuss with the family if there are possible issues in the home or ways they feel to make the behavior stop.

We support communication with families. Our goal to ensure all families are respected and cared for while enrolled in our center. Topics for discussion could include eating habits, sleeping habits, transitions, etc.

- Child will be placed into another classroom.

We hope this will create a new environment where possible personalities are different and better suited for your child.

- Dis-enrollment

After all effort has been made, we must think of the safety of the other children and unfortunately the child will be dis-enrolled from the facility.

For ages 3-5 biting becomes a greater concern for behavior issues. After 3 bites we evaluate for the seriousness of the bite, who the child bites, and if the child has been bitten before. We can engage Birth to Five, Smart Support, or Southwest Development for the help with this issue. After all effort has been made, we must think of the safety of the other children if all efforts go unsuccessful the child will be dis-enrolled from the facility

Injury

All employees of Children's Safari Learning Center are required to maintain current CPR and First Aid certification. Each guide will have 30 days from their hire date to obtain this certification. All injuries are documented in writing and communicated to the parents through an accident report. Parents will be contacted if immediate attention is required and 911 will be called. Anything minor will be treated with appropriate first aid and reported to the parent in writing at the time of pick-up.

Illnesses

Each child is required to have a complete and up to date Immunization Record, or a signed state approved exemption form, on file prior to the first day of attendance.

To ensure the health and safety of all persons within the facility, no child or staff member will be admitted if they exhibit any of the following symptoms within 24 hours prior to attendance.

- A fever of 100 F or higher
- An undiagnosed rash or sore
- Discharge from the eyes, ears, or nose
- Vomiting or diarrhea within the past 24 hours
- Any other symptoms of a communicable disease

Should your child develop any of the above symptoms while in our care, they will be isolated, and a parent will be contacted and required to pick them up immediately. Children will be cared for in the front office whenever possible. When Children's Safari Learning Center cannot remove a child from the room they will be separated from the other children within the classroom. No child will be re-admitted to the facility until all symptoms of illness have resolved for a minimum of 24 hours.

Child Abuse/Neglect

As childcare professionals, each and every staff member of Children's Safari Learning Center is a mandated reporter of suspected abuse or neglect of a child.

Parent Information and Responsibilities

Physical Activity

We at Children's Safari Learning Center are committed to our children's health. We encourage all children to participate in a variety of physical activity opportunities for their age, that are fun and that offer a variety. If children are inactive for long periods of time, they can be at risk for problems associated with being overweight. In keeping with this philosophy our facility will follow the guidelines below:

- Infants under the age of 12 months will participate in tummy time and age-appropriate activities as enjoyed by the child.
- All children over the age of one are provided at least 60 minutes of physical activity every day, including both teacher-led and child-led activities in accordance with the Empower guidelines.
- Staff will encourage moderate and vigorous levels of physical activity.
- Every child will have the opportunity to participate in outdoor physical activity.
- We encourage children to be active throughout the day exploring their environment by limiting sedentary activities to fewer than 60 minutes at a time (except at nap time).
- Screen time is **not permitted** for children under the age of two and limited to fewer than three hours per week for children ages two and older.
- No screen time during meal or snack time.
- Physical activity is never used or withheld as a punishment.

Information on screen time will be made available to families at least once per year.

Sun Safety

We are committed to our children's health and protecting children from the sun's rays during outdoor activities. In keeping with this philosophy, our center will:

- Ask the child's family to apply sunscreen prior to arriving at our childcare facility.

- Please provide a hat, sunglasses, and/or long sleeve clothing for their child that staff will put on the child when outdoors.
- Limit outdoor activities between the hours of 10 AM and 4 PM, when the UV rays are at their highest level.
- Check the UV index for intensity of the sun's rays and plan for outdoor activities accordingly.
- Be a role model for sun safety practices.
- Limit sun exposure for children under 12 months of age.
- Follow guidelines for protecting infants, toddlers, and other children from harmful sun rays (see Empower Guidebook).

Breastfeeding

We at Children's Safari Learning Center are committed to providing ongoing support to breastfeeding mothers and will respect a mother's decision to continue to breastfeed her child. In keeping this philosophy, our center will:

- Provide a welcoming atmosphere that encourages mothers to initiate and continue to breastfeed, even after returning to work or school.
- Provide a designated place for mothers to breastfeed their child on site.
- Provide a refrigerator for storage of expressed breast milk.

Information on breastfeeding will be available to all families at least once per year.

Child & Adult Care Food Program (CACFP)

Children's Safari Learning Center is not participating in CACFP at this time.

Fruit Juice

We at Children's Safari Learning Center are committed to our children's health. We recognize the importance of staff as positive role models for children as they learn to live healthy lives. The American Academy of Pediatrics recommends that preschool children drink no more than four to six ounces of 100% juice each day. If consumed in excess, children will fill up on juice and may eat less of nutritious foods during meals and snacks. Too much juice may also provide more calories than needed and expose children's teeth to too much sugar. Fruits and vegetables provide more fiber and less sugar than 100% fruit juice.

We will adhere to the following fruit juice guidelines:

Birth to 11 months:

- Fruit juice shall not be served

One year and older:

- Fruit juice shall not be served more than two times per week.
- Only 100% fruit juice with no added sugar shall be served
- Only 4-6 ounces shall be served at one time
- Fruit juice shall only be served with meals and snacks not continuously throughout the day.
- Water shall be used for the first choice of thirst
- Water shall be offered throughout the day

Information on fruit juice will be made available to families at least once a year.

Family Style Meals

We are committed to supporting your child in establishing lifelong habits of healthy eating patterns. In keeping with this philosophy, our facility will:

- Serve family-style whenever possible to support children in learning to serve themselves and develop healthy relationships with food. Our role as caregivers is to provide nourishing food. The child's role is to decide whether and how much to eat. We will never force a child to eat.
- Model behaviors for healthy eating and positive body image in the presence of children by having staff recognize the important role adults play as role models for children as they learn to live healthy lives.

Oral Health

Children's Safari Learning Center is committed to protecting the health and safety of our students and staff in regard to tooth decay, which is an infectious disease and a serious problem among young children in Arizona. Our facility recognizes that we play an important role in preventing tooth decay and in educating children, their families, and staff on tooth decay prevention. In keeping with this philosophy, our facility will:

- Provide a tooth brushing program in Preschool & Pre-K.
- Guide our staff members on steps they can take to prevent tooth decay according to the age appropriate guidelines in the Empower Guidebook.

Staff Training

We are committed to furthering staff knowledge on the Empower Program and Empower topic areas including: physical activity, nutrition, oral health, and tobacco. In keeping with this philosophy, our facility will make sure that our staff receives or attends three hours of training annually on age appropriate topics pertaining to physical activity, nutrition, oral health, and tobacco education. All training shall be documented, and records will be readily available.

ASHLine

We at Children's Safari Learning Center are committed to supporting the efforts of the Arizona Smokers' Helpline (ASHLine) to help staff and parents quit tobacco. In keeping with this philosophy and to protect

the health of our children, their families, and our staff, our facility will promote ASHLine information on the dangers of second and third-hand smoke by placing them in a visible spot at least once per year so parents and staff can see them. We will also refer parents, when possible, to ASHLine.

Smoke-Free Campus

We are committed to providing a smoke-free environment for children and staff. Due to acknowledged hazards arising from exposure to second-hand smoke and as a recognized Empowered childcare facility, it shall be the policy of this childcare facility to provide a tobacco-free environment for staff, children, and parents.

Children's Safari Learning Center is a smoke-free campus. Smoking and the use of tobacco products are prohibited at all sites, including buildings, grounds, company-owned vehicles, parking garages and lots (cars parked in childcare lots) at all locations, and other facility owned, leased, or sub-leased locations.

This applies to all employees, parents, visitors, contractors, subcontractors, volunteers, and other guests in the childcare buildings, grounds, or properties.

Children's Safari Learning Center adheres to the following guidelines:

- All applicants for employment will be informed of the smoke-free policy prior to the applicant accepting an offer of employment.
- This policy will be reviewed at New Hire Orientation and through internal communications.
- Employees, parents, and visitors will be notified of the policy. Appropriate smoke-free campus signage will be posted.
- Our center will make tobacco cessation treatment programs available to employees, parents, and visitors, utilizing the Arizona Smokers' Helpline (ASHLine) as a referral resource.

Infants & Toddlers

Parents are responsible for supply a complete change of clothes, diapers, wipes, diaper cream, pacifier, or anything else needed to effectively meet the individual needs of a child. All items must be labeled with your child's first and last name. All foods, (including bottled) formula, juice, fruit, vegetables, meat, etc. is to be provided by the parent and marked with the child's first and last name. All bottles must be mixes and supplied fresh daily.

Pacifiers must also be labeled and attached to the child's clothing at all times (if the child uses the pacifier throughout the day).

Please no glass baby food jars, containers, or bottles. Please transfer items into a shatter proof container to bring into the center. Our Goal is to keep our little ones safe.

Three – Five Year Olds

Please send your child in play clothes. For your child's safety, we recommend close toed, rubber sole shoes. Skirts must have shorts under them. Parents are also responsible for providing a change of clothes in the case of an accident. All items must be labeled with your child's first and last name.

Neither lunch nor snacks will be provided by Children's Safari Learning Center. For your convenience, each classroom is fully equipped with a refrigerator and a microwave. Your child's lunch must be in a lunch box, drink included, labeled with the child's first and last name to avoid any confusion or risk to children that might have food allergies. Each item must be labeled. Unlimited water will be available at all times.

Please no glass jars or containers. Please transfer items to a shatter proof container to bring into the center.

Children's Safari Learning Center will provide each child with a rest mat and cover for naptime. Please feel free to bring a small blanket and pillow if you wish to help your child rest more comfortably,

Children's Safari Learning Center has a strict sun safety policy. All children will be limited to no more than a 30-minute playground/outdoor activity per session after the temperature exceeds 90°F. It is the parents' responsibility to apply sunscreen prior to attendance. Unlimited water will be available at all times. If any child exhibits signs of heat exhaustion they will be removed from the outdoor environment, treated accordingly and the parents will be notified if necessary.

Nutrition

Healthy eating habits start a very young age and stay with you for your entire life. We require that you do NOT send candy or soda to school. We do allow parties for holidays and special occasions when goodies would be appropriate however on a daily basis it is very important to teach healthy eating habits. We all run out of ideas of what to pack in our children's lunches. Below is a list of some ideas:

100% Juice	Hard-Boiled Eggs	Tortilla with Rice & Beans	Bananas
Water	Peaches	Pasta	Graham Crackers
Fruit Smoothie	Cereal	Jelly Sandwich	Goldfish Crackers
Cheese Rolls	Cooked Broccoli	Cheese Cubes	Granola Bars
Yogurt	Veggies & Dip	Pickles	Jell-O
Turkey Sandwich	Black Olives	Green Beans	Pudding
Raisins	Fruits	Milk	Chicken Breast

Food Allergies

Parents are responsible for informing us of any food allergies or religious objections. Parents are required to provide all meals and snacks for their children. All food must be in a lunch box or bag (drink included) and labeled with your child's first and last name.

Medication

Children's Safari Learning Center will NOT administer ANY medications except in case of a life-threatening emergency (i.e. EpiPen's or inhalers). Under these circumstances, the medication must be prescribed and authorized by a physician in writing. ALL medications must be in the original prescription bottle with the physician's names, the child's names, date, dosage, and administering instructions on it. A "request for giving medication" form must be filled out and updated weekly.

Personal Items/Property

All personal items brought into the facility should be clearly labeled with the child's first and last name if such items are to be returned. Lost property will be stored in the director's office until claimed. If an item is not claimed by next term it will be donated to a local charity. It is the responsibility of the owner to seek out lost property.

Complaints

At times, issues or concerns do arise that cause upset feelings or distress. Most issues can be readily resolved through effective communication.

In this case, parents should discuss the issue of concern with the classroom "guide" or director. If this approach does not resolve the concern, please feel free to contact the owner.