

Enrollment Contract / Parent Handbook

1917 W. Park Row Arlington Tx, 76013

(817)460-7300



Dear Parent / Guardian: We would like to take this time to welcome you to Lilian's Learning Center. The Enrollment Contract is very important and must be filled out for enrollment. Please take the time and fill all forms out completely. This information is required by state law. All forms are to be turned in upon your child's first day of attendance.

(They will not be able to attend without them.)

Lilian's Learning Center is here to provide a safe and developmentally appropriate environment for preschool and school age children. Our focus is to each child's social and emotional, physical and cognitive development. Our goal is to support children's desires to lifelong learning and offer affordable and high-quality childcare.

Thank you, Ms. Nicole Meredith

Enrollment Procedures

Lilian's Learning Center will need you to complete and return an enrollment packet 24 hours prior to your child's start date. In the event that there is a change in policy, you will be notified in writing or we will post it on the parent board located in the front of the facility.

Lilian's Learning Center is operated in accordance with the U.S. Department of Agriculture policy, which prohibits discrimination on the basis of race, color, sex, disability, religion or national origin.

Hours of Operation

Lilian's Learning Center is open M-F, 6:30am – 6:30pm.

Infants, toddlers and Two's classrooms close promptly at 6pm.

Parents arriving after their child's classroom has closed will be charged an initial fee of \$25 dollars for the first 10 minutes and \$1 for every minute after. . Please note that our staff members have plans after work and wish to leave on time. We understand that there are traffic accidents, bad weather, etc. (CCMS does not cover late pick up fees. They are the responsibility of the parent of record and are due in full at the time your child/children are picked up. Failure to pay late pick-up fees will result in suspension of care.)

Holiday Closings

Facility is closed during the following holidays: New Years Eve and New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the day after Thanksgiving, Christmas Eve and Christmas Day.

Lilian's is also at discretion to close early for in-service days and days before holidays.

UNEXPECTED CLOSURES:

SEVERE WEATHER: In the event Arlington ISD is closed OR opens late due to inclement weather or dangerous road conditions, Lilian's will do likewise. Information on AISD closings can be obtained via most local television stations.

POWER OR WATER LOSS: In the event of a lengthy power outage or loss of water service, regulations require us to close operations until services are completely restored.

GLOBAL EMERGENCY CLOSINGS: We will follow guidance by state and local authorities depending on the emergency. It is our desire to be able to remain open to serve your child's childcare needs. However, there may be days of closure that will be beyond our control. In order for our center to be able to reopen when such closures are removed, it is imperative that tuition does not stop during such closures. Our center accounts and payroll are all fully supported by the tuition received

Full tuition is due for these days and may not be deducted from your tuition payment for the week.

Payment Policy & Cost

Payments for childcare services are due on Monday. **A late fee of \$25.00 will be charged if payment is not received by Tuesday.**

- Our FULL-TIME rates are for any 5 days, up to 10 hours per day.
- **If your child is here after 10 hours a day, the cost is \$10.00 per hour.**
- **We offer a military discount of 10%** (Note: This discount takes the place of the sibling discount. Only one discount may be applied at a time)

- Sibling discount 10%
- Summer Camp rate will differ.

Cost *No Part time Available

Infants/Toddlers	2 Year Old's	3 Year Old's	4 Year Old's	5 Year Old's and Up
<p>Option A \$200.00/week – FT</p>	<p>Option B \$170.00/week – FT</p>	<p>Option C \$140.00/week – FT</p>	<p>Option D \$140.00/week – FT</p>	<p>Option E \$100.00/week (Only one Before or After School)</p> <p>Option F \$110.00/week (Before and After School)</p>

Registration Fee: There is a one-time \$60.00 non-refundable registration fee. Yearly Supply fee of \$55.00 collected in January. These fees are non-refundable.

Transportation

LLC provides transportation to and from schools. In order to keep up with every child's schedule and needs we ask the parents to give us a written statement of the day's that their child needs to be picked up from school. Any changes must be reported in the office the day prior to the change. During the school year, students needing transportation to public school **MUST** be on campus no later than 7:15 AM. We will prepare to depart the center at 7:25AM and depart no later than 7:30AM. Children not counted in ratio by 7:15AM will not be allowed to ride the bus to school.

Parents are expected to contact the Center by phone before 2PM if their student will not need afternoon transportation. PLEASE do not give this information to anyone other than an Administrative staff. Our buses will depart at 3:00PM. **Failure to contact the center prior to bus departure at 3:00PM regarding your child's absence for the day will result in a \$25.00 fee and if you continuously fail to do so your child/ren will be withdrawn from our transportation services.**

Absences

When your child is absent you have to pay their full tuition, but when your child is on vacation or out for any reason you are obligated to pay half the cost of their tuition to secure their spot at the center

Entrance Safety

For the safety of our children we have a secured coded door. It was put in place for the protection of the children and to deny access to anyone who does not belong at the facility. The code is only given to parents/guardians and staff. Do not give the code to anyone.

Drop Off / Pick Up

All children are required to be here **before/at 9am**. There will be **no drop off after 9am**: unless a doctor's excuse is provided. This is to ensure proper child to teacher ratios for the day. If a child dropped off then picked up for a doctors appointment: said child must return **before 12pm**. This is also to ensure proper child to teacher ratios.

When dropping off or picking up your child you must sign them in and out at the front desk. You and anyone else on your pick up list must sign them in/out and will be given a code to enter the building.

Release of Children

Your child or children may be released **ONLY** to the designated people on the pick up list. If **NOT** the child will remain in our center until the certain parent or persons authorized come to pick the child up. A photo

ID is required at pick up. They must stay outside the front door until ID is checked and then they may enter into the building.

Illness

Please inform us if your child has been ill during the night or is not feeling well upon arrival. We can not keep children who are severely ill, for example oral temperature over 99.0, vomiting, diarrhea, and chickenpox or contagious skin condition. If your child becomes ill while at the center, we will phone you and together we will decide if you should come and pick him and her up. If ill they must be 48 hours symptom free before returning.

Medication Procedures

The state requires parents to sign an authorization and include times for child-care center employees to administer each medication according to label directions; The medications must be prescribed by a physician and in the original container labeled with the child's full name and the date brought to the child-care center; Lilian's will not administer the first dose of medicine: except with doctors and parents written permission for life threatening situations. Medication will be administered in amounts according to the label directions or as amended by a physician; It will be administered only to the child for whom it is intended and it will not be administered after its expiration date. Medications that are given by a device need clear and precise instructions for administrating and after-care. Medication will only be administered by staff that has completed training in medication administration and equipment usage.

Emergency Medical Procedures

Lilian's will notify parents using numbers that are on your child's admission form. It is important to keep Lilian's updated with current information. Lilian's will follow the best emergency protocol on a case by case basis. You **MUST** sign the emergency consent form in order for us to take your child to the nearest hospital in case of any emergency.

Procedures For Parental Notification

The Center Director will notify the parent of anything more than a scratch so that they can make a determination on the injury.

Discipline

Lilian's, will use discipline in compliance with the state minimum standards. We do not use harsh punishment. We use redirection and positive reinforcement as a more effective behavior management.

Food and Rest

LLC, will meet your child's nutritional needs for that part of the day, which he or she spends in the center by providing breakfast, a well balanced lunch and a mid-afternoon snack, supper and evening snack. **The parents and teachers are not allowed in the kitchen. Any child arriving after a meal has been cleared from the table will need to wait for the next scheduled meal.** There will be quiet time each afternoon for all children. Depending on their age, children are expected to rest quietly or engage in quiet activities, allowing those who need to sleep the opportunity to do so. (In order for your child's rest time to be as pleasant as possible, a small blanket or beach towel size is requested. The blanket or towel will be sent home on Fridays to be laundered).

Meals and Snacks

Lilian's, will meet your child's nutritional needs for that part of the day, which he or she spends in the center by providing breakfast, a well balanced lunch a mid-afternoon snack, and supper. Menu is subject for change in order to represent a variety of cultures. If parents arrive while a meal is being served: no meals will be allowed to be taken home, if desired they must finish their meal before leaving. The parents and

children are not allowed in the kitchen. Any child arriving after a meal has been cleared from the table will need to wait for the next scheduled meal. Lilian's does allow for small celebrations of birthdays and holidays. Food must be commercially prepared and packaged.

We will serve the children nutritious for all children. Depending on their age, children are expected to rest quietly or engage in quiet activities, allowing those who need to sleep the opportunity to do so. (In order for your child's rest time to be as pleasant as possible, a small blanket or beach towel size is requested. The blanket or towel will be sent home on Fridays to be laundered.)

Breakfast: 7:00am – 8:00am

Lunch: 11:00am – 12:00pm

PM Snack: 3:00pm-4:00pm

Dinner: 5:00pm – 6:00pm



Naps

An afternoon quiet time will be observed daily during nap time.

Accepted

Immunization Requirement

Before accepting any children in our facility we must have a copy of your child's current immunization records each time your child gets a new shot bring us a copy of it. Children that are going to Elementary school are not required to bring a shot record.

Requirements For Hearing/Vision

Children at age 4 are required to have a hearing and vision test done and brought to the center to keep in the child's records for licensing staff to review. If the above information is not brought in back by the time given to the parent, your child may no longer be enrolled in this facility.

Field Trips and Outings

We provide field trips on school holidays and during the summer. We will post the field trip notice at least 48 hours prior to the trip to give adequate parental notification. Note: a consent form must be signed by the parent, before transportation of a child can occur. (Seat belts and car seats are used whenever children are transported).

Miscellaneous

- **Toys From Home** – Toys may be brought from home only if your child is willing to share the toy and its understood that there is always the possibility that the toy could be lost or broken. An exception to this rule may be a special blanket or stuffed animal for nap time.
- **Cell Phones** – Children are not allowed to bring cell phones to the facility.
- **Change of Clothes** – Please bring a complete set of change of clothes for your child (if their age requires it).
- **Cameras** – Parents are not allowed to photograph children while at the facility.

Child Behavior

There are certain behaviors that will require the child to be immediately sent home for the day. These include:

- Physical injury to another child
- Hitting, kicking, biting or spitting at a teacher.
- Refusal to follow directions of office personnel if the child is sent to the office
- Obscene language, refusal to stop swearing
- Inappropriate physical contact with another child

-Damaging of center property inside or outside classroom.

Incident Reports Outside of the Center

If any physical injury is noticed on your child, you as the parent will have to fill out and sign the at home incident report stating what happened exactly. We understand that accidents happen at home, however we have to take appropriate action to protect the children as well as our center. In any case that a child had an accident at home and arrives at the center with physical proof you will have to fill out the at home incident report before you can leave your child at the center. In some cases if the injury looks severe a photo will be taken and a Doctors note will be needed for clearance.

CODE OF CONDUCT FOR PARENTS:

1. Please follow the no-phone zone on our property.
2. Parents are respectfully asked to follow our parent dress code.
3. The speed limit on our parking lot is 5 mph.
4. There is never to be any foul language, loud, abusive, or argumentative tones.
5. We reserve the right to contact the police department for any indication of substance abuse. We will not allow a child to leave under these circumstances.
6. Parents are responsible for their child from the moment they pick up their child. Make sure that children are never left unattended at Lilian's Learning Center. When picking up toddlers, please pick up your toddler first; we do not allow siblings in their classrooms.
7. Lilian's reserves the right to dismiss any parent or child at any time from the property and can be grounds for disenrollment.

PARENT DRESS CODE: As a Childcare center we respectfully ask that parents come fully dressed when dropping off or picking up their child/children. Attire must be appropriate. (If you need a further explanation please see a member of management.)

Parent Review

Our policies and procedures encourage the parents to come and talk with the Director about their child's needs, behavior or anything else of concern. You can also request a parent conference meeting.

Parent Visiting

We have an open door, policy for all parents to come at anytime during the child's care at the facility; however we do ask that you do not disturb the learning process.

Parent to Child Discipline

Parents are not allowed to use any type of physical punishment such as: hitting, slapping, pulling, pushing and dragging ect., on our premises including our parking lot. This is also includes any emotional abuse. If behavior such as this is displayed on our premises we will report it immediately for the safety of the child/children.

Parent Volunteering

In order to volunteer or to assist on a field trip, parents must be willing to submit to a criminal history check.

Parents Review of Minimum Standard

All of our inspections are available for viewing by the Front Office. Feel free to review them. Or if you'd like feel free to request the Minimum Standards Publication which is also kept in the Front office and we will make it available for your review.

Withdrawal / Removal of Child

- In the event we feel we cannot adequately take care of your child for whatever reason, the Director or Admin. Have full disclosure to let you and said child go without notice.
- If you feel for whatever reason you want/need to remove your child, that is your right. However, two weeks notice is expected and full payment is due upon removal of child.
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We will give your child loving and instructive care. We all want the best for your child so it is important that we keep our communication lines open. Feel free to talk to us at any time.

Grievance / Complaint Procedures

Parents if you should have any complaints you may go to the Director. If you don't have time to speak with us, please feel free to put it in writing and someone will get back to you as soon as possible.

Contact

If you should have any questions about your child or any of the children, you may contact the Director of this facility directly at the number listed above or the CCL Office at their website at www.DFPS.state.tx.us or by calling your local licensing office at (817) 321 – 8600.

COVID- 19 Policies

Exposure: If, within the last 10 days, any member of your household has a suspected or confirmed case of COVID-19, or any member of your household who is not immune has been in Close Contact with anyone who has a suspected or confirmed case of COVID-19, then all members of your household who are not immune must remain out of the center. For example, if a member of your household has been excluded from school due to a possible exposure, all members of your household who are not immune must remain out with Lilian's COVID-19 exclusion and return requirements.

Symptoms: All symptomatic individuals/children who come to the center and show symptoms will be sent home and will not be able to return unless cleared by a medical provider or have proof of a negative PCR test.

After the applicable exclusion period has passed, you/your child may return provided these three things have happened:

- (a) At least 10 days have passed since anyone in your household first experienced symptoms; and
- (b) Symptoms have improved for anyone in your household that experienced symptoms (for example, cough or shortness of breath has improved); and
- (c) Your household has been fever-free for at least 24 hours without the use of fever-reducers.

Please note, depending on the circumstances we may require you to obtain clearance to return from a medical provider before return to the center will be allowed.

SYMPTOMS—RETURNING AFTER EXCLUSION: Consistent with our COVID-19 Policy, a symptomatic household will be required to remain out of the center for at least 10 days. There are, however, two options for a household to return earlier following exclusion due to symptoms:

PCR Clearance to Return: If the household provides a copy of a negative PCR test result for the symptomatic individual(s) showing the name, date of test and date of result, then the household will be cleared to return and the ten (10) day exclusion period will not apply. Antigen tests will NOT be accepted for this clearance option. *If you wish not to test your child they must be quarantined 14 days and can only return if symptom free*

Clearance to Return from Medical Provider: If a medical provider assesses the symptomatic individual and provides acceptable clearance to return, then the individual will be cleared to return and the ten (10) day exclusion period will not apply. Clearance to return will be acceptable if a medical provider confirms in writing that: a) the individual has tested negative and can return when fever-free for at least 24 hours (without use of fever-reducers) and symptoms are resolving, b) there is an alternate diagnosis causing the COVID-like symptoms and the individual has tested positive for a confirmed non-COVID microbiological diagnosis, or negative for COVID-19 using a molecular or antigen test for SARS- CoV-2, or c) there is an alternate diagnosis causing the COVID-like symptoms. Patients presenting with symptoms of an upper respiratory illness, or ear, nose or throat infection, must provide clearance to return pursuant to options a or b above, and option c will not be sufficient. Any unspecified diagnosis is presumed to be COVID-19 and the exclusion will continue.

Early return requirements may change, from time to time (Directors decision grounded on unique individual cases), based on current conditions. Once all COVID-19 concerns have been cleared, all returns must still comply with standard (non-COVID) return requirements per Lilian’s Learning Center Health Check and Illness Policy.

The First Day! “What do I bring?”

Toddlers & Twos:

- Diapers/Pull-Ups... We will mark each diaper for you, just mark the container
- Wipes, with the container labeled
- Diaper Ointments, labeled
- 2 Complete Change of Clothes, labeled
- (remember when your child is potty training to bring extra clothes and shoes)
- Blanket, labeled that will fit in their locker

Pre-Schoolers:

- Complete change of clothes, labeled
- Blanket, labeled that will fit in their locker We will also provide your child great learning experiences and all of the tender loving care they can handle!

WE DO NOT ACCEPT:

- Toys or Cell phones, please keep them at home.

We are not responsible for any broken or lost items.

CCMS Parent Guidelines

Lilian’s Learning Center can only enroll a CCMS family when all of the following criteria have been met:

- All enrollment documents must be completed and turned into the office prior to CCMS calling to authorize care
- Once documents have been turned in and space has been made available your CCMS rep must call the center to authorize care. (We cannot hold placement if authorization is not made the day we let you know we have an opening for your child.)

- You must agree to pay your assigned monthly parent fees on the 1st of each month. These fees are charged at close of business on the last day of the current month. If the 1st falls over a weekend or on a holiday Monday, your parent fees will be charged the last Friday of the current month.
- . • CCMS does not cover field trip tee-shirt fees, late pick up fees, failure to notify for school pick up fees or returned tuition fees. These fees are the responsibility of the parent of record and are due in full on the day they are charged. Failure to pay late or returned tuition fees will result in suspension of care and report to CCMS.
- All activities for CCMS students are covered by your Monthly Rate paid by CCMS.
- **If your child is absent 3 days in a row with-out notification we must report to CCMS**
- **If your child is absent 5 days in a row with notification we must report to CCMS (These reports could affect your continued CCMS coverage).**

Photo Release

This Photo Release Waiver is made by and between _____

being the legal parent/guardian of _____ and Lilian's Learning Center located at 1917 W. Park Row, Arlington, TX 76013.

You voluntarily give Lilian's Learning Center consent and authorize them use of all photos, videos ect. With your child's image; still photographs and videos, to display in our facility or social media (face book updates). You release all liability from officers, employees and corporate capacities from any and all claims. You have read and fully understand the provisions of this Photo Release Form and freely, knowingly and voluntarily enter into this Agreement.

I understand that it is my responsibility to update this form in the event that I no longer wish to authorize one or more of the above uses. I agree that this form will remain in affect during the term of my child's enrollment.

Parent Signature: _____ Date: _____

Food Allergies and Intolerance Form

Childs name: _____ DOB: _____

Parent or Guardian: _____ Phone number: _____

Please attach medical documentation describing any dietary restrictions due to food allergy/intolerances from the child's physician.

List all food allergy / food intolerances and other special diet needs or reactions :

What types of contact will cause reaction?

Parent Signature: _____ Date: _____

Enrollment Contract
&
HANDBOOK ACKNOWLEDGEMENT FORM



Child's Name: _____ **Date:** _____

I have read and understand Lilian's Learning Centers Parent Handbook found online at www.lilianslearningcenter.com under forms. **Please initial by each section to notate your understanding of these policies.**

Parent Policies: _____

Tuition and Fees: _____

Illness and Exclusions: _____

Discipline and Guidance: _____

Unenrollment Policies: _____

Circle Enrollment option selected: (A) (B) (C) (D) (E) (F)

Lilian's Learning Center reserves the right to immediately terminate a contract (without notice) because of abusive treatment, language, or threatening behavior toward any child, staff member, board member or employee; whether it be in person, via messages or emails there will be no refund of any fees and payments that have been already paid.

Our Parent Handbook is updated annually or as needed.

PARENT'S PRINTED NAME: _____ **PARENT'S SIGNATURE:** _____

Date: _____

Directors Signature: _____ **Date:** _____

