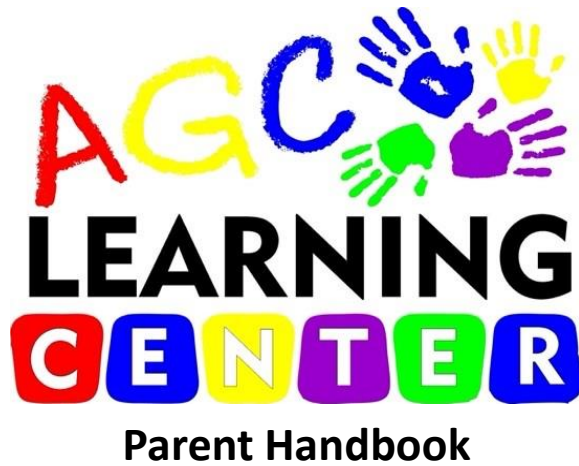




Mission Statement

At AGC Learning Center, our focus is to provide a safe, clean, warm, and loving environment for each family.

AGC Learning Center 1

3122 Thomas St

Memphis TN 38127 (901)664-8385

Welcome/Philosophy This handbook has been created so that there are no misunderstandings, and so that everyone is aware of the requirements of AGC Learning Center, as well as the requirements of you, the parents/guardians. This handbook covers our childcare philosophies, business policies and expectations. Please read this handbook carefully, and feel free to discuss with myself or a staff member any questions that you may have.

AGC Learning Center is a nurturing facility with small class sizes, ensuring that your child's needs are effectively met. We provide a personalized approach to education, allowing for individual attention and support in a warm, safe environment. Our commitment is to foster children's physical, emotional, creative, intellectual, and social growth at their own pace.

We aim to boost your child's confidence and self-esteem by recognizing them as unique individuals and encouraging self-expression in various ways. Our goal is to make your child's childcare experience the best it can be for both them and you, the parents.

We prioritize supporting families through open communication and actively encourage parental involvement in our programs and activities. Our objective is to care for your child in the same loving manner you would.

Hours Of Operation

6:00am-11:59pm Monday-Friday

We will be closed New Year Day, Martin Luther King Jr Day, President Day, Good Friday, Memorial Day, Juneteenth, Independence Day, Labor Day, Veterans Day, Thanksgiving, and Christmas.

Late pick-up policy:

If you are late picking up (after closing time) your child you will be charged a late fee of \$15 per 15 min late or any part thereof, except in emergency situations. This late fee must be paid in cash to the staff on duty upon pickup of your child.

Enrollment Requirements

Before your child can be officially enrolled in AGC Learning Center you must complete and provide the following documents:

- Signed Parent Contract and Rate Agreement
- Completed Child Profile & Copy of Immunization TDH certificate of Immunization Form)
- Documentation of Physical for Children 30 Months And Younger
- Signed Consent Forms (those that are applicable)
- Completed Health History Form
- Application/Registration Fee must be paid (\$150)*

*Spaces will not be held by verbal contract, weekly payment must be paid in order for a spot to be held for you and your child.

Inclusion Policy

What is Inclusion?

We welcome all children into our childcare to equally participation in daily activities.

The key elements of inclusion are as follows:

Access:

We welcome all children to our childcare. A plan must be in place prior to start date to allow for support when necessary. When a child has additional support, we keep in contact with the support person if anything changes; whether it be that the child is not coming as frequently as they should be or if they have given their notice. All furnishings will be at the child's level to allow for easy participation and equipment will be modified if need be. We value the principle of natural proportions and children with different needs are most certainly able to attend when the support worker is not present as all program options are available to all children.

Participation: We give all children a chance to participate. If a child has a sensory issue for example, we will try to think of a strategy for them to participate. We plan and modify activities to include all children to allow for meaningful participation. We will accommodate the children's needs. Our observations are to make mental notes on the children's behavior; give choice and allow alone time to calm down in an environment of their choice.

Support:

We will involve and inform parents of the child's day and value the opinion of parents and must work together to come up with a plan. Parents are

expected to be involved or willing to participate with us. We stress and want parents to be involved in the classroom.

Evacuation Procedures

In case of emergency (fire/flood/otherwise), children and staff will be evacuated. All the Children and staff will exit out the front door and walk towards the Walgreens and stand 50 feet away from the childcare center. Never Cross the Street and 911 will be call and all parents will be notified.

Transportation/Outings

We do not provide Transportation

Payment Procedures

Forms of payment currently accepted is through Bright Wheel and PayPal only.

All fees must be paid by Monday (or the first day of care) at drop off time for the current week of services. If payment is not received by Monday at drop off a late payment fee will be applied to your account at the rate of \$5 per day. In order to ensure accurate supplies to keep the daycare running, fees need to be on time. After 3 days of late fees added to your account your care will be suspended until fees are paid.

Registration Fee

An annual registration fee of \$150/child is required upon enrollment and will be collected on June 11 each subsequent year. This registration fee goes towards supplies and field trips for children.

Signing in and out/Attendance Records Policy

Children are signed in and out by parent/ guardian upon their arrival and departure. We ask that if your child is not going to attend care as per usual

that you inform us by 8:30am. This will help us plan activities for the day. When your child does not attend childcare, you must call to let us know the reason – if it is a communicable illness, we are required to record this in case of other cases breaking out. If no one answers the phone, please leave a brief message. Also, upon arrival and preparing your child for the day please help them or direct them to wash their hands before beginning to play with toys, in order to prevent the spread of germs.

If someone else will be picking up your child, please let staff know upon arrival. Photo ID will be required by the person picking up your child as well if the staff member is not familiar with that person. Please let any individuals other than parents who may pick up the children that they will be asked for picture ID in order to ensure the safety of all children.

Children will not be released to unauthorized individuals. If someone shows up to pick up your child and staff was not made aware of it, we will have to contact you to confirm that this is in fact permitted, as well as see a picture ID of that individual to confirm their identity.

Absences/Exclusion from Childcare

If a child is too sick to attend AGC, please keep him/her home. There is no “Sick room” in this childcare, and the best place for a child to be recuperating from an illness is at home. There are also many symptoms that a child may have that may prevent them from being able to partake in everyday activities. If your child experiences any of the following please keep them home until they are gone, or are well enough to participate in normal everyday activities:

Fever greater than or equal to 100.4 degrees F.

Excessive drainage (clear or discolored) from the mouth, nose, eyes, or ears.

Red discoloration to the whites of the eye(s).

Skin rashes as they are difficult to diagnose unless seen by a physician.

Severe abdominal pain, vomiting or diarrhea.

A deep, hacking cough

Difficulty breathing or untreated wheezing

Yellow discharge from the eyes

An unusual yellow coloring of the skin or eyes

Cuts or openings on the skin that are pus-filled or oozing

Lice or nits

If your child(ren) are sent to childcare with any of the above listed symptoms or develop during the day they will be sent home. Children should NEVER be medicated and then sent to daycare (i.e., given Tylenol to break fever). You should arrange for back-up care when your child is sick, and unfortunately there are no refunds or discounts for days that your child does not attend childcare. There are still costs associated with each childcare spot each day that unfortunately cannot be avoided if your child is not in attendance.

If your child will not be attending childcare due to illness or any other reason, please let someone at the childcare know as soon as possible, as well as the reason they will not be attending. This will prevent activities from being delayed.

Child Abuse/Neglect

If there is any abuse or neglect suspected of any children in our care, we must report it to DCS. Please be aware also that children will NOT be released under any circumstances to impaired individuals. If we have reason to believe that any persons picking up a child is under the influence of drugs or alcohol, an emergency contact will be called to pick up the child. The incident will also have to be reported to DCS.

Clothing Code

Children should come dressed in comfortable uniform (any shade of blue-collar shirts, navy, tan, or black bottoms) season appropriate clothing that can get dirty, since some activities we do daily are messy. A spare of change of clothes is needed for all children in case of soiling of clothes. Children under the age of 3, and those who are potty-training require at least two changes of clothing (including socks). We want to keep your children happy and comfortable.

Shoes are needed every day.

Please also remember whenever weather permits the children are taken outside for 1 hour per day. Please ensure that you have proper outerwear provided for your child so that they are comfortable and don't miss out on outdoor play. If a child does not have proper outdoor apparel, they will not be able to stay in care. This happens all too often in the wintertime because of a lack of pants and hats and mitts, please leave an extra pair of these items with us if you can or be sure to bring them every day.

Potty Training Policies

We strive to support your efforts of potty training at home right through the day here in childcare. However, there are some key signs to look for before we can help you train your child. The key signs of readiness for potty training include:

- The child can pull down and up their pants and underwear/pull-ups on their own with little or no assistance
- The child can communicate to you when they need to go to the bathroom
- The child's diaper is dry after nap times and for long periods during the day
- The child can hold their bowels and bladder until they get to the restroom once they realize that they need to go

If these signs are not present, your child is not ready to potty train in childcare, as we cannot have a restroom in each room for them to use – it is against public health sanitation policies. We will always encourage children to use the restroom regularly and we begin to introduce sitting on the toilet as soon as the children move into the Toddler room.

When your child does potty train, we ask that you provide extra clothing and remove soiled clothing daily. If we run out of clean clothes and underwear then you will have to be contacted during the day for you to provide them, as we do not have daycare “loaner” clothes.

Discipline Policy

Here at AGC Learning Center, discipline and guidance centers around respect and responsibility. Each child is expected to be a respectful, responsible member of our group. This ranges from children cleaning up their own “messes” to using manners and politeness when speaking with teacher, parents, and each other.

All “rules” is respect/responsibility/safety guidelines. The only rules are those that are required to maintain a safe and respectful environment for all the children in our childcare.

We use positive guidance when dealing with situations. Gentle reminders, redirecting negative energy and using positive reinforcement and encouragement. We aim to have open communication with the parents to be consistent when dealing with inappropriate behavior.

After 3 discipline reports, the child will have to stay out of childcare for 1 full day. After 5 discipline reports the child will be withdrawn from childcare.

Daily Routine

6:00am -8:30am Free Play

8:30am-9:00am Breakfast

9:00am-9:45 Free Play

9:45am-10:00am Circle Time includes physical, cognitive, social, and language activities.

ABC's

Shapes

Numbers

Colors

Body Parts

Songs

10:00am-10:15am Music

10:15am-10:45am Gross Motor/ Outside Play (weather permitting) - activities include visiting local parks, going on walks, or remaining at the childcare outdoor play area

10:45am-11:00am Free Play

11:00am-11:30am Lunch

11:45am-2:00pm Nap time - Children remaining awake may read books, do puzzles, or other quiet activities while others sleep

2:00pm-2:15pm Snack Time

2:15pm 3:00 pm Free Play

3:00pm-3:30pm Gross Motor/ Outdoor

3:30pm-4:00pm Free Play

4:00pm-4:20pm Group Activity

4:20pm-4:35pm Music

4:35pm-6:00pm Free Play/ Departure

Children in pampers/pull-ups are changed every two hours or when needed.

*Schedules range depending on the class your child is in.

Items Needed from Home

Nap – We provide the cot that they sleep on, but you must provide 2 towels for them to cover up with.

Diapers 6 daily (Training pants or pull-ups for those who are potty training)

Spare Clothing – including underwear and socks, at least 2 complete sets for those potty-training age 2 and under

Weather appropriate clothing - jacket/pants/hats/mitts, boots etc. –lack of weather appropriate clothing will prevent your child from enjoying our outdoor play time, please ensure you dress your child for outdoor play every day.

Please ensure that children come dressed in “uniform” clothes. Although we are careful while doing art and playing outside; there are instances where clothes could become dirty and stained. We appreciate your understanding and so do the children. Extra supplies can be left at the childcare and replenished when necessary.

Snack and Mealtimes

At all times during drinking and eating, children are required to be seated and not engaged in any play activity. This is to ensure safety (to avoid choking) and to promote healthy eating/drinking habits. Under no circumstances will young children be allowed to walk around or play with bottles in their mouths. Pacifiers are encouraged for use at nap time only and if your child requires a bottle at nap, it will be given to him or her before they get onto cot. Under no circumstances will children be allowed to go to sleep with bottles on their cot. This is also to ensure safety (prevent choking) and to prevent dental problems.

Medications

We do not administrate medications.

Allergies

All allergies (and dietary concerns) will be clearly posted in each room, on the refrigerator and written on the child's emergency info/consent cards. No outside food.

Developing Illness Policy

In the event a child becomes ill during the day, to the point where they are not capable of participating in regular activities, the parents/guardians will be contacted immediately and be required to come pick the child up. If the parents/guardians can't be reached the alternate emergency contact person will be called to come pick up the child. Allergy related and common cold symptoms as well as non-communicable diseases/illnesses do not require that the child be excluded from care.

If any of the following conditions are present, it is required that children be excluded from care: Children may return to care when they are free of symptoms or are approved to return by the facility operator or in some extreme cases, by a medical doctor.

- Pain - any unexplained or undiagnosed pain
- Difficulty in breathing - wheezing or persistent cough
- Fever (100.5* F/ 38.3*C or higher) – child must be free from fever (without being medicated) for 24 hours before returning to care at the facility
- Sore Throat or trouble swallowing
- Infected skin or eyes (mucus/pus draining) or an undiagnosed rash
Severe body or scalp itching
- Children with a known or suspected communicable disease/illness
- Vomiting - 2 or more times in 24 hours - may return to care after 24 hours without vomiting
- Diarrhea (as defined by an increase in frequency and loosening of stool) -2 or more times in 24 hours - may return to care after 24 hours without loose stool/diarrhea

-Just not feeling good - a child must be well enough to participate in the entire childcare day to be in childcare

***Parents are required to inform staff of any serious illness or communicable /contagious disease (with their child or within their family) within 24 hours to allow other families within the childcare to be alerted.

Fees Weekly

Infants: \$311

Toddlers: \$282

Preschool: \$246

School Age \$120(School in) \$143 (School out)

No child can be in childcare more then 10 hours.

Fees are due by the first day of care of each week. Any fees received later than the first day of the week are subject to the \$5 a day late charge. If fee payment is more than 3 days late, all service will be suspended until fees are paid in full. Returned checks may result in cash only payment policy for future services. Full fees are due regardless of a child's illness, holidays or days off. Fees are subject to increase with a minimum of two weeks' notice.

This childcare will be closed on all major holidays and if any other closures are expected, notice will go out to parents at least 1 week in advance. We follow SCS schools for inclement weather closings.

Parents/guardians that use government assistance to help pay for fees are responsible for renewing their authorization before it expires. If parents/guardians do not renew their subsidy claim before their previous claim expires the parents/guardians will be responsible for full fees until I receive authorization of the certificate program and have received payment. If/ when I receive back payment for fees already paid for by the parents, I will reimburse the parents/guardians the subsidy amount.

We do offer a family discount.

Vacation

After 6 months of full-time, continuous care, we offer 2 weeks of vacation time where fees do not need to be paid. We ask that a minimum of 2 weeks' notice is given before vacation days are given. Weeks do not need to be taken back-to-back but must be used as a whole week (not one day here, one day there, ETC). Vacation weeks do not carry over from year to year, and reset December 31st, each year.

Telephone Communication

If you need to contact the childcare for any reason, please feel free to phone 901-664-8385. If you get our voice mail, please do leave a message, as often we are out or busy with the children and unable to get to the phone

at that moment. We do check messages regularly and return phone calls as soon as we get the chance. We do not mind calls to check to see how your children are doing during the day. We do please ask to limit them to 2 per day, as they do disrupt the classroom to pull a teacher out to speak on the phone. Thank you for your understanding.

If you call outside of childcare hours, please leave a detailed message. Someone will return your call at our next earliest convenience.

Parent's Grievances and Suggestions

We at AGC Learning Center are committed to being very open and honest, and if any parent should have any grievances, or any suggestions, please don't hesitate to contact us. If you wish to contact our license consultation, you may do so as well (her information is posted on the Parent Information Board, however, we hope that you will come to us first so that we can work any problems out before it comes to that.

Parent Involvement

Our doors are always open to parents who would like to be involved in their child's care and education. We welcome any comments or suggestions from parents about programming or the care of their children. If any parents

wish to volunteer, on outings please contact any staff member so we can make necessary arrangements.

Photographs/Video Cameras

We like to take lots of pictures in our childcare to share with the children, and the parents how much fun we have. Go like are Facebook, or IG page AGC Learning Center 1.

Withdrawal Of Services Policy

A **MINIMUM 2 WEEK WRITTEN NOTICE** is required for termination of childcare services. Even if your child does not attend during that two-week period, payment is still required. Any fees not paid on time with regards to termination of childcare services will also be subject to daily late fees, until full payment is received. If fees are not paid, the unpaid bill will be placed into collections.

In the event of any concerns (raised by staff, parents/guardians or even children) a meeting can be scheduled to address the issues. The meeting will involve owner/operator and involved staff member, and the parents/guardians involved. The concerns will be clearly stated (ex. late payment, failure to adhere to our policies, behavioral problems etc.) and discussed. Meeting minutes will be taken, and solutions will be sought in a non-judgmental manner. A plan will be designed to resolve the issue. A second meeting will be scheduled to review the situation within a reasonable time frame. In the event the issue cannot be resolved to everyone's satisfaction, a 2-week written notice of termination of services will be given.