

# Parent Handbook



**Learning Hive Lawrenceville 415 Scenic Hwy Lawrenceville, GA 30046**

**770-822-4001**

**Learning Hive Snellville 3076 Lenora Church Rd Snellville, GA 30078**

**470-299-4347**

**Learning Hive Simonton 319 Simonton Rd, Lawrenceville, GA 30046**

**678-731-7421**

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We want to start by thanking you for choosing Learning Hive as your childcare provider. We believe in co-operation and communication between providers and parents, for this reason we have put this handbook together to communicate our goals, policies and procedures that govern our operations.

### Our Purpose

Offer quality childcare services to the community.

- Early Learning Program for children 6 Weeks -5years
- Afterschool, holiday and summer care for children ages 3 years and up
- Enrichment programs for children in the communities we serve.

### Our Mission

We are committed to serving each family and child in a personal and specialized fashion. We will recognize each child's talents and aspirations and the family's goals and combine them with our safe, loving, and nurturing environment. This will achieve and exceed the needs and expectations of each family.

### Ages of Children Served

Learning Hive is opened to children ages 6 weeks and up, regardless of race, creed, sex, religion or national origin. It is the policy of Learning Hive not to discriminate on the basis of race, color, religion (creed), gender, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. We are committed to providing an inclusive and welcoming environment for all members of our staff, children and families we serve, and volunteers.

### Welcome

Learning Hive operates January – December, Monday-Friday from 6:30am-6:30pm. Our facilities are open to parents anytime your child is present. We do request that you make your presence known immediately at the front door/desk.

Although we request that you cooperate by not disturbing our program, you are permitted access to all parts of this center whenever your child is present.

Children cannot be dropped off earlier than 6:30am. The center is licensed for these specific hours and early drop off and late pickups cannot be allowed. Please allow yourself ample time to arrive, gather your children and their belongings in order to exit the center on time. If you remain at the center after closing hours a late fee will apply.

All late fees are due upon arrival to pick up children.

### Fees

Your rate for tuition is listed on your parent agreement. There is a registration fee due upon enrollment and quarterly activity fees thereafter for each child. Weekly tuition is billed on Thursday and due Friday for the upcoming week in advance. If not paid by close of business Friday a late fee will be charged. Service will be denied on Monday unless all tuition and late fees are paid prior to or at drop off. If your child is absent for the week for any reason, the full weekly tuition is due. Fees may be paid bi-weekly or monthly if preferred, as long as they are paid in advance.

After six months of full time enrollment, you are entitled to one-week free vacation. After one year of full time enrollment you are entitled to two free weeks of vacation and two weeks annually thereafter.

For part time, specific days and hours must be selected and specified on the parent agreement form at time of enrollment. When available and with advance notice, drop in arrangement may be made. All regular enrollment forms must be completed before the first drop in visit and the registration fee paid.

After the centers' closing time there is a late pickup fee of \$15.00 for the first 10 minutes and any part thereof, added to your charge. After the first 10 minutes, every minute is an extra \$1.00. If children are left at the center 15 minutes after closing and no word has been received from parents, legal authorities will be contacted.

Payment is accepted in debit and credit cards and money orders. We do not accept checks. If you would like a receipt, please request one. Refer to the rate sheet provided for specific rates and fees. All fees are non-refundable. Children will be dis-enrolled if an account is past due. Learning Hive reserves the right to change fees or revise any policies with written notification to parents. Please review the parent information board regularly.

### Forms

For each child enrolled at Learning Hive, several forms must be completed to comply with State regulations. A lot of the information may be repetitive but please take the time to complete each one fully. If multiple children are being enrolled, each child's must be thoroughly completed, as these are sometimes filed in different places.

Also required within a weeks of enrollment is an immunization certificate signed by a physician or health department. It is your responsibility to update your child's information as needed to allow for continued quality care.

### Check in and out

As an extra security precaution, we ask that you bring your child, regardless of age into the center and ensure that he or she is signed in and safely inside his or her classroom. The child will not be allowed to leave the center without being escorted by a parent or person authorized by the parent. Any person other than a parent will be required to show proper identification and prior approval from the parent must be given. Once the parent or authorized person enters the center and comes into contact with the child, the child immediately becomes the responsibility of the parent.

### Meals

Breakfast, lunch, afternoon snack and dinner are included in your tuition. We stop serving breakfast at 8:30am, lunch at 12:30 pm and afternoon snack at 4:30pm. Dinner is at 6pm every evening. No food is to be brought into the center except on special occasions, with prior approval from the Director. For the safety of all the children in care, any food brought to the center must be store bought, with a visible and legible ingredient label. Parents are responsible for notifying the center of any food allergies or special dietary requirements. We will do our best to accommodate children's dietary needs. Sometimes written documentation may be required in order to provide certain foods. If your child will be absent or arrive late please call the center as soon as possible so meals and staffing can be planned accordingly. If meal times are missed, we kindly ask that you please provide a meal for your child before dropping them off, and that the meal is finished before entering the school.

### Holidays

Learning Hive observes the following holidays: New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve and Christmas Day. If these holidays fall on the weekends, we will close an extra day during the week. If we do close, you are still required to pay the full week's tuition.

### Absenteeism/Vacation

Whether your child is enrolled full time or part time, you pay the full weekly tuition to reserve the child's place when absent for any reason. After one year of enrollment you earn two free weeks of vacation.

Learning Hive requires a two week notice prior to withdrawal, in order to allow us time to fill the opening. If you expect to be out one week or more, we ask that you notify us. A child absent for one week without notice or payment will be dropped from enrollment; however, the parent will be charged tuition for two weeks. We reserve the right to terminate care if the child does not adjust to our program or if parents do not abide by the terms of the contract and policies.

### Illness

In the event of any serious illness, injury, or emergency to your child, the parent or emergency contact person will be notified immediately. Specific verbal or written instruction from the parent or emergency contact person will be followed.

Please ensure that all emergency contact information is updated regularly to reflect current information, including names, addresses, phone numbers, etc.

While taking a prescribed medication, if a child becomes ill or has an adverse reaction that does not require immediate professional medical attention, the reactions will be written down and the parent will be notified immediately. If it is necessary to seek immediate medical attention for a child, emergency medical services will transport the child to:

*Lawrenceville Centers*  
Gwinnett Medical Center  
Pediatric Unit  
1000 Medical Center Blvd, Lawrenceville, Ga, 30045  
*Snellville Center*  
Eastside Medical Center  
1700 Medical Way, Snellville, GA 30078

The parent or emergency contact person will be notified as soon as possible for further instructions. In the event of an outbreak of any communicable disease as outlined by the Department of Health, parents will be notified of the illness in writing within 24 hours or the next business day. We ask that parents let us know of any communicable disease their child may have contracted so the necessary precautions may be taken to protect the health and safety of other children and staff. Children absent due to a contagious illness cannot be allowed to return to the center without a doctor's note stating that he or she is no longer contagious.

Emergency Plan for protection of children have been developed and are posted for parent viewing.

### Medication Administration

All medications that are required twice a day must be administered at home.

All medicine, whether over-the-counter or prescribed, must be in the original container and labeled with name of the physician, child's name, name of the medication and medication directions. All prescription and non-prescription medication shall be dispensed according to written directions on the prescription label or printed manufacturer's label. All medicine must be given to the director upon entering the center for proper storage and handling.

A signed authorization is required for the center staff to dispense any type of medication. Over the counter medication will only be dispensed for a period no longer than two days. To continue for more than that, a doctor's permission is required. All medicine will be returned to the parent after the specified time of dispensing has ended and or expired.

Children with 100-degree temperature or more, any communicable diseases, diarrhea or vomiting, any unidentifiable skin rash cannot be brought to or remain at the center. If children get ill while at the center, parents or emergency contact persons will be notified immediately. For health and safety reasons children must be picked up immediately

If children remain at the center for an unexplained period of time, local authorities will be contacted. A copy of Health Department's communicable disease chart is available for your review.

### Transportation

Learning Hive will provide transportation to and from elementary school and for planned field trips. Parents must sign a permission slip for every field trip. A school transportation form must be signed at the beginning of every school year

### Emergency Situations

If an emergency situation develops, such as severe weather, fire, physical problems to the building, or power failure, the children's safety is our first concern. We have an emergency plan in place for our staff to follow. Fire drills are conducted monthly. In the event of an emergency situation the children will not be alarmed due to their awareness of procedures.

The center is equipped with smoke detectors, emergency lights and fire extinguishers.

If there is a power failure at the center and it is determined that it is necessary to close the center, parents will be notified to make arrangements for early pick up of their children.

If an emergency situation develops and it is determined that the building or premises is unsafe the children will be transported to:

#### *Lawrenceville and Simonton Center*

Gwinnett County Public Library,  
Lawrenceville Branch  
1001 Lawrenceville Highway Lawrenceville, Ga 30045

#### *Snellville Center*

Gwinnett County Public Library  
Snellville Branch  
2740 Lenora Church Road Snellville, GA 30078

Parents will be notified as soon as possible of the situation and what arrangements may need to be made to pick up their children.

### Inclement Weather

In case of inclement weather, the safety of the children is our priority. We will do everything in our power to remain open. If the circumstances are beyond our control and we have to close, parents will be contacted for early pickup.

### Discipline

The use of physical punishment or harsh language is prohibited at our center. Children shall not be subjected to discipline, which is severe, humiliating or frightening. Discipline shall not be associated with food, rest, or toileting. Spanking or any other form of physical punishment is prohibited, even at the request of a parent or guardian. Discipline consists of positive guidance techniques, helping the child to redirect that anger or frustration into something positive.

Parents are not allowed to use any of the above forms of discipline at the center either.

In order to provide the best care for your child parents should notify the center of changes in child's environments that might affect the behavior of the child. Being aware of changes in your child's life will help us in implementing measures to help children with adjustment.

Whenever a child's behavior affects the health and safety of other children and staff, Learning Hive reserves the right to ask parents to seek alternate care.

We also reserve the right to ask that parents seek alternative arrangements for the care of their children in the event that child cannot adjust to a group childcare setting.

### Alcohol, Drugs and Tobacco

Learning Hive prohibits the use of drugs, alcohol and tobacco products within the childcare facility, all outdoor play areas or any other areas that children may be present while entering or exiting the building. This applies not only to staff but also parents and visitors.

### Items of Clothing

Parents are required to provide a change of clothing for their child. All clothing must be marked with child's first and last name. The center is not responsible for loss of clothing. When Field trips are scheduled, children participating must wear a Learning Hive T-Shirt. Children are required to wear closed toe shoes and socks at all times, including summer months. Please send your child in play friendly clothes. Art projects and outside play can be messy.

### Toys

The center provides many toys for children's play and learning, therefore, we request that parents do not allow children to bring toys from home. Children are not allowed to bring electronic devices such as cell phones, iPad, tablets, etc. On specific days' children will have permission to bring devices at parent's discretion and it is the child's responsibility to keep up with such devices. The center is not responsible for any lost or stolen devices.

### Pets

No pets are allowed at the center or outdoor play areas, parking lots, or any part of the center.

### Family Involvement

Whenever possible, families are encouraged to participate in our program and maintain open communication with the staff. Research shows that active family participation in children's learning experiences contributes to success in school.

Contact the director to find out opportunities to volunteer your time, talent and experiences in your child's class or the center as a whole.

### Transportation

Learning Hive provides transportation to and from area schools and for planned field trips. We do not provide transportation to and from homes at this time.

For field trips, permission forms must be signed, in order for children to participate regardless of age.

For some schools, the county school bus picks up and delivers children to the facility. Learning Hive staff will be ready to escort and receive children on and off the buses. For the other schools in the clusters we serve and for field trips, children will be transported on Learning Hive vans. All required paperwork must be signed in order for children to be transported.

### Child Abuse Reporting

As childcare professionals we are mandated to report and form of suspected child abuse or neglect. Anyone working with children under 18 years of age who has reasonable cause to suspect child abuse or neglect must report it. The purpose of the mandatory reporting law is to protect and prevent further abuse with the hope of improving the child's welfare and preserving the family. A person who is required to report a suspected case of child abuse and fails to do so will be guilty of a misdemeanor. Misdemeanor convictions come with a penalty of a \$1,000 fine, up to 1 year in jail, or both.

### Safe Sleep Policy

Sudden Infant Death Syndrome (SIDS) is the sudden, unexpected death of an infant under one year of age which remains unexplained after a thorough investigation. About 77 of every 100,000 babies born alive in the U.S. die of SIDS. The causes of SIDS are unknown at this time.

However, research has identified a number of factors that indicate an increased risk of SIDS. This information has helped health professionals to develop SIDS risk reduction campaign. The incidence of SIDS in the U.S. has dropped by 42% since 1992, when the "Back to Sleep" risk reduction campaign began. To Reduce the Risk of SIDS • The American Academy of pediatrics, the SIDS Alliance, the Association of SIDS and Infant Mortality Programs and the National Institutes of Health recommend back sleeping as the safest position for babies.

There is a higher risk of SIDS when an infant is placed to sleep on his/her stomach or side. For More Information, Parents/guardians can obtain additional information and answers to their questions by calling the toll-free telephone numbers for the SIDS Alliance (1-800-221-SIDS) and the National Back to Sleep campaign (1- 800-505-CRIB).

### Learning Hive Safe Sleep Practices and Environments:

1. All staff working in the infant room, staff who may potentially work in this room, will receive training on Infant Safe Sleep Policy.
2. Infants will always be placed on their backs to sleep unless there is a signed sleep position medical waiver on file. In that case, a notice will be posted on the infant's crib.
3. The American Academy of Pediatrics recommends that babies are placed on their backs to sleep; but when babies can easily turn over from the back to the stomach, they can be allowed to adopt whatever position they prefer to sleep. We will follow this recommendation by the American Academy of Pediatrics.
4. Sleeping infants will be checked periodically by staff. We will be especially alert to monitoring a sleeping infant during the first weeks the infant is in child care. (Minimum of every 10 minutes)
5. Steps will be taken to keep babies from becoming too warm or over heated by regulating the room temperature and by not over-dressing the baby.
6. Room temperature will be kept between 68-72° F.
7. We are a "blanket free" infant room, and will not use blankets in cribs. If a parent wishes to provide a "sleep sack" for their baby, they may. The sleep sack will be sent home each night for laundering by the parent.
8. No pillows, comforters, bumper pads, etc. will be used in cribs.
9. No toys or stuffed animals will be used in cribs.
10. Pacifiers may be used in cribs.

11. A safety-approved crib with a firm mattress and tight-fitting sheet will be used.
12. Only one infant will be in a crib at a time, unless we are evacuating infants in an emergency.
13. No smoking is permitted in the infant room or on the premises.
14. A written copy of this Infant/Toddler Safe Sleep Policy will be provided to infant room parents/guardians prior to enrollment.
15. Babies may only be propped with written permission from a physician due to a medical condition.
16. Infants will not be left in a rocker, high chair or similar item to sleep.

### Diapering and Toilet Training

Learning Hive will follow the diapering procedures recommended by Bright from the Start and Center for Disease control. All staff will be trained on the proper procedures and the steps will be visibly posted at each diapering station for reference. Diapers, pull-ups and wipes will be supplied by parents and guardians. Children must have enough diapers on hand to last for the week. Children in diapers and pull ups will be checked and changed every two hours and as needed.

We request that parents, start toilet training at home, and we will continue, encourage and assist during the day. In order for the child to wear real underwear alone at the center, we request that the child has successfully gone an entire week with no accidents. While the child is training pull-ups should be worn, and we will provide the necessary help when needed.

During toilet training, children must wear clothes that are easy for the child to pull up and down with little or no assistance. Each child must have two sets of weather appropriate change clothes, in a Ziploc bag labeled with the child's name. Any clothes soiled with feces will be discarded for health and safety reasons.

### Infant Formula and Baby food

Parents must provide infant formula for children.

A completed Procedures on Formula and Feeding Plan form is required for all infants. All parents must complete the Infant Feeding Plan in the Enrollment Package and update as needed. Bottles must be labeled with the child's name, along with a daily date label. Leftover formula will be discarded once the child has received the bottle. All bottles must be prepared with the formula prior to arrival. Parents are responsible for washing and sterilizing feeding bottles.

Learning Hive will provide baby food and infant cereal.



Please sign and return to the center.

I have received, read, fully understand and agree to abide by all statements contained in the Learning Hive Center Parent Handbook.

Failure to do so may result in the termination of care of my child(ren)

\_\_\_\_\_/\_\_\_\_\_  
Parent/Guardian Signature / Date

\_\_\_\_\_/\_\_\_\_\_  
Parent/Guardian Signature / Date

\_\_\_\_\_/\_\_\_\_\_  
Learning Hive/Director / Date