

Little Saints Academy

FAMILY HANDBOOK

**Today I will drop a little happy person off, and
get an even happier one back.**



It's nice to meet you!

Hello, I am Mrs. Connie, and I have been engaged in childcare since 1986. I have four children of my own, and two of them work in our family center. As years have gone by, we have grown tremendously thanks to our hard-working staff. My husband, Chris, has come aboard, so we have four family members as your management team. He runs the office and maintenance, and I oversee the day-to-day operations along with my daughter's senior director, Mrs. Desarae & Ms. Christalyn. We strive to make LSA a happy, safe, and loved place for children to play and learn as they grow. We use one of the best curriculums on the market, which is Abeka. We want our parents to feel like family and know that their children are in a safe and loving environment. God Bless!!

About This Book

This is your guide to our programs, people, and operational procedures—a blueprint, if you will, for how we help those stories unfold. We may need to make adjustments every now and then, but your center director will always let you know. Please take a few minutes to become familiar with this information.

We're here for you

If you ever have a question about our center, the policies in this handbook, or anything else, please talk to your center management team . Little Saints Academy **Family Support** Monday-Friday 7am-5pm at 803-366-9219 or Littlesaintsacademy.net for anything you need!



Your first day

Getting comfortable with a new environment isn't always easy, and it's different for everyone! Your center team are experts in firsts and will work with you to make your child's first day the best it can be. Don't hesitate to share any concerns you have before that first drop-off. If possible, spend a little extra time with your child while they transition into the classroom. This helps both you and your child ease into the routine. You're always welcome to call any time during the day to see how your child's adjusting, or download the ProCare app for updates throughout the day.

Our center team

Center Management

We're here to answer any questions, discuss concerns, and help you with your child's educational and developmental needs—at any time. Our center is also supported by an SC DSS, who helps oversee operations of the center. If you have any questions or concerns you're not able to successfully resolve with the on-site management team, please feel free to contact our director.



Our Teachers

Not just anyone can be a teacher. We only choose natural-born leaders who have that special something that it takes to work with children. All of our teachers are just as likely to get their hands dirty helping with an art project or playing in the sand as they are to teach your child their ABCs. Our teachers also participate in regular professional development opportunities so that they can learn the latest in early childhood education and give your child the very best care every day.

Engagement Surveys

We conduct regular surveys to make sure everyone who works in our centers is engaged at work. Listening to our teachers is one of the most important things we do—because when our teachers are happy, our families are, too!

Our Approach to Learning

Respect for children and their families is at the heart of our programs. By nurturing strong relationships, providing safe, caring environments, and committing to best practices in early childhood education, we help children learn to value community, indulge their curiosity, and build confidence for life. Our program is informed by a long history of early childhood research and best practices to create a unique child-centered approach to development and learning. We believe children flourish when their individual identities are respected, and they're naturally inspired and part of a community that celebrates our similarities and differences. Our curriculum empowers children as change-makers, invites them to explore and create, helps them learn to build community . . . and most importantly to have fun with play-based learning experiences. Our classrooms are designed around your child's unique needs, and our curriculum is built from the latest research in early childhood development to help little minds grow!

Licensing and Accreditation

Our center is state-licensed and regularly inspected to make sure everything meets or exceeds standards, including child-to-teacher ratios and safe facilities. Our centers are subject to inspection by state and local health, fire, licensing, and building agencies. Regulations and inspections pertain to staff qualifications, the facility and playground, nutrition, health and safety matters, record-keeping, and child-to-staff ratios. If your state or local child care licensing regulations differ from the procedures outlined in this handbook, the more stringent of the two always applies. If you have any questions regarding licensing or regulations, please see our center director. Our center isn't just licensed—most are accredited, too! Accreditation means that a nationally recognized outside agency validates everything we do. An accredited center is evaluated on everything from health and safety to the quality of our teachers and curriculum. This outside review process ensures that we're giving your child the very best care and education.

Our Philosophy of Inclusion

We believe in the benefits of early childhood education for all children. A welcoming, inclusive atmosphere for everyone gives children a safe place to learn and to explore what makes each of us alike and different. Including all types of children in the Little Saints Academy experience enhances all children's understanding of the world around them! We embrace the philosophy of inclusion, and we want you to feel it from the first day you walk through our doors to the day your child leaves our center and moves on to their next educational experience. Every family's needs are different! Your child might be learning English and need us to meet them where they're at by learning some words in the language they speak at home. Before you enroll, just talk to our Facility Director about anything you or your child needs to have the best possible experience at our center, and we'll work together to make a plan for your family.

When teachers encounter unfamiliar situations or challenges in the classroom, our Inclusion Services team is here to help! They're a team of experienced educators dedicated to helping teachers create classrooms where every child and family feels like they belong. We are committed to supporting the individual and unique needs of every child.



Educational programs

Right now, your child's brain is growing faster than it ever will in their whole life, making amazing connections every second. That's why every second of learning counts! Our classrooms are designed around your child's unique needs, and our curriculum is built from the latest research in early childhood development to help little minds grow. We regularly assess your child's progress in key developmental milestones so we can build a learning plan just for them.

Infant Room

We know that learning starts at birth, so yes, we have a curriculum for babies! Brain development is in prime time as babies are starting to make connections between themselves and the people and things around them. Our Early Foundations Infant program is designed just for these moments. Nurturing, responsive relationships between infants and caregivers support the development of their sense of security, which empowers them to explore and learn at their own pace and have the freedom to try new things, explore new challenges, and build confidence based on their experiences.

Program Features Include

- Individual activity plans for each child.
- Sleeping and eating based on your needs and your baby's schedule.
- Safe sleep policies guided by the American Academy of Pediatrics.
- Group interaction to spark curiosity and socialization.
- A focus on cognitive and motor skills through playtime and activities.
- Whole-child development through age-appropriate materials and toys.



Toddler

A whole new world opens to children when they take to their feet. They walk, talk, and begin to develop relationships with one another. Our Early Foundations® Toddlers program is filled with sensory experiences that emphasize the importance of a toddler's environment and relationships. Using observation, our teachers understand their needs and provide a high level of interaction while individually nurturing your child.

Program features include:

- Daily community experiences promoting social skill development .A safe, challenging, and
- predictable environment .Uninterrupted time for play and the freedom to explore their
- environment .Development of children's confidence, self-esteem, and love of learning
- .Exploration Stations focused on dramatic play, creative arts, language, and sensory
- exploration .

2-T Room

Two-year-olds are curious and busy exploring their environment and learning to communicate their thoughts. They're beginning to exert their independence while also starting to understand group play more. Our Early Foundations® Discovery Preschool program keeps small hands busy and young minds engaged through learning experiences designed specifically for the Terrific Twos! Our teachers provide many outlets for creative expression—including games, songs, movement, and art—that let your child build skills and confidence. Sharing, cooperating, and taking turns all teach your child the importance of being part of a group. Your child will grow into their own person, ready to tackle the next challenge: preschool!

- Daily community experiences that promote skill development
- Environments focused on the development of the whole child
- Child-directed play to ensure development at their own pace
- A variety of cognitive, physical, social, and emotional development activities .
- Portfolio collections that capture your child's work and unique creative expression .



3T-A & B

A preschooler's world of learning really opens up as they become more agile, learn complex skills, and begin to mix and mingle more with peers. Our Early Foundations® Preschool program introduces language, math, science, and social skills in a fun and accessible way that encourages learning one step at a time. Your child will create science experiments and artwork, and will be encouraged to explore and challenged to learn, all while making friends and developing self-confidence .

Program Features Include:

- Portfolio collections that capture your child's work and unique creative expression.
- Engaging units that encourage curiosity, self-direction, and confidence.
- Fun memory games to. strengthen their executive function skills.
- Opportunities for hands-on experiences—such as creating collages—that combine creative expression.
- Daily small groups that promote skill development .

4K & 5K

It's your child's "senior year" of preschool, and prekindergarten is a critical time for them. Our Early Foundations® prekindergarten program promotes independence while preparing your child for the next exciting phase: kindergarten or possibly first grade! We make the transition smoother by helping children become familiar with a more structured learning environment. Our play-based learning experiences are designed to give kids the skills they need to become confident kindergarteners. Your child will build on the language, math, science, Spanish, and social skills they learned in preschool, deepening their knowledge and ability to work through problems.

Program Features Include:

Learning experiences that follow a logical and developmentally appropriate sequence. Community experiences to develop social skills like talking through big feelings, sharing and taking turns with friends, and resolving conflicts by using words. Daily small groups focusing on math and literacy. Portfolio collections that capture your child's unique creative expression; development of a strong vocabulary; writing their name; and using letters and drawings to describe things like people, places, experiences, and feelings. Hands-on experiences to further independent, creative learning.



Family Conferences

It should be easy for you to be a part of your child's education. We schedule regular check-ins where you can sit down with your child's teacher and have a one-on-one conversation about their progress. Family conferences in our centers are for all age groups—even babies!

Transitioning to a New Classroom

When the time comes to transition from one class to the next, we look at your child's developmental and maturation levels, as well as space availability in other classrooms. We've designed our process to get your entire family involved during a transition. This helps your child adjustment to the new space, teachers and classmate.

Assessments

We regularly measure your child's educational progress in key developmental milestones so we can build a learning plan just for them!

More activities LSA does throughout the year:

- We have a traveling zoo that comes to the facility.
- We have the Fire Department come out for learning session and to show them the fire truck so your child will not be scared of them.
- We have the Police come out for learning session and to show them the Police Cars so your child will not be scared of them.
- We have the Bouncy House and many other events for learning.



Growing with your child

Our Grow Happy Nutrition Program

Pass the peas, please. As soon as your child is ready for table food, we serve yummy (and nutritious) meals that they will love. We serve breakfast, lunch & snacks each day. Healthy, balanced meals are just what growing bodies need! Crafted by nutritionists (and tested by kids), our menu is planned well in advance so you can always see what we're serving up for the day. We serve up food you can feel great about: healthy fruits and veggies, lean proteins, and whole grains. What won't you find on our menu? Fried foods, juice, and desserts. Limiting high-calorie foods with unhealthy fats and added sugar gives your child more room for the good stuff!

Family-Style Dining

After washing their hands, your child's classroom will sit down for a family-style meal. This builds community, teaches table manners, and includes everyone! Serving their own food and drinks and cleaning up helps your child build independence and fine motor skills.

Food Allergies and Dietary Restrictions

We always have vegetarian options for children who don't eat meat, and we serve vegetarian entrees to all children in our center a few times a week. If your child has a food allergy or other dietary restrictions, we'll work with you to figure out a plan.



Celebrations and Birthdays

Celebrations and birthdays are special days for kids, and we want to share in the fun! If you'd like to provide food for the celebration, we ask that all items be nut-free and commercially packaged with ingredient statements so we can be sure we're accommodating any allergies or dietary restrictions. Healthy snack options such as whole-grain items, vegetables with dip, or fresh fruit platters are always a great choice. Please be sure to provide enough for everyone in your child's classroom and check in with your child's teacher and center director before the special day so they can share any tips and plan ahead.

Breastfeeding

We're here to support you! We support your decision to breastfeed past infancy. Weaning your child is not a requirement for moving into the next classroom or age level. In addition, our centers are equipped to handle your expressed breast milk. Milk must be bottled in liquid form, not frozen. Please discuss your needs with your center director so they can ensure we provide the right support for you and your child.

Infant and Toddler Supplies

When it comes to feeding infants and toddlers, we know each child is different. That's why we typically require you to bring all food for your child until they begin eating table food. Parents of infants and toddlers in centers that receive federal subsidies under the USDA Child and Adult Care Food Program are not required to bring in food for their child. CACFP center participants are offered one center-supplied iron-fortified infant formula, iron-fortified infant cereal, and pureed fruits and vegetables when developmentally ready. Ask your center director for details. Once your child begins eating table food, nutritious meals and snacks will be provided according to the center policy and current menu. Since meal services and requirements may vary, ask your center director for details. Bottles should be brought to the center each day already prepared unless state guidelines or formula directions require otherwise. Center staff cannot mix formula bottles and cannot add cereal to bottles. Please do not leave bottles at the center overnight; their contents will be discarded. Due to the potential risk of tooth decay, bottles are not placed with children in cribs. Please provide your infant or toddler with two complete sets of clothing and label them with your child's first and last name. Additionally, unless otherwise stated in your enrollment materials, we ask that you provide bibs, disposable diapers, and wipes for your child.



Clothing and Shoes

A full day at our center includes fun activities like singing, painting, playing both indoors and out, dancing, and eating, so we recommend easy-fitting, washable clothes. Being comfortable lets kids focus on learning and having fun! Be sure shoes are rubber-soled and closed-toe with a closed heel or heel strap. To keep everyone safe, flip-flops, sandals, and shoes with wheels are not allowed. Shoes are required for all walking children. Please provide two complete sets of extra clothes, including socks, for your child. It's always a good idea to keep an extra pair of shoes and a sweater or sweatshirt at the center. Clothing should be labeled with your child's first and last name and checked periodically to make sure it still fits. In cold weather, provide appropriately layered clothing to keep warm, including mittens or gloves, caps, hoods, or hats, sweaters or sweatshirts, socks, and warm waterproof outerwear and footwear. For their safety, we do not allow any shirts, jackets, sweatshirts, jewelry, or articles of clothing that tie around kids' necks or waists. Please remove all drawstrings. Sometimes learning and fun can get messy! The center isn't responsible for lost, stained, soiled, or torn clothing.

Personal Belongings

Your child will be provided with stimulating, educational toys every day. Special objects such as a blanket, soft toy, or stuffed animal are okay for rest time. Please leave other toys and belongings at home, as bringing a treasured object to the center can create tension between children and stress for children and staff if something is lost or misplaced. Toy weapons (guns, water pistols, swords, shields, or other items that resemble weapons) are not permitted in the center. All electronics brought to the center must be stored in the "off" position in the child's cubby. Use of personal electronics is not permitted in the classroom. We cannot assume responsibility for lost or damaged personal belongings.



**Don't forget to label anything
your child brings to the center!**

Outdoor Activities and Water Play

We play outside every day that weather permits. When the weather keeps us inside, we find safe and fun ways to get active indoors. Our playgrounds include outdoor spaces and equipment designed for active play and exploration, which keeps kids learning while getting exercise and fresh air. During warmer months, children participate in water activities, including but not limited to outdoor water play on the center's premises. While participating in water play, we maintain staff-to-child ratios required by our center's licensing agencies.

Consistent Care

Consistency helps kids feel secure and ready to learn. Building long-term relationships with teachers and classmates is an important part of that, which is why our centers and curriculum are structured by age group. We do our best to maintain this structure, but sometimes we may need to combine age groups. The most common reasons for this are staff being out sick or at the beginning or end of the day when there are fewer children in the center.

Positive Guidance

Part of what children are learning in their early years is how to get along with others and what behaviors are appropriate in different situations. We take a proactive and preventive approach to guidance that reinforces appropriate behaviors rather than focusing on inappropriate behaviors. To do this, our teachers are trained to use various techniques, including redirection, praise, and distraction. In this positive guidance atmosphere, most inappropriate behaviors are avoided. However, in extreme situations and as a last resort, a child may be guided to an alternate activity away from the group for the benefit of that child and the rest of the children. Teachers use this strategy not as a punishment but to help redirect the child. The child is allowed to return to the group activity when they feel ready to do so. This strategy is not used with infants or toddlers. We welcome families as partners in teaching children about socially appropriate behaviors. As your child's most influential teacher, we may occasionally ask for your help working out solutions to inappropriate behavior happening at the center. In accordance with our policy and licensing regulations, our staff never uses corporal punishment. We also ask that while on our grounds, you refrain from using any form of guidance that is not consistent with our center's positive guidance approach or licensing regulations.



Biting

Biting is common among young children. During early childhood, children are sensory learners and often explore orally. Impulse control can lead children to bite as a way of making their needs known, especially before their language skills are fully developed. We realize that biting can be a big concern, and we do everything we can to minimize the behavior. Our teachers and staff are trained to recognize triggers for biting and how to prevent and decrease incidents. If your child bites or is bitten, you and the family of the other child involved will receive an Incident/Accident Report that keeps the identity of both children confidential. If you have any concerns regarding a biting incident, please talk to your child's teacher or your center director.

Diapering and toilet learning

High collaboration between you, your child, and your child's teachers makes for more successful toilet learning. Children learn toileting skills through consistent, positive encouragement from all the adults who care for them. When your child shows an interest, you and your child's teachers will discuss how to work together to encourage toilet learning. We're committed to working with your child consistently, so toilet learning can be accomplished in a developmentally appropriate manner with minimum stress for you and your child. Every child begins toilet learning at a different age and progresses at a different rate. We're always available as a resource to answer any questions about your child's progress. Several complete changes of clothes and two pairs of shoes should be kept at the center during toilet learning. Until your child shows an interest in toilet learning, we'll provide diaper changes on an as-needed basis. Diaper-changing procedures are posted in each center, and the specific times of each diaper change will be listed on your child's daily sheet.

Rest time

For healthy growth and development, it's essential for children of all ages to have time to rest or enjoy quiet activities during the day. At our center, your child will rest in the afternoons for one to two hours or longer, depending on their needs and local licensing regulations. Children who don't sleep are encouraged to read a book, play with puzzles, or participate in other quiet rest-area activities. Most school-age children have typically outgrown the need to nap and are encouraged to participate in quiet activities midday to recharge. School-age children are not required to nap. Depending on your child's age, we provide cribs or cots for rest time. Your center director will let you know what you need to provide.



Health and safety

Safety first (and second, and third)! We know what it takes to keep children safe, so you can feel sound. It starts with paying attention to every detail—big and small. Every day at our center, you can be confident that your child is in the very best hands.

Safe sleep

Infants sleep according to their needs and the individual plans prepared by you, in cooperation with your child's teachers. Your Center Director will let you know about the required bedding linens and give you information on washing all sleep items. In keeping with the recommendations of the American Academy of Pediatrics, all infants will be placed on their backs to sleep unless a documented medical condition requires alternate sleeping positions. Except for a pacifier and any required medical devices, we do not allow any items to be placed in the crib. Children will always be supervised during nap and rest times, and lighting in the room will be kept at a level that ensures teachers can always clearly see the child's face. Older children who use blankets will be supervised during rest time to ensure their faces are not covered by the blanket.

Allergies

If your child has allergies, please inform your center director and list the allergen information on your enrollment agreement so we can take the right precautions to protect your child's health. Your Center Director, in partnership with our Registered Dietitian, will gladly work with you and your child's doctor to accommodate your child's dietary needs. Due to severe nut allergies, we ask that you refrain from bringing items containing nuts to the center. If your child has severe allergies that may require a medical response (such as the use of an EpiPen), please let your center director know so we can take care of any paperwork and training that might be needed.

Handwashing

Teaching your child the importance of handwashing at an early age helps maintain their health. It also assists your child's ability to take an active role in staying healthy. With that in mind, your child will be required to wash their hands before eating, after bathroom visits, when returning from outside, and at other times built into our curriculum throughout the day to reinforce safe and healthy habits. We encourage you to reinforce handwashing at home. To make the task fun, you may want to use special liquid soap (there are many child-friendly brands and scents available) or soap in your child's favorite color. If your child sees handwashing as a fun activity, they're more inclined to make it a habit!



Illness and caring for sick children

Children may become sick during the day or show signs or symptoms of illness prior to arrival. We know how it goes! If you keep your child at home, please notify your center director by 9 a.m. Should your child become ill during their time at the center, the child will be removed from the classroom upon notice and kept in an area where there will be no direct contact between them and other children. You will be contacted for the pickup and removal of the ill child from the center within one hour of notification. Children will not be able to return to the center until either a doctor's note approves readmittance or the child has been symptom-free for up to 24 hours. In the event of a serious accident or illness, an ambulance will be called. To ensure your child's safety, your Enrollment Agreement provides a record of names, addresses, and phone numbers of the people you have authorized to pick up your child. We ask you to keep this information current and also supply names and phone numbers for your child's doctor and preferred hospital.

Temporary Exclusion

To reduce the spread of illness and maintain the health of all children at the center, we may temporarily exclude your child from attending the center. In general, an individual must be fever-free for up to 24 hours without the aid of fever-reducing medication in order to return. Please refer to the following section for more information on the types of illnesses that we cannot support at the center, as well as the criteria required for return to the center. If you have any questions or need more information on a specific illness or criteria for return, please ask your center director. We will ask that your child remain away from the center if they have an illness or symptom that prevents participation in routine daily program activities, including outdoor activities—or if your child has an illness that requires more individual care than our center staff members can provide without compromising the health, safety, and activities of the other children. For their protection, children who have not been immunized against certain childhood illnesses may be subject to longer periods of temporary exclusion from the center. We may also ask you to keep your child at home if they have any other illness that local regulations require us to exclude from a group care setting. Unless our policy is more stringent; we use individual state child care licensing regulations and health department regulations when making decisions about temporary exclusion. In addition to the illnesses and procedures referenced in this handbook, we reserve the right to require health care provider clearance or make other updates to these policies as needed to help keep everyone in our centers safe.



Contagious diseases and health care provider clearance

We value your child's health and recognize that preventing the spread of infectious diseases is a very important part of quality child care. We actively monitor the health and well-being of all children in our care. If a child has certain communicable diseases, it may be that individual state law, your state's child care licensing regulations, and/or our health and safety policies could require:

- Sending the child home.
- Documented evaluation and treatment by the child's health care provider.
- Notification of the families of other children in our center and staff members.
- Notification of local health authorities (e.g. Health Department).

Parents will inform the center within 24 hours or the next business day after a child or any member of their immediate household has developed any reportable communicable disease, as defined by the state board of health, except for life-threatening diseases, which must be reported immediately. We will keep you informed of any instances of contagious diseases affecting children who may have had direct exposure at the center and will immediately report such diseases to the local health authorities where required by law. Written health care Provider clearance is required where noted in the table above. Additionally, we may require provider clearance for illnesses at our discretion. From time to time, we'll also distribute educational literature about children's health issues.

Medical Records

Medical examinations and immunization records must be provided upon enrollment and kept current. We cannot permit attendance unless immunization records on file meet our local child care licensing regulations. If you wish to request a religious, personal, or medical exemption to our practice of securing necessary medical documents or immunization records, please contact your center director. We support the Centers for Disease Control (CDC) recommended guidelines for vaccinating young children and urge you to follow these guidelines. For detailed information regarding immunization regulations and recommendations, please visit the CDC website at www.cdc.gov.



Medications

Whenever possible, we recommend that you administer medications at home. To help with medication scheduling, you may consider asking your health care provider for prescriptions with 12-hour dosages. At the center, medications will be administered in accordance with local child care licensing regulations and the policies described below. In the event that licensing regulations differ from our policies, the more stringent guidelines always apply.

Prescription and over-the-counter medication:

All medication must be written by a doctor. LSA will not distribute any over-the-counter medicine; your pediatrician will write you a script for over-the-counter medicines such as Tylenol or Motrin. All medication must be tracked through our management team and is kept in a locked cabinet out of the classrooms. The only medication that is allowed in the classrooms is Diaper Ointment & sunscreen, which is kept in a locked medical box that is secured out of reach from children.

Provision of medical care:

In most cases, our center staff are trained in CPR and emergency first aid. We are not licensed to provide medical care, and our employees are not trained to provide medical care.



Security

Keeping your child safe and secure is our first priority. Our center is equipped with doors that require a code to enter. Please do not share the coded access number with anyone not listed on your Enrollment Agreement as contacts. All children must be signed in and out on our paper roster and/or computer system, and other attendance procedures must be followed in accordance with our center's local child care licensing regulations. We also require you to make direct contact with a center staff member when dropping off or picking up your child from the center. When you first enroll, you'll complete an Enrollment Agreement, including the Primary and Emergency Contact and Release sections. These sections authorize specific individuals to pick up your child. You are responsible for maintaining accurate, complete, and current information. Written authorization must be on file at the center prior to your child's release to anyone. For the safety and security of your child, telephone requests are not encouraged. If a telephone authorization must be utilized, you'll be asked the security questions outlined on your Enrollment Agreement. Staff members will ask for government-issued photo ID for anyone who is not positively known to them. We know you'll feel more secure and confident when we're aware of who may and may not pick up your child. Please inform anyone listed on your Enrollment Agreement that they'll be asked to verify their identity when they arrive at the center. We will not release a child to any emergency contact younger than 18 years of age unless the individual is the legal parent or guardian. If your center's local child care licensing regulations are more restrictive, the more restrictive procedures will apply.

Confidentiality and Children's Records

All information contained in your child's records, including your personal information, is confidential. Anyone who is not directly involved in the care of your child or affiliated with child care licensing, protective services, or other government agencies will not have access to the records without your written authorization or a court order. As a parent or guardian, you can request access to your child's records. We are happy to provide access at reasonable times to records kept at the center, including the Enrollment Agreement, Incident/Accident Reports, Family Communication sheets, or progress notes. For information about the process needed to access other documents that may be included in your child's records, please contact your center director. As a primary parent or legal guardian, you have the right to add and update information, comments, data, or other relevant materials to your child's records. If you withdraw your child from the center, we will maintain your child's records for the minimum period of time required by the center's local child care licensing regulations. If you want a copy of your child's records, an administrative fee may be charged to offset the costs of copying and delivery. Lastly, out of respect for other children and families, please do not post photos or videos that contain images of children other than your own on the Internet.

Mandated Reporting Requirements

It's our mission to ensure all children in our centers are safe and well cared for, not only while they are at our center, but at all times. The law requires everyone who works directly with children to report suspicions or evidence of child neglect or abuse to local state child care licensing agencies or law enforcement agencies. Our staff are trained to look for and recognize signs of possible abuse or neglect. Your center director can provide details about the mandated reporting rules that apply to your center. Mandated reporting also applies if a staff member uses an inappropriate discipline method or behaves in a way that puts children at risk. If this happens, the Center Director will communicate with parents, report to licensing and accrediting agencies as needed, report the incident to KinderCare's National Support Center, and work with the staff member and Human Resources to determine the best course of action for their employment. Those who fail to report according to local child care licensing regulations can be held accountable under the law. The law prohibits interference with an individual's attempt to report child abuse or neglect.

Custody and Visitation

Some families have legal custodial orders that address who is permitted to pick up or visit a child. If there are custody orders relating to your child, a copy must be provided to Center Management for your child's file. This information is confidential and solely for the safety and well-being of your child. Families must update Center Management when custody orders change or expire. Please note that employees cannot be responsible for supervising parenting time (visitation), and, as a result, visitation for non-custodial parents is not permitted in our centers. If an individual has court-ordered legal custody, employees must release the child to that legal custodian regardless of visitation schedules. Please discuss questions about custody arrangements with your center director.

Late Pickup

Please make every effort to pick your child up on time. If you know you can't arrive on schedule, please arrange to have your child picked up by another adult who has been authorized on your Enrollment Agreement. If a late pickup is unavoidable and you're unable to reach your designated emergency contact, please notify us immediately.

Please make every effort to pick your child up on time. If you know you can't arrive on schedule, please arrange to have your child picked up by another adult who has been authorized on your Enrollment Agreement. If a late pickup is unavoidable and you're unable to reach your designated emergency contact, please notify us immediately. In the event of a late pickup, please note that our Center Director or any other staff can never transport your child from the center under any circumstances. Also, an additional fee for late pickup will apply to children picked up after closing time. For more information on this topic, consult your Enrollment Agreement.

Emergency Situations and Evacuation Plans

We make every effort to be prepared for potential emergency situations. We regularly schedule and practice emergency evacuations as required by local child care licensing regulations. In addition, an emergency plan and list of procedures are posted in each classroom. Please be aware of the procedures and evacuation location in the event of an emergency evacuation. If an emergency requires evacuation, we'll notify you as soon as the children have been relocated to a safe area. If you need information regarding an emergency affecting your center and are unable to reach the center directly, please contact your district manager or our Family Support team.

Child Accidents

We take every precaution to make sure your child is safe and that you receive communication regarding accidents or injuries. This includes a comprehensive safety awareness program, as well as frequent inspections and maintenance of our buildings, playground, and equipment. In spite of all our efforts, accidents do sometimes happen. If your child is injured at the center, you'll receive an Incident/Accident Report at pickup time. If your child needs medical treatment, we'll make every effort to contact you, and we'll make sure your child receives any necessary emergency treatment until we can reach you. If we can't reach you, we'll do our best to reach one of the emergency contacts you've listed on the Enrollment Agreement.

Weapons and Violence

Family members, children, and guests are strictly prohibited from possessing firearms or other weapons on our property and at events sponsored by us. An exception may be made for sworn law enforcement officers if required by law. If children are found to be in possession of weapons, center management will confiscate the weapon and notify proper authorities. When a particular child's or parent's behavior threatens the safety of others, or if a child or parent becomes abusive toward other children, parents, or staff in the center, we may dis-enroll the child immediately.

Substance-Free Environment

We are committed to fostering and maintaining a healthy and safe environment for everyone. Staff, family members, and guests are prohibited from smoking or vaping of any kind in the center and on its grounds. At no time shall anyone ever use, vape, smoke, consume, sell, manufacture, or be under the influence of any alcohol, cannabis, or illegal drugs on center property.

Operational procedures

Registration and Enrollment

To enroll and annually re-enroll your child, you must complete the Enrollment Agreement and any other local and state-specific forms provided by your Center Director. You must complete and sign all forms and have the Center Director's signature on your Enrollment Agreement before your child can attend. Throughout your child's enrollment, please be sure to update emergency information as needed, including your address, telephone numbers, email address, any changes in your child's medical information, and individuals authorized to pick up your child

TUITION

We know that your child's early education is important, and it doesn't come without a price. Paying tuition on time helps ensure that we can provide our teachers with consistent schedules and ensure a positive work experience. All tuition is due in advance of services provided and in accordance with your Enrollment Agreement. The best way to pay tuition and fees is online through your ProCare Portal. You can make recurring or one-time payments online using a checking or savings account, debit card, or any credit card. You can also sign up for Auto-Pay. Little Saints Academy is committed to the security of your personal information online. All information captured within your online payment account, including financial information, name, address, and phone number, is encrypted via SSL. For the safety and security of our children, staff, and families. Accounts two weeks in arrears or repeated failure to pay tuition by the due date may result in the termination of services. As we continue to improve our facilities and resources, tuition and fees are reviewed. Any changes to tuition or billing will be shared with families with 30-day notice, and a new Enrollment Agreement will be signed. Additional fees may apply for camps and extended days.



Family Discounts

Family discounts apply to families who have two or more actively enrolled children with two or more tuition charges for the week a 10% discount is granted.

Babysitting

We discourage staff members from providing private child care or babysitting services on their own time. If a staff member does provide babysitting services, the staff member is acting in their individual capacity. We will not be responsible for the performance of babysitting services by members of our staff, including transportation of your child(ren).

Holidays and Center Closures

Barring extreme weather or other unforeseen circumstances, our centers are open during normal operating hours on regularly scheduled days. Our centers are typically closed on the holidays listed below.

- New Year's Eve & New Year's Day
- Good Friday
- Easter Sunday & Easter Monday
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Thanksgiving (fourth Thursday in November)
- Day After Thanksgiving
- Christmas Day (December 25) (Eve or Day After)

Center's hours and closure dates are set and posted annually but may change at any time . In addition to holidays, most centers close for two Professional Development Days each year, in February and October .



Closures Due to Weather, Emergency, or Illness

The procedure for notifying families when we cannot open on time, or at all, will be posted at the center . Closures due to weather are listed on ProCare.com and may also be announced on local radio or TV stations. Health department rules may also require us to close the center (or certain classrooms) to prevent the spread of illness . We will make an effort to contact every family affected by a closure. If the center has to close early, you will need to arrange for your child's pickup . If you need information about an emergency affecting your center and are unable to reach the center, please contact your Director at [803-366-9219](tel:803-366-9219) team . There's no tuition reduction for holidays or for center closures .

Public School Closures

When public schools are on break, many of our centers offer camps full of exciting, age-appropriate activities and lessons. Our camps are for preschoolers through school-agers, with children participating in their appropriate age division. If your school-age child does not attend public school due to a holiday, snow day, or for any other reason, an additional fee will be charged for staying the entire day at the center.

Solicitation

We prohibit any distribution of literature or products at any of our centers. Please note that this includes literature or products commonly used to raise money for public school-related activities, political campaigns, or non-profit groups.

Research Activities

From time to time, we receive requests from university programs or child care researchers to observe our classrooms. In such activities that suggest documentation or release of specific child information, we won't say "yes" without first obtaining permission from parents and guardians of the children in the involved classrooms. Every year, we gather information through our Family Engagement Survey. These surveys are conducted by Little Saints Academy or a certified outside agency under contract with us. They can be done in a variety of ways: phone, mail, or email. Your participation is voluntary but appreciated!

Absences, Sick Days, and Vacations

To maintain our high standard of quality, we budget for everyday costs related to our dedicated teachers and our educational resources. To cover these costs, we will charge your full rate of weekly or monthly tuition (depending on the center's billing schedule) if you plan for your child to attend any days during that billing period. Little Saints Academy allows 1 week of unpaid tuition as long as you give your director a two-week notice. Most centers will also charge your full rate of tuition if your child will be absent for the entire billing period but you wish to save their spot. See your center director for details. If your child will be absent on a particular day, please notify the center staff by 9 a.m. Center staff should also be notified in advance if your child will be out for multiple days due to illness, vacation, or other family activities.

Withdrawing Your Child

If you need to withdraw your child, we ask that you let us know in writing. Your enrollment agreement specifies how many days' written notice your center requires prior to the last day of attendance. Closing an online account does not constitute withdrawal from the center or the end of payment obligation.

Suspension and Expulsion

We believe children and families deserve to be full members of their communities and to experience a sense of belonging. We know that suspensions and expulsions from early childhood programs can have a significant negative impact on children and families. We take suspension and expulsion decisions seriously, consider the impacts carefully, and keep children enrolled whenever possible. We work closely with families to set children on positive paths. To prevent suspension and expulsion, we:

- Create learning environments in which every child feels good about being there.
- Design a learning environment that promotes children's engagement.
- Focus on teaching children what to do, specifically by teaching expectations and routines.
- Talk to families about issues as they arise .
- Provide Incident Reports, and Behavior Plans when appropriate.

Suspension and expulsion are a last resort, used only when other steps taken to resolve an issue have been unsuccessful. Even after the difficult decision to end care has been made, we will do our best to help make the transition as smooth as possible for the child and family.

- Giving families reasonable notice, generally at least one week, prior to ending care, unless it is necessary to immediately discontinue services.
- Help families find alternate care by connecting them with community-based child care resources and referral agencies.

We Reserve the Right to Cancel Enrollment for the Following Reasons:

- Non-payment of tuition Failure to adhere to policies
- The child's needs exceed the capabilities of our center
- A child or family member's behavior or actions threaten or endanger the safety and well-being of other children or staff .

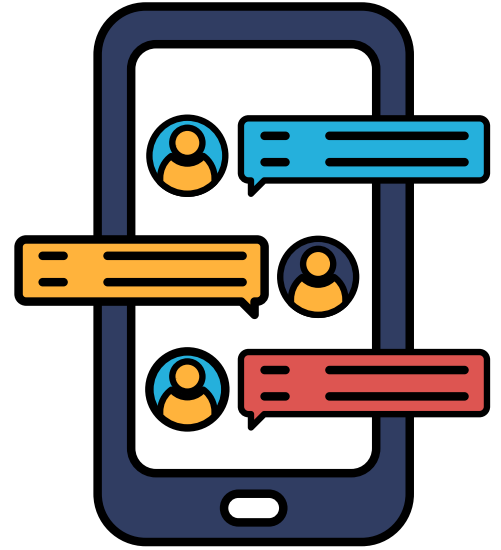
Family Communication

ProCare Mobile App

We know how difficult it can be to leave your child in someone else's care, and we're here to help make that transition as smooth as possible. Our app is a great way to keep in touch with your center, get updates, and see photos of your child's day while you're at work, at home, or on the go.

Our app gives you access to:

- Pictures of those special moments that happen in the classroom .
- Daily updates on what we learned about and how your child is doing
- Messaging feature that helps you easily get in touch with your center .



The ProCare app is available for iOS and Android!

All teacher's must communicate through the ProCare Portal only it is against LSA policy for any teacher to communicate with parent's on their personal device.

Family Involvement

As your child's most important influence, you are a full partner in our program. Open and frequent communication between you, your child's teacher, and your center director will strengthen this partnership and help your child have a positive early-learning experience.

We promote close communication through:

- An open-door policy—parents and guardians are always welcome at the center. So just let us know when you'd like to come say hello!
- Family/teacher communication to share ideas and discuss your child's progress.
- Conversation and frequent updates highlighting your child's development.
- Recommendations for home-based learning activities that support your child's learning and enjoyment of the program.
- Newsletters published by your center about your center's news and events
- Posted menus and plans describing the planned activities for the classroom

Satisfaction and Resolution

Experience has taught us that open communication is the key to maintaining a positive relationship. We continually look to your input on how we can improve our programs. We want to be sure we are meeting the needs of your child and that you are confident in the care and education we give them. Please share your ideas, suggestions, or concerns with a staff member. Staff members will make every effort to be available to discuss topics regarding your child or classroom schedules and activities. If you have concerns that cannot be resolved or answered by a staff member, please speak with your center director.

Referring a Friend

The biggest compliment you can give us is telling family and friends about Little Saints Academy! When family and friends enroll, it's even more fun for your child, and it helps build the sense of community in our centers. Ask your center director about our Refer-A-Friend Program.

