

Rising Stars Childcare, LLC

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304-356-4619 Fax 304-558-8800

Licensing Representative
Michelle Platt
304-356-5219

Mountain Heart South
304-253-7654

WV Child Abuse and Neglect Hotline
800-352-6513

Rising Stars Childcare Parent Handbook

Our Philosophy

At Rising Stars Childcare, each child is seen as unique and precious, deserving of respect and love. Enjoying the individuality of each child and the milestones of his/her development is a major benefit for our teachers.

Rising Stars Childcare focuses on problem solving, decision making and self-help, while promoting interpersonal communications. These are key elements which contribute to the child's development, self-esteem and confidence.

We believe children learn by doing. Therefore, children will have plenty of opportunity to explore their surroundings in a safe and loving environment that will expand their mind as well as their physical needs.

Hours of Operation

Rising Stars Childcare is open Monday – Friday, 6:30am – 6:30pm. We are closed Saturday and Sunday and the following holidays:

New Year's Day	Thanksgiving
Memorial Day Holiday	Friday after Thanksgiving
4 th of July Holiday	Christmas Eve
	Christmas Day

If Rising Stars Childcare closes during inclement weather or in an emergency, full time clients will receive credit for that day.

Rising Stars Childcare has an "open door" policy. During our hours of operation, parents or guardians may enter our center at any time when your child is in attendance, without prior arrangements.

Insurance

Rising Stars Childcare carries business liability insurance coverage with Philadelphia Insurance, agent, City Insurance Group.

Attendance Policy & Vacations

Parents and/or guardians of children enrolled in Rising Stars Childcare will need to **check in** their child upon arriving and **check out** when leaving the center. You will be shown when you enroll how to use the automatic check in/out device. For extra security of your child, we use a fingerprint device for checking in and out. This will act as your signature and it will **only** allow the persons designated by the parent/guardian to leave the center with your child.

If you are late picking up your child past the closing time, you will be charged \$5.00 per child for every 15 minutes or any part of 15 minutes. If you are late more than 3 times, this could result in termination of services.

Full time clients of Rising Stars Childcare will be given 5 days of vacation per year when a 2 week notice is given to the director. After 5 days, regular tuition will be due.

Tuition

We have 2 tuition rates at Rising Stars Childcare. A **part time daily** rate is paid according to the days attended, with a minimum of 3 specific days per week. A **full time tuition** rate will consist of 5 full days per week. A contract will be signed at the time of registration for either full time or part time care. The contract can only be changed twice per year.

Tuition will be paid in advance of services no later than Friday prior to the week of care. We offer a 10% discount off the full time rate, for siblings, police, firefighters, and military.

For your convenience, payments can be made by cash, check, credit cards and debit cards. For credit and debit cards, you may pay online, in the comfort of your home using PayPal on our webpage.

Emergency Contacts

Rising Stars Childcare expects the parents to provide the office with all contact information we would need to reach you in an emergency. This includes home, work, and cell phone numbers as well as email addresses.

We require parents to provide name, address and phone numbers of at least 2 people from different households that would be able to pick up your child if we are unable to reach you.

Center Supplied Items

Rising Stars Childcare will supply the following items:

- ***Breakfast, Lunch, and Afternoon Snack
- ***Iron Fortified Baby cereal
- ***Mats and sheets for naptime
- ***All toys for children's play
- ***All supplies for Activities

Parent Supplied Items

Parents will need to supply the following items:

- ***Light weight blanket for naptime
- ***Formula or Breast milk (if you bring your own)
- *****Plastic** bottles labeled with name
- ***Diapers and wipes
- ***Any diaper cream labeled with name and instructions

Children will need to be dressed and ready for the day upon arrival to Rising Stars Childcare. Please **DO NOT** bring them in pajamas.

All children will need at least one change of clothes. If your child is potty training, we will need **no less** than **two** complete changes of clothes daily.

ALL clothing items needs to be labeled with child's name and placed in your child's classroom to minimize misplacing.

Please check your child's cubby for the appropriate clothing, summer clothes in warm weather and winter clothes in cold weather.

Rising Stars Childcare cannot be responsible for lost or broken toys, so please leave all toys at home. There will be "Show and Tell Days" where children can bring their favorite toy to share with their friends.

Daily Lesson Plans

Rising Stars Childcare uses Developmentally Appropriate Practice (DAP) guidelines to ensure that children are growing and playing in a loving, nurturing environment with lots of opportunity to question and explore.

We use Creative Curriculum, which is the approved curriculum used by Head Start and the Dept. of Education preschools. It is designed to assist teachers with program planning that encourages children to develop their emerging skills in all developmental areas.

Child Assessments

Rising Stars Childcare will assess your child progress twice per year, once in the spring and once in the fall. Your child's teacher will keep portfolios on your child's work, activities and progress notes to help with the assessments.

We will hold parent conferences after these assessments to inform you how your child is progressing.

Meals

In accordance with Federal law and U.S. Department of Agriculture (USDA) policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability.

To file a complaint alleging discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue SW, Washington, DC 20250-9410 or call, toll free, (866) 632-9992 (Voice). Individuals who are hearing impaired or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.

We serve only meals approved by the USDA Food Nutrition Program. Our meal times are as follows:

***Breakfast	8:15 – 9:00
***Lunch	11:00 – 12:00
***Afternoon Snack	3:00 – 3:15

Please do not bring food from home unless your child is allergic to what we are serving. If your child has a food allergy, we have a form you will need

to have your child's physician fill out and returned to us stating which food they are allergic to and an alternative food choice.

We will have parties for special occasions such as, birthdays, holidays, etc. At this time, we will allow snack foods from home.

Rest Time

Children under school age need to have a quiet time every day. Every child will have the opportunity to rest or sleep on a mat or play quietly at the table. Our naptime is from 12:30 - 2:30.

Please bring a small cover for your child. Mat sheets will be supplied.

Illness Policy

For the safety of other children and staff, if your child is ill, please do not bring him/her to Rising Stars Childcare. You will be given an *illness policy form* to sign at the time of registration with specific information about our policy.

If your child develops a communicable disease (chicken pox, measles, etc.) you are required to inform Rising Stars Childcare within 24 hours.

Health Policy

Rising Stars Childcare attempts to maintain a healthy and clean environment. To eliminate as much germs as possible, our teachers will use a bleach & water solution to clean tables and toys.

Prior to enrollment, parents must submit a *West Virginia State Health Form*. This form needs to be completed by a health care practitioner, including proof of recent physical examination and up-to-date immunization records.

Discipline Policy

Rising Stars Childcare will not use corporal punishment. Instead, we believe positive reinforcement and redirection are better choices. However, there may be times where a child needs a *cool-down* period to regain control. Cool-downs will never be used for children under the age of three

years old. We will use the *one minute per age rule* when a cool-down period is used.

Child Abuse and Neglect

All staff members of Rising Stars Childcare are mandated by state and federal law to report any and all suspected child abuse or neglect. If you suspect any type of child abuse, please contact your local agency.

**WV Child Abuse and Neglect Hotline
800-352-6513**

Biting Policy

Biting...This is a word that no one wants to hear, whether you are the family of the one who bites or the one who got bitten. Nevertheless, there has to be a policy in place to deal with this sensitive issue.

When a child bites, the staff at Rising Stars Childcare will monitor the child closely and document each time the biting occurs to find possible reasons for the biting.

Rising Stars Childcare's biting policy has 3 steps:

1. Documentation and observation (every time the child bites)
2. Parent Conference and Plan of Action (3 biting incidents within a week)
3. Possible suspension until biting is controlled (after 3 parent conferences)

You will be asked to sign a *biting policy* during registration.

Parking

Parking is different for each center. Upon registration you will be notified as to where you may park. Please do not park blocking the entrance door. As other parents will be utilizing the parking area please limit your stay.

Potty Training

Potty training is a different development for every child. It is a process that can take anywhere from a few weeks to a few months and involves several development stages. Consistency and patience are the keys to master successful potty training. The parents, caregivers, and child need to be using the same method.

The staff at Rising Stars Childcare will not initiate the potty training process but will assist parents and report the child's progress. Because potty accidents will happen, even after potty trained is mastered, the staff will **NEVER** punish a child for having potty accidents. We will always encourage and praise a child for his/her success.

During the potty training process, we discourage the use of overalls, button and zipper pants. The clothes should be able to remove easily and quickly. **Elastic waist** pants are preferred and encouraged. We need at least 3 complete sets of clothing including underwear, pants and socks. An extra pair of shoes should be left in the child's cubby in case urine gets in their shoes.

Together, we can make the development stage of potty training a success for your child.

We are looking forward in having your child/children enrolled at Rising Stars Childcare.

If you have any questions or comments, please do not hesitate in talking to the director.

Thank you,

Rising Stars Childcare