



## **Lollipop Daycare**

1451 E. Williams Field Rd.  
Gilbert, Arizona 85295  
(480) 786-6767

## **PARENT HANDBOOK**

### **MISSION STATEMENT**

The mission of **LALLIPOP Child Care Center** is to provide a safe, secure, calm, caring, and stimulating environment in which to learn and grow. We are a Licensed Daycare and adhere to the Arizona Department of Health Services; in addition, we carry Liability Insurance. This helps us monitor the overall quality standards of the early year's provision in line with the principles and requirements of your child's well-being. We are open for full or part time care from 6:30am – 6:00pm Monday to Friday for children from 3 months to 12 years of age.

We work with the Maricopa County Environmental Health Division to ensure we are aligned with the food and drink guidelines. We want to ensure we deliver high standards of nutrition to meet the needs of each age group. We will ensure that each child receives the recommended daily allowance of protein, carbohydrates, healthy fats and fresh fruit and vegetables. Our meals are made fresh with whole foods which provide children with the vitamins, minerals, and antioxidants that they need to grow up healthy. The benefits of childhood nutrition are especially important; a nutritious diet provides your child with good eating habits for life, healthy skin, a healthy weight, and improved behavior.

### **LONG RANGE GOALS OF OUR CURRICULUM**

- Develop each child's ability to make choices and decisions about what to do and how to do it, using his or her own time and energy effectively
- Develop each child's self-discipline and ability to identify, pursue and complete self-chosen goals and tasks with originality and responsibility
- Develop each child's ability to work with other children and adults' in-group planning, cooperative efforts, and with shared leadership
- Develop each child's knowledge of objects, skill in the arts and comfort with physical movement
- Develop each child's ability to express thoughts, ideas, and feelings
- Develop each child's ability to comprehend others spoken, written, dramatic and graphic representations
- Develop each child's ability to apply his/her reasoning's abilities to a wide range of situations using a variety of materials
- Develop each child's creativity, initiative, spirit of inquiry and openness to knowledge and other people's point of view



## **HOURS OF OPERATION**

For your convenience, **LALLIPOP Child Care Center** is open from 6:30am to 6:00pm Monday through Friday.

For the continuity of our program, we discourage children from arriving after 10:00am (unless there is a scheduled appointment, doctor, dentist, etc.)

If your child is going to be absent for the day, please inform us by 8am via phone, email, or text.

**LALLIPOP Child Care Center** is closed in observance of the following days: (no make-up days shall be made for holiday closings; payment must still be paid in full.)

**New Years Day**

**Memorial Day**

**Independence Day**

**Labor Day**

**Thanksgiving Day**

**Christmas Day**

\*The center will close early on Christmas and New Year's Eve.

## **GOVERNING AGENCIES/ INSURANCE**

**LALLIPOP Child Care Center** is licensed by Arizona Department of Health Services (DHS) Division of Licensing Services located at 150 North 18<sup>th</sup> Avenue, 4th floor, Phoenix, Arizona, 85007. You may contact them at (602) 364-2539. We monitor our center regularly to ensure our compliance with DHS regulations. Copies of all Inspections' reports are available in the office for your perusal upon your request. To ensure the safety of our staff and families we maintain general facility insurance coverage required by DHS.

## **ENROLLMENT**

**LALLIPOP Child Care Center** does not discriminate against any race, nationality, creed, color, gender, religion, or disability. Special needs children will be evaluated on an individual basis, to see how we may best meet the needs of each child and their families.

We are contracted by Department of Economic Security (DES).

Please make sure that all enrollment forms are completed in full prior to returning them to the center. Children may not start until all appropriate forms in the parent's handout packet are completed and a copy of your child's immunization form is attached. You also must make sure that all immunizations are up to date. Please make sure to notify us of any changes in addresses or phone numbers during your child's attendance.

If needed, please make advance arrangements with the Director to familiarize yourself with all center's policies prior to your child's first day.

For custody and special arrangements please make sure to provide the center with a copy of all legal paperwork.

## **TUITION AND PAYMENT PROCEDURES**

A non-refundable one-time registration fee of \$120.00 or \$180.00 per family is due at the time of enrollment.



Your specific rates will be outlined in your contract and rate agreement. Tuition is payable in advance and is due no later than Friday of each week for the following week's care unless another arrangement has been agreed upon. Payment may be made by check, credit card, money order, Zelle, or cash. An additional \$25 late fee will be assessed if not paid by closing time on Friday. If payment is not made by noon on Monday, the parent will be charged a daily fee of \$50 till payment in full is received. Repeated late payments may be grounds for termination and parents who are more than 2 weeks late on payment will be denied care until the account is made current. In case of delinquent accounts, parents are responsible for all collection fees and expenses. The success of our center depends upon the prompt payment of tuition/fees to take care of day-to-day expenses that are encountered. **Tuition must still be paid in full regardless of days off for any reason, including sick days or vacation time.** If a check is returned for insufficient funds, there will be a charge of \$30 per check. Childcare services may be halted until full payment of tuition and NSF charges has been made, in cash. In addition, upon the second returned check within 6 months, only cash will be accepted for a minimum of 3 months.

**Late Fees:** A \$5.00 per minute late pick-up fee will be assessed for all children picked up after closing. This must be paid in cash at the time of pickup, or before the child's next regularly scheduled day. This will be strictly enforced, and habitual tardiness may result in termination of services.

**Parents Vacation/Maternity:** Extended absenteeism needs to be approved by management and planned ahead of time otherwise regular tuition fee will be due.

**Vacation Time:** After the completion of 1 year, we will offer one-week (5 days) of paid vacation per calendar year for all full-time (4-5 days) enrollments.

## **ARRIVAL AND DEPARTURE**

To ensure the safety of your child(ren) as well as meeting regulations, all families must follow our procedure for pick up and drop off time. First step is to sign your child in/out in the books available at the front counter. You must write in a legible manner and use your first and last name. You need to sign in your child upon entering the building and sign out prior exiting. After signing in, please take your child to his/her classroom directly. You will be responsible to pick your child up from the classroom. For security reasons children are not allowed to be dropped off at the front and walk through the center alone. Please make sure to let the teacher know of your child's arrival and departure.

We are not responsible for any children left unattended by their parents on our premises. If you wish for someone other than those authorized on the "blue card" to pick up your child, you need to notify the center in writing. All persons picking up children must have pictured identification card on them.



## **TERMINATION AND WITHDRAWALS**

**LALLIPOP Child Care Center** reserves the right to dismiss any child or families under the following conditions:

- Delinquent tuition
- Adverse behavior of a child that has a negative effect upon the other children and the staff's ability to administer the program
- Destruction of property
- When the behavior of a child and or parent affects the mental and physical safety of other children, parents, or staff members
- Abusive and/or foul language from the child and/or parent
- Incompatibility with the children and/or staff
- Lack of cooperation in adhering to our centers policies from the child and/or parents
- At the discretion of Management, we reserve the right to disenroll children from the center if deemed necessary with or without notice at any time.

**LALLIPOP Child Care Center** management has many years of combined experience and knowledge in the field of Early Childhood Education. We have remained dedicated to our profession because we genuinely care about our children and our families. **In the event of a family deciding to withdraw their child for any reason a two-week written notice must be given to management.** It is still the responsibility of the parent to pay the fees during this two-week period.

## **INFANT AND TODDLERS POLICIES AND PROCEDURES**

We at **LALLIPOP Child Care Center** understand how hard it is to leave your little ones. We will love, nurture and care for your child as well as provide them with carefully planned developmentally appropriate activities.

Parents will need to provide at least two (2) sets of clothing. If your child has soiled clothing, they will be placed in a sealed plastic bag for you to take home and launder. Please make sure you replace those clothes the next day.

Parents also need to provide ample diapers and wipes. There is an extra charge of \$1 per diaper if the center must provide it.

Infants also need their own pacifiers and bottles.

Toddlers may only bring sippy cups. Bottles are not allowed in the toddler rooms.

Please make sure that all belongings are labeled permanently with first and last names.

Your child's daily report will tell you how their day was as well as if the staff needs more supplies. Please read them carefully. They are full of important information, up to and including times of feeding, sleeping, diaper changes, as well as the activities throughout the day.

All infants and toddlers must wear good walking shoes to practice their standing and walking skills.



## **CLOTHING AND PERSONAL BELONGINGS**

Please dress your child in comfortable, washable play clothes. They will not be excluded from any activities, including finger painting, water play, etc. because of their clothes. All children also need a change of clothing as backup. Please label everything first and last name with permanent markers. In addition, all children always need to come to the center wearing clothes and shoes.

To avoid accidents please do not send your child wearing flip-flops or loose sandals.

**We do not encourage bringing toys from home and therefor do not take responsibilities for any missing or damaged personal belongings.**

If you decide to bring in movies, they must be G rated. School agers may be allowed PG rated movies in some cases. You are required to check with the Director prior to bringing in movies. Again, just to remind you, we are not responsible for any item missing or damaged.

## **COMMUNICATION**

Our goal is that our families are always comfortable with us. We have an open-door policy; you may visit us at any time while your child is in attendance if you do not disrupt the program. Feel free to contact us during your child's attendance as well to check on him/her.

## **HEALTH, SAFETY AND EMERGENCIES**

To obtain medical attention for your child, you must complete the "Blue Card" form in full. Make sure you provide us with a list of your child's allergies and full description of any medical condition. If an emergency were to occur, the parent would be notified immediately. If immediate medical care is necessary, the center will call 911 and pertinent information given over the phone. First Aid and CPR will be given until a paramedic arrives. If a child needs to be transported to a hospital, the child's Blue Card will accompany him/her. A staff member will also accompany the child on this trip to receive the necessary treatment. If parents cannot be reached, then the emergency contacts will be notified. The center documents all incidents and procedures taken as a result. We must ensure you that we always take every precaution to ensure the safety of your child during their attendance. Minor injuries however do happen occasionally during program hours, just like at home. In these cases, an "ouch" report is completed and given to the parent(s) upon the arrival to pick up their child. It will describe how the injury happened and how it was treated.

A child appearing ill upon arrival will not be admitted. It is at the discretion of management to determine the child's status. Children must be kept at home if they exhibit any of the following symptoms:

- Fever
- undiagnosed rashes or sores
- pink or red eye
- discharges from eyes or ears
- persistent coughs
- vomiting or diarrhea



- any symptoms of communicable diseases and any symptom of discomfort anywhere.
- Exposure to COVID-19 or experiencing COVID-19 symptoms.

Children must be well enough to participate in all programs including outdoor play. If your child develops any of the previously listed symptoms while at the center, the parents will be notified to pick the child up. **The center may request a doctor's note or negative COVID-19 test prior to the child being readmitted again.** Please notify the center should your child have a communicable illness so other parents can be notified of their children's exposure. We also would like to remind you that children in general might become ill frequently upon starting in a Child Care environment. This will make their immune system become more resistant and stronger over time. **You are still responsible for all payments of tuition, including times when your child(ren) is ill.** Only prescribed medication will be administered during the times posted at the front. The medication needs to be in the original container with the name and prescription number. A consent form needs to be filled out and left at the front office with the medication. Please do not take medications to the classrooms or leave it in the children's bags. It is our policy to discard any medication or other inappropriate belongings found on children or in their bags such as scissors, nail clippers, lotions, over the counter medications, etc. We do not take the responsibility of returning them to the parents or reimbursing the parents.

It is important that you advise us of any allergies your child may have. We have CPR and First Aid trained staff on our premises. We are mandated by law to advise appropriate local and state authorities of any suspected abuse or neglect of any child attending our facility.

**Pesticide:** Pesticide is applied monthly in our premises to keep them free of insects. A notice is posted 48 hours prior to the application date containing information on the company applying it, as well as pesticide brand, concentration, rate of application and use restriction.

**Fire Drills:** Each month for the safety of your child(ren) we will participate in a fire drill. We encourage you to discuss the experience with your child when he/she tells you about it. Proper exit procedures and fire prevention equipment has been installed, inspected and approved.

**Other emergencies:** Other situations, including but not limited to electrical power failure, lack of water, lack of heat or air-conditioning, or other situations which could danger the safety or health of children may result in **Lollipop Child Care Center** being closed at the sole discretion of the Director. In the event of an emergency closing in the middle of the day, Director will call the parents or authorized persons to pick up the children from the center as soon as possible.

### **Medication Policy**

We must receive written authorization signed by the child's parents or health care provider if: Prescription or nonprescription medications needs to be administered, as well as the requirements for administering the prescription or nonprescription medications. The Facility



Director, Grandma Lalli, ensures that only one staff member in the facility at any given time is responsible for the administration of medications. This person is currently Maryam Biglou.

The following must be complied with:

- a. Administers prescription medication provided by a parent from a container dispensed by a pharmacy
- b. Administers a nonprescription medication provided by a parent for an enrolled child only from a container prepackaged and labeled for use by the manufacturer and labeled with the child's name
- c. Does not administer any medication that has been transferred from one container to another
- d. Does not administer nonprescription medication to an enrolled child inconsistent with the instructions on the nonprescription medication's label, unless the facility receives written authorization from the child's health care provider

Medication(s) are all kept in a locked, leak-proof container and located out of the reach of children.

- Medications requiring refrigeration are kept in a locked leak-proof container in a refrigerator
- We will maintain documentation of all medication administered to each child

## **BITING**

Biting is a common and quite frustrating problem in young children. All staff are trained in preventive steps regarding this issue. Biting incidents will be communicated to the parents of both children involved. Your cooperation is extremely critical in these instances. To ensure the safety of all the children, the staff will work very closely with you. If your child bites more than once in one day or if he or she had bit before, you will be called to come and pick up your child from the center. If the biting happens again upon your child's return, a suspension period may be implemented. The length of suspension will be at the management's sole discretion. Depending on the child's age and the circumstances the child may be disenrolled or suspension may result after the first incident as well as subsequent incidents.

## **NAPTIME**

LALLIPOP Child Care Center has a designated nap period during the day. Between 12:00pm-2:00pm all children can nap and/or rest on their own labeled cot; supplied by the facility. If your child has a favorite toy, we encourage them to bring it. Children also need to provide their own blanket, labeled with their first and last name. Parents are responsible to take them home at the end of the week to clean them. Please make sure to return them with your child come Monday.



## **MEALS, SNACKS AND FOOD SERVICE**

We provide nutritious and well-balanced meals throughout the day. Daily meals include breakfast, lunch, and afternoon snack. All our meals meet the guidelines set out by the USDA. All menus of meal service are posted for your review on the Parent Board. We provide all food except for special dietary needs, of which we need to be informed in writing including the reasons. In these cases, parents are required to provide the food. In any other cases, NO FOOD is to be brought into the center. In the event of birthdays and special celebrations, parents can bring in only store-bought items to the center. They need to inquire with the Director of all allergies in their child's room.

## **OUTDOOR PLAY**

Gross motor skills development is one of the major components of any child's growth. Every child in our center participates in the outdoor play and takes advantage of fresh air and exercise weather permitting; children go outside at least once a day. Water and shade are always provided. Please make sure that your child is always dressed appropriately for outdoor play. Proper shoes, jackets if necessary, sunscreen, as well as comfortable clothing. Please avoid any clothing with strings or loose hangings; they may get tangled in the play structures accidentally harming your child.

### **Sun Safety:**

- Please supply sunscreen prior to arriving at the childcare center
- Please provide a hat, sunglasses, and /or long sleeve clothing that the staff will put on your child(ren) when outdoors
- Please provide sunscreen labeled with your child's first and last name so we can apply as needed

## **DISCIPLINE**

Discipline involves the guidance you give children to help them develop control over their own actions. At **LALLIPOP Child Care Center** our behavioral motto is to prevent the problem before it happens by giving consistent guidance. If intervention is needed, the staff are trained to redirect the child, provide ongoing positive reinforcement and if needed assisting the children to regain their calm before joining the group again. With few cases of persisting behaviors, the center Director gets involved and if necessary, contacts the parents to ask for their assistance. If all attempts to redirect a child have failed, we will call the parents to come and pick up the child. It is especially important that we work closely with parents and have their full cooperation with behavior management.





## **TRANSPORTATION**

**LALLIPOP Child Care Center** does not transport children to and from the elementary schools in the area. Parents are responsible to arrange with their school for pick up before and/or drop off after school.

## **FIELD TRIPS**

Field trips are limited to children first grade and up. Parents will be notified in advance of all the details of the trip such as date, place, time of arrival, departure and any cost involved. Parents are required to sign and return all permission slips. Medications are not administered on field trips. Permission slips need to be signed and your child need to be present at the center one hour before the field trip or they will not be allowed to go. We invite any parent who is interested in volunteering for a field trip to speak to the Director.