



# *Grom* *at* **EDEN**

Official Parent Handbook



Dear Parent/Guardian,

We are thankful that you have considered Grow at Eden Early Learning Childcare Center for your child! We are excited to have your family joining our community! We want to give you the comfort of knowing your child is in a safe and secure environment. We have put countless hours into creating engaging curriculum, and creating an environment that your child can learn and grow in!

Our curriculum is Montessori inspired and our Early Learning Program implements this by focusing on the "whole child". We encourage self-motivated growth in all areas of development - cognitive, emotional, social, and physical with plenty of natural play elements both in the classroom and outdoors. We also have put in place high quality, trained teachers and staff to lead these activities and encourage your child's learning. All of our teachers are trained in First-Aid and CPR, and receive extensive health and safety training in safe sleep practices, prevention and control of infectious diseases, prevention and response to food and allergic reactions, administering medications and more. Continued education and health and safety training is required yearly. You can feel confident in knowing your child is being cared for by well-trained and caring staff.

We also have a passion for our community and we think it's important for the children of our future to receive the absolute best child care they can in the most important years of their life. Children are building skills quickly in the first five years of life as the brain grows fast in babies, toddlers, and preschoolers. Healthy living is also valuable to us and our mission is to see children develop healthy habits at a young age including an early appreciation for nature and the outdoors, making healthy eating choices, and staying active.

Parents are a vital part of our program as well. We encourage you to visit and participate in activities at the Center. We will also communicate through Brightwheel, our parent communication app. This way you can communicate with teachers and see exactly what is happening in your child's day, such as their meals and activities. Your input in your child's care is extremely important to all of us at Grow at Eden. Please take some time to read through this carefully designed handbook, as we cover everything you need to know to make your child and family's time here at Grow at Eden as easy as possible. And feel free to reach out with any additional questions you may have. We know choosing child care is a huge decision, and we are excited to be on this journey with you.

Sincerely,

Kandy Rushing - Grow at Eden Owner & Administrator

# Table of Contents

4	Program Philosophy, Mission & Values
4	What is the “Whole Child”
5	Enrollment
7	Staff:Child Ratios
8	Operating Hours
8	Daily Routine
9	General Financial Policies
9	Tuition Payments
9	Subsidy Payments
9	Late Fees & Tuition Changes
10	What to Bring/What We Provide
10	Scheduling & Attendance
10	Arrivals & Departures
11	Parent Communications & Volunteering
12	Physical/Verbal Punishment of Your Child or Other Children
12	Health & Safety Policies
13	Smoking
13	Illness
13	Parent Guidelines for Child Illness
13	Medication
14	Children with Severe Allergies
15	Biting
15	Lice Policy
16	Infection Control
16	Accidents & Emergencies
16	Incident Reporting
16	Social Media Policy & Parent Consent
17	Personal Belongings
18	Nap Time
18	Outdoor Play
18	Clothing
18	Food Policy & Nutrition Guidelines
19	Toothbrushing
21	Toilet Learning
21	Walking Field Trips
21	Discipline & Guidance Policy
21	Emergency Procedures
23	Fire/Emergency Drills
24	Dismissal
24	Court Orders Affecting Enrolled Children
25	Confidentiality of Children’s Records
26	Withdrawal
26	Room Changes
27	Grievance Procedures
27	Policy Changes



## Program Philosophy, Mission & Values

Grow at Eden Early Learning Childcare Center is licensed by the state of Kansas. We are committed to meet and exceed the standards set by the Kansas Department of Environment and Health.

It is our mission to provide innovative, quality child care to families in Southeast Kansas. We create a safe learning environment where your child can develop a positive self-image and gain confidence.

Grow at Eden Early Learning Program is a Montessori-inspired education, focused on the “whole child” which uses self-directed activities, hands-on learning and collaborative play. In Montessori-inspired classroom children make creative choices in their learning, while the classroom and the trained teacher offer age-appropriate activities to guide the process. Children are encouraged to learn by discovery and exploration. The child’s individual learning modalities and pace is respected and nurtured in a Montessori-inspired environment. We strive to create a harmonious balance between freedom and classroom responsibility to help your child develop a sense of independence. We believe that your child is a competent and capable student with a desire to learn and we want to help grow that desire. With a combination of group and independent work, your child will be able to understand what it means to be self-accountable and accountable to others.

When creating our custom curriculum, we use a Christian-values world view. We create all lesson plans and activities with the goal of exposing children to a new character value or life skill building upon already established positive character traits your child may possess. Each meal begins with a blessing that is recited together. Most blessings will thank our Creator, God, for the fruits and the harvest the children are about to eat. Your child may want to incorporate this daily activity at home and we would be happy to share these blessings with you to learn along with your child. If you have any questions or concerns about our values and what you can expect your child to learn at Grow at Eden, regarding this topic, please reach out to the Program Director or Administrator.

## What is the “Whole Child”?

### Healthy

It is crucial to educate children on the importance of making healthy decisions such as eating the right foods and engaging in regular exercise. A healthy body can help create a healthy mind. Children will be served a healthy breakfast before beginning the day’s activities.

### Safe

We strive to create a loving and nurturing environment in which the child feels safe and comfortable. Our center is the child’s “home away from home” and it’s important to us that each child feels a sense of safety and security in their classroom.

### Engaged

Children can become engaged in learning by the use of interactive projects and creative lessons. Increased interest and motivation help enhance the student engagement and participation, which are key factors in improving learning in the classroom.



## Challenged

Assessment strategies can be modified to challenge children to do their best. These assessments can be creative and fun for the children. Children should be encouraged to demonstrate their knowledge in an inspired and productive way.

## Supported

Children need to be able to trust their teacher. Children will be taught character building skills including courage, honesty, helpfulness, being polite, respect of self, respecting others, gratitude, generosity, empathy, love, joy, and many others. Children should feel valued and accepted within the classroom by the teacher and the other children.



## Enrollment

Enrollment shall be granted without regard to a child's race, color, creed, religion, national origin, gender, or and without regard to a parent or guardian;s race, color, creed, religion, age, national origin, gender,

Initial enrollment is contingent upon receipt of the completed Pre-Enrollment Application, \$75.00 registration fee, and signed Parent/Provider Contract and Parent Handbook Acknowledgment.

The Pre-Enrollment Application is not meant to serve as a contract guaranteeing service for any duration. Grow at Eden lola LLC reserves the right to dismiss any parent or child at any time with or without cause. Continued enrollment at Grow at Eden is contingent upon the parent's, emergency contact persons and child's adherence to the policies and procedures of the Center and is outlined in this handbook including but not limited to, timely payment of all fees and tuition. Parents are required to notify the Center immediately, should any of the information collected at the time of enrollment or any time thereafter change. Failure to do so may result in the child(ren) being dis-enrolled from the program.

Grow at Eden Early Learning Childcare Program is a full time, 12 month program. Enrolled spots will not be held for children who withdraw for the summer months.

## Process to Enroll

1. Parents interested in enrolling their child(ren) should apply online at [www.growateden.com](http://www.growateden.com), call the facility, or email [growateden@gmail.com](mailto:growateden@gmail.com) to request an enrollment packet. This will include the information to get started, or put your child on the wait list.
2. There is a \$75.00 non-refundable registration fee to cover record keeping costs and to maintain the application if there is a wait list. This also covers basic necessities for the child such as toothbrushes, toothpaste, art supplies, nap cot & sheets, etc. Checks for the registration fee should be made payable to Grow at Eden or payment may be submitted through Brightwheel.  
  
A priority enrollment system is established as follows:
  - (1) Current children advancing to the next age group will have first priority.
  - (2) Siblings of currently enrolled children will have second priority
  - (3) Full-time & part-time employees will have third priority.
  - (4) Enrollment will be open to community
3. The following forms/information are also required with the enrollment packet.
  - Medical Record (Most recent wellness visit) and the History of Immunizations or Waiver.
  - Registration Fee
4. Once approved for enrollment, you will pay your child(ren)'s first months' tuition. This will secure your spot at the Center and your next month's tuition will not be due until the 15th of the month.
5. Lastly plan a visit with your child before their first day with the Program Director and/or Administrator. This will help both you and your child being the transition process, and we can help answer any last minute questions you may have.

## Medical Exams and Immunization Records

The parent is responsible for assuring that the child has a medical examination by a licensed physician prior to enrollment. Immunizations recommended by the local health authorities are required before enrollment may take place. This information will be provided on a form supplied by the center. For continuing enrollment, immunization records must be kept current. You may also provide us with a written refusal to immunize.

## Current Forms and Telephone Numbers

Enrollment forms must be updated as necessary regarding all information contained on the form. Any changes in address, emergency information, work telephone numbers, pagers, immunization records and authorized adults to whom the child may be released must be kept current. Updating the information is the responsibility of the parent. The center must be informed of special problems or needs of a child that arise including, but not limited to, allergies and sunburn sensitivities.



## Waiting Lists

The Center keeps waiting lists, divided by age. A pre-enrollment form as well as a non-refundable registration fee must be submitted to place a child on the waiting list. Applications will be filed in each age category according to the date the pre-enrollment form and fee are received. Once enrolled, the registration fee applies to the child's first annual registration fee.

The following waiting list policies apply to all families. (1) The first time a family declines a spot (or fails to call back) - the waiting list date will be changed to the date of the decline. (2) The second time a family declines (or fails to call back) - the child will be removed from the waiting list. Any family wishing to get back on the waiting list must submit a new application and fee.

## Staff/Child Ratios

Grow at Eden adheres to the group size and ratios set forth by the Kansas Department of Health and Environment. The Center may have up to a maximum of 60 children at the Center at any given time.

Age Grouping	Adult/Child Ratio	Maximum Group Size
Young Toddlers 12mo - 24mo	1:5	10
Toddlers 2 yrs - 3 yrs	1:7	14
Preschool 3yrs - 5yrs	1:12	24

- Young Toddlers (1s): 12 months to 24 months. Group size maximum 10, adult to child ratio 1:5. The Center has two, one-year-old classrooms. There are two staff members assigned to each classroom with a maximum of 10 children each.
- Toddlers (2s): 24 months to 36 months. Group size maximum 14, adult to child ratio 1:7. The Center has two, two-year-old classrooms. There are two staff members assigned to each classroom with a maximum of 14 children each.
- Preschoolers: 3-5 year olds: Group size maximum 12, adult to child ration 1:12. The Center has one, three to five year old classroom. Maximum of 16 children, with staff-child ratio 1:12.



## Operating Hours

Grow at Eden is open year-round and can accept children within the times listed for your specific facility. Holidays may supersede normal ours of operation. Weekly fees are not prorated during weeks which include holiday closure(s).

Please refer to the Tuition Rates in regards to pricing for your location, as well as for rates for drop-in care, and other tuition related concerns. Please know that we will try as hard as possible to meet the needs of your child.

The Center is closed on the following days and holidays

- New Year's Day
- Day determined in the Spring for In-service (Parents will be notified of this day)
- Good Friday
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day and the Friday following Thanksgiving Day
- Christmas Eve
- Christmas Day

\*If the holiday falls on a weekend, the Center will be closed on the Friday before or the Monday following the Holiday. We will communicate this with you in advance.

## Daily Routine

6:30am - 8:30am	Arrival/Rest Time
8:30am - 9:30am	Breakfast Self Care Circle Time/Morning Greeting Work/Tray Time
9:30am - 10:50am	Outdoor Play Story/Reading/Set Table
11:00am - 11:30am	Lunch Self Care
11:30am - 2:00pm	Rest/Quiet Time
2:00pm - 3:30pm	Afternoon Snack Self Care Teacher's Choice (Trays, Activities, Reading, Etc.)
3:30pm - 4:30pm	Outdoor Play
4:30pm - 5:30pm	Departure/Free Play



# Financial Policies

## Tuition Rates

\*See Tuition sheet for your facilities rates. Rates vary depending on location.

Drop in Rates	\$45/Day (9 Hour Maximum)
Registration Fee	(Application Processing + Supplies), yearly renewal fee \$75 Per Child

\*The Early Learning Program begins at 8:30am and ends at 4:00pm daily. Hours of childcare outside of the learning program may be less structured and will include more free play with occasional activities. The learning program includes a pre-planned curriculum including circle time, daily lessons and Montessori inspired activities, a well balanced and healthy breakfast, lunch and afternoon snack, rest time and outdoor play.

Your child's tuition covers up to 9.5 hours of care/day, totaling 47.5 hours/week, within the daily hours of operation. Enrollment will be approved based upon the ability to accommodate your child care needs and hours. Before enrolling, please consult the Administrator or Program Director regarding the hours + days of care that you will need to ensure we have space available.

## Tuition Payment

Tuition is due, monthly, on the 15th of each month for the upcoming month of care. Upon entry, you will pay for the first initial month of your child's care, and a prorated basis if applicable. You may opt to set up your bank account for auto-withdrawal, monthly. Credit cards will be accepted but will be assessed with a transaction fee. A two weeks notice is expected to end enrollment.

## Subsidy Payments

Families receiving subsidy assistance through any provider will be required to put down two weeks in advance down payment before their child begins receiving care. Parents reaching subsidies may have different tuition schedules, and will be addressed accordingly.

## Late Fees & Tuition Changes

- If a child is left in attendance after their pick up time, without prior arrangements made with Administrator or Program Director, a late fee of \$1 per minute will be applied during that billing period.
- Increases in tuition or changes in policy will be announced at least 30 days before going into effect.
- Parents will be charged for scheduled days regardless of attendance.
- Children are automatically dismissed when tuition is more than two weeks past due unless prior arrangements have been made with the Administrator.
- If a payment check is returned, a charge of \$35.00 will be applied to your account.

## Essentials That We Provide

- Daily, healthy and nutritious meals and snacks - **no outside food is allowed**. The amount of meals and snacks provided depends on child's length of care/day.
- Branded Grow at Eden T-shirt
- Craft supplies for each child
- Nap cot and sheets for nap cot (Washed after every 5 uses, or as soiled and never shared between washes)
- Toothbrushes and toothpaste - new toothbrushes are provided every three months.

## What We Need You to Provide

- Seasonal appropriate clothing for your child. Grow at Eden focuses on ensuring all children receive ample outdoor time, daily. Children will be able to enjoy themselves outdoors in all seasons, if dressed appropriately.
- Each child over 3 years will need (1) seasonally appropriate change of clothing on hand at the Center daily. Each child under 3 years of age will need at least (2) changes of seasonally appropriate clothing on hand at the Center, daily.
- If your child is toilet learning we will require a minimum of (6) underwear at the Center, at all times.
- Personal diapers, wipes, creams + ointments for your child.
- Formula or breast milk
- Medication as needed
- Security Items - Please limit to blanket or lovey for sleeping, pacifier, etc. We discourage you from sending any toys or other personal items with your child.

## Scheduling & Attendance

If your child's arrival is going to be delayed or they will be absent for the day, we ask that you notify the Center as soon as possible by updating your child's status in the parent communication app, Brightwheel, or by calling the Program Director at your facility.

If prolonged absences of a child is due to serious illness and/or extended hospitalization, the director will make every effort to work with families regarding holding an enrollment spot.

If child does not attend the Center for an extended period due to a non-medical reason, a parent is expected to the regular tuition in order to hold the child's scheduled hours and days. A parent can give a two week notice of the child's termination date and go on the waiting list if re-enrollment is desired. There will be no guarantee that a slot will be available at the time of their return. Your teacher should also provide you with general activities of your child's day. If you do not have access to Brightwheel and would like more detail on your child's daily schedule, you may email the Program Director at [growateden@gmail.com](mailto:growateden@gmail.com).

Only those people with authorized in writing by the parent or guardian may pick up a child from the Center. The Center must be notified in advance, in writing, if someone other than a parent will be picking up the child, and this person will be asked to present identification. Under no circumstances will a child be released to anyone without prior written permission.



An authorized adult, at least 18 years of age MUST accompany the child into and out of the building. Any adult must be prepared to show a picture ID (Driver's License) if requested. Any restrictions on the right of a parent or legal guardian to visit the Center or pick up a child must be provided in advance with proper supporting documentation.

If an adult arrives to pick up a child and appears to be intoxicated or exhibiting questionable behavior, such behavior may result in notification of the local police department.

## Arrivals & Departures

Upon entering and leaving the building, children must be accompanied by a parent or guardian at all times. You must accompany your child to their assigned classroom, log them into the classroom through Brightwheel, and let a teacher know that you have arrived. Informal conversations during drop-off and pick-up times are valuable for your child and the center's staff (e.g. sleep irregularities, medication needs, moods, changes in daily routine, etc.). We ask that specific problems concerning your child(ren) not be discussed during drop-off and pick-up times. You are encouraged to set up a time when you may call your child's teacher so that those things can be discussed privately. We also discourage parents from sneaking out of the building in an attempt to avoid separation issues with your child. The teacher present in the classroom will comfort and assist the child through the anxious time. Parents are asked to leave after saying goodbye. The longer the parent of an anxious child drags out the departure, the more anxiety the child is likely to feel. The teachers are available to discuss other options if the child does not settle into the arrival routine after a reasonable period of time.

When picking up your child, notify a teacher that you are leaving and log your child out for the day by scanning the provided QR code. Unless the teacher is engaged with a group of children, please inquire about the day your child has had. The mobile app we use, called Brightwheel, should also keep you informed throughout the day about specific activities your child may have participated in.

## Entry Door Safety

For the safety of all the children, we have secured doors. Only people who are authorized can enter the building while children are present. When a family enrolls, they will be provided an entry code. Each family's entry code opens authorized doors during the child's scheduled program time. Please do not hold doors open for unauthorized individuals. In addition, if you have forgotten your code, do not try to follow another family in, but instead call us at the number listed on the entry door. These procedures are designed to protect the welfare and the best interest of the employees, children, and families of Grow at Eden. Be alert and immediately report any breaches or concerns to the Program Director.

## Parent Communication & Volunteering

We believe parent involvement in their child's daily schedule is important and we encourage you to visit at any time! If you would like to join a classroom to volunteer, read a story, share a meal or snack with your child and their class, please feel free to do so. We ask that no outside food or drinks be brought in. You are not required to notify the center in advance, however, it is helpful to discuss with teachers when you plan to visit, so that the child and the group can be prepared. If you are eating a meal or snack with your child, we will work to ensure there is enough prepared for you as well. We do please ask that you silence your cell phone and refrain from extended use on your personal device. If you must take a phone call or send an email, we ask that you step out into the hallway or use the Staff Break Room to do so.

Mothers who are nursing may continue to do so at the Center. You will work with your child's teacher to determine a nursing schedule that fits the needs of you and your child.

## Swearing/Cursing

No parent or guardian is permitted to curse or use other inappropriate language on the property at any time, whether in the presence of a child or not. Such language is considered offensive by many people and will not be tolerated. If a parent or guardian feels frustrated or angry, it is more appropriate to verbally express the frustration or anger using non-offensive language. At NO time shall inappropriate language be directed towards members of the staff. Parents must be responsible and in control of their behavior at all times.

## Physical/Verbal Punishment of Your Child or Other Children

While Grow at Eden does not necessarily support nor condone corporal punishment of children, such acts are not permitted in the childcare facility. While verbal reprimands may be appropriate it is not appropriate for parents to verbally abuse their child. Doing so may cause undeserved embarrassment or emotional distress. Parents are always welcome to discuss behavior issues with teachers and to seek advice and guidance regarding appropriate and effective discipline. Parents are prohibited from addressing, for the purpose of correction or discipline, a child that is not their own. Of course, no parent or other adult may physically punish another parent's child as well. If a parent should witness another parent's child behaving in an inappropriate manner or is concerned about behavior reported to them by their own child, the parent should direct their concern to the classroom teacher and/or Program Director. Furthermore, it is wholly inappropriate for one parent to seek out another parent to discuss their child's inappropriate behavior.

All behavior concerns should be brought to the classroom teacher and/or Program Director's attention. At that point, the teacher and/or Program director will address the issue with the other parent. And although you may be curious as the outcome of the discussion, teachers and/or the Program Director are strictly prohibited from discussing anything about another child with you. All children enrolled in our Center have privacy rights and further protect by our Confidentiality Policy.

## Health and Safety Policies

Parents will be informed of any serious communicable diseases in the center. The center reserves the right to limit activities of, or exclude a child from the center at its sole discretion if the health, safety, or welfare of anyone is an issue.

### Smoking

For the health of all Grow at Eden employees, children, and associates, smoking is prohibited anywhere on the center property. Parents are prohibited from smoking in the building, on the grounds, and in the parking lot of Grow at Eden. Parents who are smoking in their cars must dispose of the cigarette prior to entering the parking lot.

### Illness

The Center cannot accept a child, if the child has the following:

1. A temperature more than 100.4° degrees. (The child must be free of elevated temperature for 24 hours without fever reducing medication before returning to the center.)\* \*A child may return to care, prior to 72 hours, with a doctor's note verifying non-communicable disease/sickness. If the child has not been tested for Covid-19, the child will be unable to attend within the 72 hour window.
2. Any signs or symptoms of possible severe illness such as lethargy, difficulty breathing, uncontrolled diarrhea, vomiting (two or more episodes in 24 hours) rash with fever, mouth sores with drooling, wheezing, behavior changes, or other unusual signs, until medical evaluation indicates that the child should not be included in the Center's activities. Three consecutive episodes of loose, watery stools occurring within one hour constitutes diarrhea. Children with diarrhea may return to the Center when diarrhea has subsided for 24 hours.
3. The illness prevents the child from participating comfortably in Center activities.
4. The illness results in greater need for care than the staff can provide.
5. The child has been diagnosed with a communicable disease until medical evaluation determines that the child is no longer communicable and is able to participate in the Center's activities.
6. Any generalized rash, including those covering multiple parts of the body, must be evaluated by a physician. The child may return with a note from a physician stating the child is no longer contagious.

If any of the above occurs while at the Center, the parent must pick-up their child within one hour. A child may return to the center after 24 hours without fever (without fever reducing medications), or, in the event of communicable illness, with a doctors written consent stating that the child is no longer contagious), or when symptoms no longer persist (for noncommunicable illness). The parents should notify our staff when a child has been exposed to a contagious disease.

### Parent Guidelines for Child Illness

**Fever:** Anytime a child runs a temperature of 100.4° or greater, the child must be picked up. No other symptoms need to be present. For fevers of an unknown origin, the staff will not give any fever reducers.



**Diarrhea:** Any child with diarrhea accompanied by either (1) running a fever of 100.4° or higher or (2) vomiting or (3) three or more episodes of uncontrollable diarrhea, should not be in the Center. Parents will be called to pick up their child should this occur. Diarrhea must have subsided for a period of 24 hours before the child can return to the Center.

**Vomiting:** One occasion of vomiting may indicate the need for the child to leave the Center. In the event of two or more incidents, or accompanied with a fever, the parent will be notified to pick up the child. Vomiting must have subsided for a period of 24 hours before the child may return.

**Impetigo:** Any indication of Impetigo, the parent will be notified to pick up the child. The child may return after 24 hours after treatment is started and there is no discharge.

**Hand, Foot, & Mouth:** Upon an indication the parent will be notified to pick up the child. The child may not attend daycare with a fever, open blisters, or mouth sores. The child may return with a doctor's note of clearance.

**Conjunctivitis (Pink Eye):** Any indication of Conjunctivitis, the parents will be notified to pick up their child. The child may not return until 24-hours after treatment is started and there is no discharge. A physician's note will be required to retain the child at the Center, if Conjunctivitis is not determined.

**Chicken Pox:** A child may return to the Center after all lesions have crusted, but no sooner than seven days after the onset of the rash.

**Thrush:** Any signs of Thrush, the child must be picked up and seen by a physician before returning to the Center.

**Rash:** Any signs of a rash of unknown origin, the child must be picked up and a determination must be made by the child's physician to retain the child at the Center.

**Teething:** Teething medication, provided by the parent, will be given to the child with written permission, that details the amount and specific time to give.

## Medication

A designated Center staff member may give medications if the following occurs.

1. Medicine must be in the original container, have the child's first and last name, current date, frequency to be given, and amount to be given. Medications will be stored in a dedicated classroom medication box, or refrigerator, if necessary. Medication may not be stored in a child's cubby or backpack.
2. These requirements also apply to age appropriate over-the-counter medications such as Tylenol or cough medicine.
3. A Medication Authorization form must be on file for each medication to be administered whether prescriptions or non-prescription.
4. Non-prescription medications without specific dosage instructions for young children must be accompanied by a physician's written statement of authorization.

## Children with Severe Allergies

For the safety of your child, parents are required to provide a signed copy of "Severe Allergies" form, detailing any allergies, food, or otherwise, from which their child suffers, at the time of enrollment, or when the allergy is discovered. This form must be completely filled out by the child's physician and parent(s) or legal guardian(s), and must be updated every twelve months, or more frequently, as needed. In addition to this form, parents must provide a copy of any additional physician's orders and procedural guidelines relating to the prevention and treatment of the child's allergy.

It is the parent's responsibility to monitor the expiration date of their child's medication and replace it with the updated medication. Grow at Eden reserves the right to exclude any child with severe allergies who do not have up-to-date rescue medications in their classroom. Attendance can resume once the proper medications are provided and accompanying paperwork for the medication is completed.

## Biting

Although not all children bite, biting is considered a normal stage in a child's development. Children may bite for a variety of reasons, rarely with the intent of hurting another child.

- **Teething:** Toddlers are often cutting teeth and it hurts. Chewing on something relieves the itch and stops the pain for a moment.
- **Sensory Exploration:** Toddlers are very good at using all of their senses to learn about the world. The "oral mode", an important style of learning for infants, continues into toddler-hood. They bite everything, not just their playmates.
- **Cause and Effect:** Toddlers are eager explorers. They are constantly studying cause and effect. Biting produces a predictable response. Often, the response is dramatic and there is a lot of noise and attention from adults.
- **Self-Assertion:** This is probably the most common reason young children bite. It is a way to express frustration when they do not yet have the language skills to do so. Our teachers take action to reduce the number of biting incidents by providing access to teething toys, sensory exploration activities, opportunity to explore cause and effect, and offering toddler's options and alternatives to reduce frustrations.

When a child receives a bite, that child is immediately comforted, the bite is washed with soap and a band-aid is applied if the skin is broken. The teacher will tell the child who bit, "It is not okay to bite. Biting hurts very much." If possible the teacher will try to encourage the child who received the bite to express his/her feelings. "It hurts" or "Don't bite me" are statements that teachers will model for the child to repeat. The teacher will then redirect the child to another area of the classroom.

If the skin is broken, the Program Director is immediately notified. Both sets of parents are contacted and advised to call their pediatricians; open wounds on the face or hands are the most vulnerable to infection. An injury/incident report is written for each of the children involved as well.

Consistent with Grow at Eden's confidentiality policy, parents are not told the name of the child who bit their child. Parents of the child who bit are informed and work together with the teachers with the intention of helping to prevent further incidents of biting, as we recognize biting can be a normal component of child development.

Grow at Eden does not exclude children because of biting alone. Please feel free to ask the staff any questions you may have about young children biting. Parents should understand and take comfort in knowing that biting is a normal stage of development, and like all stages, he/she will quickly outgrow it.

## Lice Policy

Upon detection of live lice and/or nits on a child, Grow at Eden will contact the child's parent/guardian. Children with live lice and/or nits who have NOT been treated may not attend school. The child may return to school after treatment with an over the counter or prescription medication and thorough combing has been completed. The class will be notified and information regarding steps for parents to follow will be sent home. Once a child has been treated for lice and/or nits and returns to school, frequent re-checks will be done to ensure that treatment was effective. Head lice can be a nuisance, but they have not been shown to spread disease. Personal hygiene or cleanliness in the home or school has nothing to do with getting head lice. Head lice are a common occurrence among young children. Head lice spreads from person to person by direct contact with hair or by sharing items such as hats, brushes, etc.

## Infection Control

Grow at Eden follows these guidelines for proper cleaning of the Center, as well as proper infection control techniques. If a child contracts a contagious illness, the Program Director will contact Infection Control at the hospital.

### Basic Guidelines

1. Hands are washed upon arrival and after each diaper change or toileting.
2. Staff and children wash hands before and after meal times.
3. Staff are encouraged to wash hands after wiping noses.
4. Toys are washed on a regular basis in all rooms.
5. Passageways and common areas are sanitized and cleaned daily.
6. Carpets and/or rugs are cleaned monthly and on an as needed basis.

## Accidents & Emergencies

In case of medical emergency, parents will be notified. Grow at Eden staff is trained in Basic First Aid including infant and child choking and CPR for Infants and Children.

## Incident Reporting

An Incident/Accident Report will be filled out on incidents/accidents that happen at the Center. The parents or other person authorized by the parents will be notified as quickly as possible if the child has an injury that places him/her at risk. Parents or persons designated to pick up the child are required to sign any incident/accident reports from the day at pick-up. The classroom teacher will be able to briefly discuss the matter with you at pick up. However, should you feel necessary to have an in-depth discussion or meeting, it is most appropriate to schedule the meeting for a later date because the teacher is responsible for supervising the remaining children in the classroom.



## Social Media Policy

This policy includes (but not limited to) the following technologies:

- Social networking sites (e.g. Facebook, Snap Chat, Instagram)
- Blogs
- Discussion Forums
- Collaborative Online Spaces
- Media Sharing Services (i.e YouTube)
- Micro-blogging (i.e. Twitter)

As a part of our duty to safeguard children it is essential maintain the privacy and security of all our families and employees. We therefore require that:

- No photographs taken within the center settings or at Grow at Eden special events and outings with the children, are to be posted for public viewing, except those of your own child.
- Parents are advised that they do not have the right to photograph anyone else's child or to upload photos of anyone else's children. (This excludes those photographs taken by staff for the children's online learning journal. Occasionally these journals may also be used by Grow at Eden for promotional purposes, but only with expressed parental permission.)
- No public discussions are to be held or comments made on social media sites regarding Grow at Eden children or staff, or that could be construed to have any impact on Grow at Eden's reputation or that would offend any member of staff or parent using the Center.
- If a parent names Grow at Eden on any social media platform, they must do so in a way that is not detrimental or derogatory to the Center. Any concerns or frustrations with the Center needs to be discussed with the Program Director or Administrator directly, not through means of social media.
- Parents are not permitted to set-up private or public social media account(s)/groups related to Grow at Eden without expressed written consent from the Owner.
- Parents are not allowed to post remarks or comments that breach confidentiality of situations regarding the center.

## Violation of Social Media Policy

Any parent found to be in violation of the above, or found to bring disrepute to Grow at Eden, its employees, or other children at the center, could result in immediate dismissal from the center.

## Photography & Social Media Consent

No outside agency will be allowed to photograph the children without parental consent. The staff reserves the right to photograph the children for curriculum purposes without specific parental consent, however these pictures are not posted to social sites. Grow at Eden does have a staff photographer/videographer that knows which children have consent and manages social media accounts on a daily basis. Parents will be asked to sign a media release form to allow their child's photo to be used on Grow at Eden's social media sites. Parents may wish to opt out.

## Personal Belongings

Due to the risk of damage, sharing issues, and loss, children are not permitted to bring in toys from home, unless specifically requested by the classroom teacher for use as part of the curriculum. Children in classrooms with nap/rest time are permitted to include with their bedding supplies, one plush/non-musical toy with which to nap/rest. This toy is to be placed with bedding supplies and use of it will only be allowed at nap/rest time. Grow at Eden is not responsible for loss or damage to personal belongings. Any belongings left unclaimed two weeks after dismissal or withdrawal will be considered property of Grow at Eden LLC, and either donated or disposed of.

## Nap Time

Toddlers and Preschoolers should bring a nap blanket to cover their rest mat. Please make sure it is labeled. Nap blankets will be required to take home to launder weekly or as needed. Nap cot sheets, which specifically fit our nap cots, are provided by the Center and are laundered after every five uses (by the same child) or when soiled. Your yearly registration fee covers sheet cots for your child, as they are frequently washed and must be replaced often.. An adequately supervised rest period on cots or in cribs is required by Grow at Eden for all children remaining in the center after the lunch meal.

## Outdoor Play

Outdoor play is necessary for the healthy development of children. Weather permitting, outside playtime is scheduled for each group daily. Parents are asked to not request children "stay inside". To provide adequate supervision of children on the playground, all staff members must be able to oversee their activities. Children will not go outside when the temperature drops below 25° for ages 2 and younger, or 15° for children 3 years and older.

Outside play is an important part of Grow at Eden's Mission to connect children with nature. Please be prepared for sudden weather changes by having a jacket or sweater available in the fall and spring.

## Clothing

- All personal belongings must be marked with the child's first and last name. This includes coats, hats, gloves, scarves, and boots. Grow at Eden is not responsible for lost or damaged clothing.
- Children ages 3-6 years are required to have one seasonably and size appropriate complete change of clothing\* at the Center at all times
- Children under 3 years of age are required to have two seasonably and size appropriate, complete change of clothing at the Center at all times. Additionally, while toilet learning, children will need at least 6 pairs of training pants at the Center.

\*A complete change of clothing includes shirt, pants, underwear, socks, and shoes.

- Please dress your children appropriately for the weather. Children are engaged in outdoor play daily, weather permitting (see Outdoor Play regarding our policy). Due to these activities, children are required to be dressed in seasonably appropriate, comfortable clothing.

- During Summer, fully closed water shoes with a solid rubber, non-skid sole are permissible. Please ensure your child has a change of clothing on hand after water play.
- During Winter, please make sure your child has boots, (that slip on and off easily), a warm coat, snow pants, a hat, mittens, and slippers for after snow play.
- Appropriate and safe footwear is required for outdoor play. If your child wants to wear other shoes to school, please make sure that he/she has a pair of sneakers to change into for outdoor play. Flip flops are not safe for outdoor play and are therefore not permitted.
- Slippers or insides shoes must be kept at Grow at Eden for your child to change into when they arrive for the day. Outdoor foot attire is not to be worn inside the classrooms. Our teachers and staff adhere to the same policy and keep a change of shoes the Center for indoor and outdoor use. Children under the age of 5 spend much of their time playing on the floor and we want to keep their learning environment as clean as possible. We ask that parents remove or cover their shoes prior to entering the toddler classroom. This will reduce the risk of injuring to a child on the floor and will help maintain a clean floor.
- The activities at the Center can be messy and by signing the Parent Handbook agreement, you acknowledge that for your child to participate fully in our play-based program clothes may get stained or soiled. Please dress your child in clothes that you don't mind getting dirty. Although we do use smocks and roll up sleeves, we cannot guarantee that children's clothing will not get stained or soiled.

### Do not send your child to the Center in the following types of clothing:

- Overalls or clothing with difficult closures. This inhibits the child's toilet learning process.
- Flip-flops, open toed or open back shoes. For safety reasons, children may not be allowed to ride tricycles or use certain climbing equipment if they do not have appropriate footwear.
- Accessories and jewelry: children's accessories and jewelry are extremely attractive to young children's eyes, fingers, and mouths. We ask parents' cooperation to be safety conscious when choosing accessories that their children wear to the Center. Small objects like barrettes and earrings can be choking hazards and necklaces can pose strangulation hazards. Therefore we do not permit the following type of jewelry:
  - Dangly Earrings (Small, snug-fitting pierced studs are permitted)
  - Necklaces of any kind.
  - Bracelets with beads or charms (rubber, cloth or thread bracelets are permitted as long as they do not contain attachments or charms.)
- Teachers will post reminders for parents to update changes of clothing as the weather begins to change.

### Food Policy & Nutrition Guidelines

- Each child will be served breakfast, lunch, and an afternoon snack.
- All meals are enjoyed family style, with the children and teachers sitting at tables to promote good manners, eating habits, and socialization skills.
- All meals are prepared on site.



- Food is not allowed to be brought in and served in lieu of meals provided by the Center, without documentation from the child's physician stating food allergies or restrictions, or unless there are religious restrictions.
- Menus are available for parents on our parent communication app.
- Children are encouraged to taste all foods and feed themselves.
- Parents are required to provide written notification of any food/dietary restrictions (i.e. lactose intolerance, vegetarian diet, wheat free/gluten free diets).
- Grow at Eden never uses food as a punishment. Children will never be denied participation in lunch or snack time for behavior reasons.
- Food can be used by teachers for classroom lessons.

The center does not use microwaves to heat food.

Per child and adult food program best practices, staff will allow children to eat the foods that they are provided in the order they choose. Teachers and staff will not withhold food and will not restrict some foods until they have eaten others. Children's interest in and enthusiasm for food is actually quite similar to that of adults; when food is prepared and presented to highlight a variety of colors and textures, it's often that much more appealing to eat and enjoy.

Food will be cut, cooked and prepared in accordance with the child's age and developmentally appropriate.

## Foods that are not served at Grow at Eden

- The program will not serve popcorn, raw peas, or meat larger than what can be swallowed whole to reduce the chance of choking.
- No soda, high sugar drinks, including juice.

Please note that Grow at Eden is not a peanut-free or nut-free environment. However, we will make every effort to ensure nuts are not served in a classroom which contains a child enrolled with food allergies.

## Bottle Feeding

Prepare one more bottle than you think your child will consume in a day to be sure that your child will not run out. If breastfeeding, bottles must be labeled with the child's name, date, and the time and date the milk was expressed. Prepared bottles must be stored in the designated refrigerator and will be warmed in a water bath prior to feeding. No bottles will be microwaved. All bottles must be taken home by the parents each night to be washed.

Breastfeeding mothers are welcome to come to the Center during the day to feed their child. Please discuss your desire to come to the Center to breastfeed your child with the classroom teacher.

## Toothbrushing

Per state licensing regulation, children are to brush their teeth after every meal and snack. This practice is intended to increase awareness of the importance of good oral health practices and to assist children in establishing good oral hygiene practices from an early age. Individually labeled toothbrushes and individually labeled toothbrush holders are provided by the Center. Water only toothbrushing is used with children under age 3. Child-friendly toothpaste is provided for over 3 years.

## Toilet Learning

Toilet learning is an important part of your child's physical development and is included in the daily practice in the one-year-old and two-year-old classrooms. Toilet learning can only begin when there are definite signs and the child has the ability to communicate this to the parent and staff. The child should also be able to demonstrate the awareness to pull up and down their pants. For this reason, it's extremely important the child is wearing appropriate clothing that doesn't prohibit their learning opportunities. This training should be a cooperative and consistent effort between the home and the Center. At least six pairs of training pants must be at the Center at all times during this stage.

## Walking Field Trips

- Notices will be posted on the classroom door, when children will be away from the center on a walk.
- Parents will be notified ahead of time when walking field trips will take place. Walking trips will include nature walks.
- Parents are required to give written permission for their child to attend walking trips.
- If a parent opts out of a scheduled walking field trip and chooses to not have their child participate, the child must remain at home until the classroom returns.
- The Center cannot accommodate additional children in other classrooms as we must maintain teacher:child ratio regulations and state licensing requirements.

## Discipline & Guidance Policy

Our policy concerning behavior guidance, sometimes referred to as discipline, is based on the individual need of the child, the ability of each child to understand what he/she is doing and the consequences of their actions. A child is never made to feel that the outcome of an act will result in physical or verbal abuse. Children are not told to "sit out" and "time out" is not used.

Grow at Eden's discipline and guidance policy will:

- Be individualized and consistent for each child
- Be appropriate to the child's level of understanding
- Be directed toward teaching the child acceptable behavior and self control.

Positive methods of discipline and guidance that encourage self-esteem, self-control, and self-direction shall be used, including:

- Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior.
- Reminding a child of behavior expectations daily by using clear, positive statements.
- Redirecting behavior using positive statements.
- Using brief supervised separation from the group, when appropriate for the child's age and development, which is limited to no more than one minute per year of the age of the child. There will be no harsh, cruel, or unusual treatment to any child at the Center.

The following types of discipline and guidance are **prohibited**:

- Corporal punishment or threats of corporal punishment.
- Punishment associated with food, naps, or toilet learning.
- Hitting a child (spanking) with hand or instrument.
- Subjecting a child to harsh, abusive, or profane language.
- Subjecting a child to psychological abuse or using force or threats.
- Requiring a child to remain silent or inactive for inappropriately long periods for the child's age.
- Disciplining a child for soiling, wetting, or not using the toilet; forcing a child to remain in soiled clothing, or forcing the child to remain on the toilet, or using any other unusual or excessive practices for toileting.

Positive reinforcement is always encouraged and children are told what they are doing well. It is the responsibility of the teacher in charge to understand what has taken place as clearly as possible. If an altercation between children has occurred, each child is spoken to with reason and with respect. Each child is then encouraged with the responsibility of approaching the other child in friendly manner, with adult supervision, in order for the children to participate in the resolution to the misunderstanding. This is done in direct relation to the verbal ability of the child but can be accomplished even when the child is not yet talking. When inappropriate behavior occurs with the adult being the recipient, the child will be approached either with a reasonable verbal response or with the technique of redirection. Removal from an activity for a short period of time is used only if it has been ascertained that other responses have failed or if a child is at risk. There is less likelihood of discipline problems when positive responses and remarks are the norm throughout the day. If a positive base is established in an atmosphere of respect and understanding, inappropriate or negative behavior then becomes the exception.

When any staff member feels that he/she is unable to manage a situation with a child in an effective manner, he or she will direct the child to another staff member and take a break. Staff members assist one another in creating a positive, relaxed atmosphere.



## Emergency Procedures

In the event of an accident or emergency, every effort will be made to notify the parents. The Emergency Contact and Parental Consent Form enable Grow at Eden to seek immediate care for a child should a parent not be able to be reached. It is for the child's benefit that the parent keeps all phone numbers up-to-date. If the situation warrants, 911 will be called. Grow at Eden LLC will not be held responsible for any medical bills received due to an accident that occurs while at Grow at Eden Childcare Center.

## Emergency Closing, Weather, & Inclement Conditions

Grow at Eden lola LLC, will do everything possible to remain open in case of inclement weather. In the event of an emergency closing and/or inclement weather, parents will be notified of the closing on the parent communication app, website, text message, and by email. Should the school need to close in the middle of the day, the staff will attempt to reach the child's parents first to arrange for pick up. Should the staff be unable to reach the parents, the persons listed on the emergency contact form will be called until pick up arrangements can be made. We must have the correct ratio of staff in order to care for your children. We also will ensure our employees feel confident in their ability to travel safely to and from work. In the event that program operations must be altered, parents will be notified with as much notice as possible. Should the school need to close for any reason, tuition will not be refunded or reduced for closures of less than 15 school days. If the closure extends to beyond 15 school days, parents will have their tuition reduced by a minimum of 50%.

## Pandemic Emergency Response

In the event of a pandemic, Grow at Eden will follow guidelines and directions implemented by the Centers for Disease Control and Prevention, Federal and Local Governments, and KDHE (Kansas Department of Health and Environment). To ensure the safety of children, families, and staff, the Center will monitor the situation and take into account the guidance and suggestions from the authorities on the situation. Decisions made by the Center will consider the safety of children, families and staff. Decisions may include:

- Closure of the Center
- Length of closure to be determined by the Administrator and the Center for Disease Control and Prevention

The Child Development Center at its option, may change, delete, suspend, or discontinue parts or the policy in its entirety, at any time without prior notice. In the event of a policy change, families will be notified. Any such action shall apply to existing as well as to future families:

- Adjusted hours of service
- Daily health checks of children and staff
- Limited entry into the building
- Limited access to the property

- Limitations on what the children may bring into the Center such as:
  - Blankets
  - Stuffed Animals
  - Pillows

Grow at Eden will communicate these plans through a variety of methods such as mass emails and parent communication.

## Fire/Emergency Drills

Grow at Eden conducts monthly fire, emergency/evacuation, and lock down drills. Parents, staff, and children will not be made aware of drill dates or times, as this is the most effective way to assess the effectiveness of fire and emergency/evacuation plans. During a fire/emergency/lockdown drill or real fire/emergency/lockdown situation, parents may not sign children into or out of the school. Parents must wait until the drill is complete and children have returned to the building to sign their child into the school. Parents may wait with the child's class in the designated safe zone outside of the building until the drill is complete. In the event of a real fire/emergency/lockdown situation, the Program Director or designated staff member will inform each classroom teacher that the school will be closing. At this time, any parent waiting to sign their child in will have to leave the premises with their child. When parents arrive to pick up their child, we ask that you wait until the director or designee has accounted for all staff and children and has given the staff permission to release children. All other parents or emergency contact persons will be notified by telephone of the situation. Children must be picked up within 45 minutes of telephone call.

## Dismissal

Every effort will be made to resolve differences. However, circumstances that can result in a child/family's dismissal from the Center, include, but are not limited to:

Behavior aspects of a child:

- Any child who is not yet ready for group experiences or whose needs cannot be met in a group setting (i.e. cannot get along with other children, unable to follow class rules and teacher instructions, requires one-on-one attention from the teacher for a majority of the day).
- A child who continually places the safety of him/herself, other children, or staff members at risk
- A child with behavior problems so severe that they cannot be accommodated within the scope of the regular program and regular staff/child ratio, or lack written plan or instructions from a psychiatrist, psychologist, counselor, or therapist specializing in young children.

Parental disregard for center policy:

- Tuition is 14 days overdue and there is not a written plan for payment of back tuition.
- Failure to pay the tuition according to the written plan.
- Consistent disregard for the hours of operation
- Failure to treat the Center staff and child with respect. Grow at Eden reserves the right to dismiss any child at any time it is deemed necessary.

Although families can be dismissed immediately, when possible, the Center endeavors to follow the procedure below:

- Parents will be notified of the issue by the teacher or office staff as soon as possible.
- Parents and teacher(s) or staff will be set up a conference for discussion of the problem within 48 hours.
- A follow-up conference will be scheduled 2 weeks later.
- If significant improvement is not observed, parents will be asked to seek outside assistance to aid in a solution.

After a reasonable time, if a solution cannot be reached, the Program Director may communicate dismissal. Any past due balances must be paid at the time of the dismissal. An invoice detailing the past due balance will be forwarded to the address indicated in the child's file within one week of dismissal. Any balances remaining after the 30-day period will be referred to the agency's legal counsel for collection. Ultimately, continued enrollment will be at the sole discretion of the Program Director and Administrator. A parent who wishes to appeal a dismissal from the Center may do so by arranging a meeting with the Program Director, Administrator and teacher(s) at which the Program Director and Administrator will outline attempted modifications and discuss their effectiveness.

The parent may request further or alternative modifications. However, the Administrator will not overturn the decision of the Program Director unless it is shown that she/he has acted in a biased or unprofessional manner during the dismissal process. A designee will assist the parent in gathering their child's belongings at the time of dismissal, and parents are required to leave Grow at Eden property in a calm and respectful manner immediately.

Grow at Eden will request assistance from local police should any parent become disruptive and/or uncooperative while gathering their child's belongings upon dismissal. Following a dismissal, any parent or child who harasses, threatens or in any manner causes harm to anyone affiliated with Grow at Eden by calling, writing, or any other means, will be prosecuted to the fullest extent of the law, by Grow at Eden lola LLC.

## Court Orders Affecting Enrolled Children

In cases where an enrolled child is the subject of a court order (ex... Custody Order, Restraining Order, or Protection from Abuse Order) Grow at Eden must be provided with a Certified Copy of the most recent order and all amendments thereto. The orders of the court will be strictly followed unless the custodial parent(s) request a more liberal variation of the order in writing. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for more liberal interpretation of the order.

In the absence of a court order on file with Grow at Eden administration, both parents shall be afforded equal access to their child as stipulated by law. Grow at Eden cannot, without a court order, limit the access of one parent by request of the other parent, regardless of the reason. If a situation presents itself, where one parent keeps the child with them until a court order is issued, or if conflicting court orders are presented, then most recently dated court order will be followed.

Once presented with a Protection from Abuse Order or a Restraining Order, Grow at Eden is obligated to follow the order for the entire period it is in effect. Employees of Grow at Eden cannot, at the request of anyone, except the issuing judge, allow a Protection from Abuse Order and/or a Restraining Order to be violated.

Grow at Eden will report any violations of these orders to the court.

## Confidentiality of Children's Records

In order to ensure the confidentiality of your child and family, staff members receive a confidentiality policy in their Employee Handbook that is reviewed upon hire. It states:

- "Records of the children are confidential, may not leave the Center, and should not be discussed with other parents or in front of other children. Confidential information includes but is not limited to: children, their families, employment, payroll, fiscal, and management information. Access to confidential data, including children's records is permitted only when authorized and only in order to perform assigned tasks. Information contained in child's is confidential. This includes all written and verbal communication, which pertains to the child and/or his/her family. It includes but is not limited to addresses, telephone numbers, progress reports, learning disabilities, testing, financial information, behavior issues, attendance, etc. Employees should recognize that sharing information that may be considered to violate the privacy of children and their families with others who do not have a need to know will be considered a violation of confidentiality that may be subject to disciplinary action up to and including immediate termination. Parents or others authorized in writing by the parents can request their child's record at any time."

The information contained in a child's records is confidential and will not be released to anyone without the written consent of the parents. Parents may have access to the records of their child. A copy will be made at no charge. A permanent written log will be maintained in each child's record indicating any persons to whom information has been released. The child's parents may add information or comments to the child's record, and may also request the deletion or amendment of any information contained in the child's record.

## Withdrawal

Two weeks written notice via the Withdrawal Notice Form is required when withdrawing a child for any reason. Prepaid tuition will not be refunded. The parents and child, following their last day of enrollment, are not permitted to re-enter Grow at Eden property without prior permission of the Program Director. A withdrawn child and his/her parents are required to call and request an appointment with the Program Director, if they wish to return to Grow at Eden property following the last day of enrollment at the Center. Appointments are made at the discretion of the Program Director and are not a right of the withdrawn child or parent.



## Room Changes

As children near their birthday, the Program Director and staff will communicate with parents notification of room changes. At times, based on the number of spots available in the next age group it may be necessary to retain the youngest child(ren) in their current room until another opening in the next age group becomes available. Before your child moves to older classrooms, the parent will have the opportunity to meet the staff and discuss routines, schedules, procedures, and programming.

## Grievance Procedures

All grievances are to be directed through the following channels:

1. Discuss the matter with the appropriate teacher within one week. Usually the concern can be met through an informal conference.
2. If resolution cannot be obtained, the parent and teacher are to schedule a conference time with the Program Director.
3. If the grievance is pursued, a written grievance is to be directed through appropriate administrative lines. Ultimate decisions will be the responsibility of the Administrator.

## Policy Changes

Grow at Eden lola LLC reserves the right, at its sole discretion, to change any policies through written communication with families. Grow at Eden utilizes e-mail and the parent communication app as the primary form of communication. It is the parent's responsibility to ensure we have an up to date e-mail address on file at all times.

