



PARENT HANDBOOK

LEAD, Inc.  
Early Childhood Program  
Fulton County, GA

Demetres Thomas, Founder

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## **SECTION 1: WELCOME & INTRODUCTION**

We understand that children are only young once, and L.E.A.D. Inc. is dedicated to making early childhood learning the most enriching experience possible. L.E.A.D. Inc. is a 501(c)3 non-profit organization that provides educational services to students with disabilities, their families, and the communities they live in. Our educational programs focus on the struggling student and students with unique learning needs. Our goal is to stimulate your child's social, emotional, mental, and physical development throughout every educational experience. We hope that this handbook will serve as a guide to the operation of our program and will answer many of the questions that you may have.

If you have additional questions, please e-mail Demetres Thomas, founder of L.E.A.D. Inc., at [leadeucate@gmail.com](mailto:leadeucate@gmail.com).

Policies may be amended as necessary. A copy of these policies will be available on our premises for all parents to access. In an effort to be environmentally friendly, we recommend that parents view the online version of this handbook by clicking [HERE](#).

L.E.A.D. Inc. was started in January 2013 with the goal of starting a charter school by a group of parents and community members concerned with viable school options for students in our community. Although the school never opened, serving as founder of L.E.A.D., Demetres Thomas is now focusing on the needs of early learners and learning with unique learning needs. Foundational skills serve as the building blocks for success to meeting the needs of young learners well before they enter into a classroom. Many students' struggles are due to learning gaps that have not been realized and/or adequately addressed. With 14+ years of experience in the field of Special Education, the founder of L.E.A.D. Inc. has a passion and strong desire to support young children with their growth and development in all areas of learning. The educational programs provided to Toddlers, Preschoolers, Pre-Kindergarteners, and young school-aged children is built on the premise that **ALL** children can learn! We're committed to giving children, and the village that surrounds them, the skills, tools, and resources to grow and learn.

With a specific focus on literacy, students will be led through engaging activities and high impact learning experiences that develop and build upon their language, motor, and cognitive skills to create lifelong readers. Any adult working directly with children will be certified or working towards certification in the areas of Early Childhood, Special Education or Reading.

## **Our Goals**

L.E.A.D. strives to provide a high-quality environment and experience for the children, families, and communities served by our program. A few of our goals include:

1. To help children develop a genuine love of learning.
2. To help children develop an appreciation for differences among people and how to celebrate those differences.
3. To help children develop the basic skills of literacy to foster a love for reading.
4. To provide resources and tools to families and community members to improve their understanding of the unique needs of children with learning differences.

The programs offered by L.E.A.D. seeks to enrich children and spark a passion for exploring and learning. The first six years of a child's development lay the foundation for acquiring social skills and competence in communication, reading, mathematics and reasoning skills that are essential for scholastic success, hence why we focus on early learning or closing learning gaps. When delays or gaps are present, children need intentional and targeted supports to level the playing field of learning.

## **Non-Discrimination Policy**

L.E.A.D. Inc. does not discriminate against individuals because of race, religion, or national origin. Children will be allowed to participate in our programs without discrimination and in compliance with the Americans with Disabilities Act.

To best ensure that their needs are met, when children with special needs are in our care, there will be consultations with the parents and, as needed, the child's medical advisor, the staff who will be involved, and any other appropriate individuals. Additionally, an assessment to determine the full scope of needs and appropriate services may be required. Assessments may be made on a periodic basis after a child with special needs is participating in our program to ensure the child is continuing to have his/her needs adequately met.

## **State Licensed**

L.E.A.D. Inc. is an exempt program regulated by Bright from the Start: GA Department of Early Care and Learning. Annual unannounced inspections of the program are conducted to ensure all state standards, policies and procedures are met. A copy of the state rules and regulations and a copy of our exempt status are available to review upon request and posted on the News You Can Use board, or online at [www.decal.ga.gov](http://www.decal.ga.gov).

## **General Information**

L.E.A.D. Inc. provides a variety of educational programs: See below.

**Toddler Program** - the toddler program is designed for children age 24 months (walking independently and fully potty trained) through 36 months. Children will grow and learn in a safe

and nurturing environment while being encouraged to explore and discover through a series of comprehensive skill development activities.

**Preschool and Pre-Kindergarten Program** - the preschool program serves children ages 3 to 5 years old. Our program offers children a rich, theme-based learning environment that fosters development of cognitive, language, physical and social skills, as well as creativity. This program is a 4-week series with monthly fees due at one time by the 2nd of every month.

**Summer Camp and Enrichment Programs** – the summer and after-school programs serve students who are in grades K-5. All programs for school-aged children will be literacy- based teaching students phonics, fluency, vocabulary and comprehension skills. Writing will also be an area of focus, helping students to develop a love for reading and writing. Students with IEPs are highly encouraged to participate as our goal is to close literacy and reading gaps. Activities include academic reinforcement, strategies instruction, team building, DEAR (drop everything and read), book studies, and Jr. journalists opportunities.

**\*Students must attend a minimum of 2 weeks of the 4 week summer program\***

**Special Needs** - L.E.A.D. complies with Title III of the Americans with Disabilities Act (ADA). We will work with parents or guardians and any other professionals (such as other educators or health care professionals) assigned to work with the child to create an individualized assessment to determine whether the center can meet the particular needs of the child in a group setting without fundamentally altering our program.

### **Hours of Operation**

L.E.A.D. operates from 3:00 p.m.-5:00 p.m. Monday - Friday evenings. Weekend enrichment is offered every Saturday from 9:00 a.m.-11:00 a.m. and 1:00 p.m.-3:00 p.m. School break programs will operate from 9:00 a.m.-11:00 a.m. and 1:00 p.m.-3:00 p.m. and summer camp will be offered 8:00 a.m. -12:00 p.m. Monday-Friday.

Programs will not operate on the following holidays:

New Year's Eve  
New Year's Day  
Martin Luther King Jr. Day  
Memorial Day  
Independence Day  
Labor Day  
Week of Thanksgiving  
Christmas Eve  
Christmas Day  
Good Friday

**\*L.E.A.D. reserves the right to close when the surrounding school districts are closed for various breaks\***

## Program Rates

	Spring Break/School Holidays	4 week Summer Camp	After-School Enrichment		Skill Excel *toddler/preschool*
Face-to-Face	\$90-2 hours (small group)	\$100 per week	\$50-1 hour (1:1)	\$90-2 hours (small group)	\$90-2 hours (small group)
Virtual	\$80-2 hours (small group)	\$90 per week	\$45-1 hour (1:1)	\$80-2 hours (small group)	\$80-2 hours (small group)

When enrolling your child in any one (or combination of) our program(s), you will need to declare the number of hours and delivery model (F2F or virtual). Your selections will be included in the program agreement. Changes can be made when 1 week notice is provided. This will help to ensure adequate staffing and for planning purposes.

No refunds, prorates or credit are given for, changes in family schedules, or absences due to illness or injury. By enrolling your child you are agreeing to the fees as outlined in your program agreement for as long as your child is enrolled, regardless of the number of hours your child actually participates. All program fees are due Friday prior to the week of attendance.

## Cancellation Policy

### **No Show**

Students that are scheduled to attend (and have paid) any of the programs offered by L.E.A.D. (except for summer camp), have a 20 minute grace period to arrive. If they do not arrive within 20 minutes of the scheduled start time, the student will be considered a **No Show** with no refund given. There may be exceptions given to this no show policy at the discretion of the Director. If a child shows up after 20 minutes, the session may continue but program fees will not be prorated and will be at the discretion of the staff member providing the services.

### **24-hour cancellation policy**

Any program session may be canceled, so long as we are given 24 hours advance notice. However, if notice is not provided at least 24 hours before the scheduled start of the session, and this happens more than once, then the parent/guardian/responsible party agrees to pay for full price of the session. I understand that this may be a harsh penalty to pay if the absence is unavoidable. The specifics of each case can be discussed and possibly waived at the discretion of the Director. Because our learners are young students, it is ultimately the parent/guardian's responsibility to make sure the student arrives prepared and on time for each session.

## **SECTION 2: ENROLLMENT/REGISTRATION PROCEDURES**

L.E.A.D. will have an enrollment database that will store all students seeking to be enrolled in any one of our programs. In order to provide children the individualized attention they need and deserve, with the exception of summer camps, we keep our numbers between 5-12 children per session/age/grade group. If programs are full, your child will be placed on a waiting list and will be called once a slot is available. In the event the number of registered families exceeds 50% or more of the maximum number of spaces allowed, we will implement a rolling enrollment where children can attend based on a rotation schedule.

The below forms must be completed and returned before your child can attend any program that L.E.A.D. Inc. offers. There are **NO** exceptions. This is to ensure compliance with state regulations and to make sure we are providing the best possible care for all children. All forms must be updated annually, or immediately upon any changes.

For each child, a signed copy of the following should be on file:

- o Application for enrollment **\*to be completed whether or not space is available\***
- o Program agreement acknowledging program fees, late/cancellation policy, program enrollment etc.
- o Medical and Liability Release Form
- o Vehicle Emergency Form **\*summer camp ONLY\***
- o Child Profile to include a copy of your child's IFSP or IEP or a summary of their present levels of performance and goals
- o Parent Handbook Acknowledgement Form
- o Permission to Administer Topical Medication, if applicable
- o Current emergency contact information along with names of individuals authorized to pick up child after program ends **\*included in enrollment form\***
- o Instructions for any of the child's special health needs such as allergies or chronic illness.
- o Photo Consent **\*included in enrollment form\***

If your child requires any special treatment or services, these requirements should be clearly defined in writing before your child's first day. On the application for enrollment, complete address and phone numbers are required. P.O. Box information alone is not acceptable. It is extremely important to keep this information updated and current since this is our only means of contacting you. Georgia law requires that these forms be complete and be updated by the parents if any changes of information occur.

An extra change of clothing in a gallon Ziploc type bag with all clothing labeled with the child's name will be needed during summer camp hours. Other items may be requested on an as-needed basis.

Parents are encouraged to dress their children in seasonally suitable play clothes that are appropriate for inside and outside play. Please realize that the hands-on way in which children learn can result in messy clothes.

While we love to see our children share, we discourage children from bringing items from home to share. Toys and items brought from home to our programs are at risk of breakage and/or loss. L.E.A.D. cannot assume responsibility in the case of breakage or loss. We will provide ample supplies/learning materials for all children.

All personal belongings should be marked with your child's name. Any personal belongings that cannot be identified will be placed in a Lost and Found box. If no one claims any of the items at the end of each quarter, they will be discarded or donated to Goodwill Industries.

### **Child Records**

L.E.A.D. maintains files on each child enrolled. All forms listed previously will be a part of the child's record and kept on file during the child's enrollment and 1 year following their disenrollment.

Parents are expected to provide L.E.A.D. staff with any and all contact numbers we might need in order to reach you. This includes home, work, and cell phone numbers as well as email addresses. We also require the names, complete addresses, and phone numbers of at least two people from different households who could pick up your child in an emergency.

Please be advised that staff is authorized to call your emergency contacts to pick up your child if we are unable to reach you in a reasonable amount of time depending on your child's condition. Parents must notify the center immediately upon any changes in name, address, phone number, place of employment or any other pertinent information.

In the event of a need to evacuate the building (in a weather emergency, for instance), our evacuation locations will be posted on the News You Can Use board at the entrance of the building.

### **Authorized Persons**

Children shall ONLY be released to those individuals whose names are on file in the child's record. If a staff member is not familiar with the person picking up a child, he/she will ask the individual to show identification before the child can be released. Please let anyone that might pick up your child know that they will be asked to show a picture ID so they are prepared and not offended. We care as much about the safety of your child as you do. Please note that children will not be released to anyone who appears to be under the influence of drugs and/or alcohol. This policy is strictly enforced for the safety of your own child. Although you may list additional authorized persons to pick up your child on the application for enrollment, we would appreciate knowing if someone other than the parents will be picking up your child.

## **Custody Issues**

In case of separated or divorced parents where visitation rights are denied to one parent, we cannot deny releasing the child to such parent unless a court decree or separation document is in your child's file with us. The document must clearly state the unauthorized parents name and the decision forbidding them from picking up the child from our program. The court decree must also be specific to the rights of visitation and if the parent is allowed, on certain occasions, to pick up the child from the program.

## **Arrival and Departure Procedures**

All children must be escorted in and out of any program offered at L.E.A.D. by their parents, guardians, or authorized person. Parents should make sure that their children are under the direct supervision of an adult before leaving the premises. Upon arrival, all children should be signed in by a parent/guardian. Any person picking up the child for the day is required to sign them out.

## **Disenrollment**

L.E.A.D. may disenroll a child without giving any notice if the parent/guardian fails to comply with the processes and procedures outlined in the Parent Handbook including but not limited to timely payment of fees, or if the care of the child poses a direct threat to the health and safety of the teachers and/or other children enrolled. Every effort will be made to prevent the notice of disenrollment of a child from program participation. L.E.A.D., however, reserves the right to give notice of disenrollment under these conditions:

- A. Program payments are two months behind and no payment plan has been arranged.
- B. Lack of follow through on special arrangements for payment.
- C. The program is unable to meet the developmental needs of the child.
- D. Consistent behavioral problems that result from failure to obtain requested child guidance evaluation(s).
- E. The child's behavior threatens the health and safety of himself or herself, the other children, or staff of the center.
- F. The parent or guardian exhibits behavior which is detrimental to the health and well-being of the children and staff or negatively interferes with the normal functioning of the program.
- G. Parental disputes between divorced parents/guardians that become administratively disruptive to the center.

L.E.A.D. reserves the right to request immediate withdrawal if there is a threat to the health and safety of those in the center.

## **SECTION 3: PROGRAM PAYMENT POLICIES**

It is important for our staff to maintain a secure and stable environment for your child. In order to accomplish this, we must offer our staff the security of knowing that their involvement with L.E.A.D. is secure and stable. In order to make this possible, you must make your program payment in advance of your child participating in any program offered by L.E.A.D. Inc. in order to hold your child's place. We strictly enforce program payments to be made the Friday before



services are provided. Children participating in summer camps or enrichment programs can pay in advance monthly if attending Monday-Friday weekly. Monthly payments must be made by the 2nd day of the month in order to secure your child's space for that month. If the 2nd day of the month falls on a weekend, payment should be made on the Friday prior to.

A late pick up fee of \$1 per minute will be assessed for children who are not picked up 10 minutes after any respective program ends. L.E.A.D. may contact the Department of Family and Children's Services if a child is not picked up within 30 minutes of the center's closing, or for frequent late pick up of children unless prior arrangements/communication has been made. This is solely at the discretion of the administrative staff.

Although our programs plan to run very efficiently, due to the increase in cost of staffing, continuing education and equipment there may be an increase in program fees. If there is ever a need to increase fees to maintain our high quality of services, parents will be provided with written notice at least 2 weeks in advance.

If your account becomes one week past due, any collection costs will be the responsibility of the parent/guardian or the account holder. Any legal proceedings required on delinquent accounts will be addressed through the court system with all court costs and legal fees borne by the account holder.

#### **SECTION 4: PROGRAMMING**

L.E.A.D. Inc. offers a challenging, explorative, literacy based approach to learning. A traditional academic core is combined with innovative hands-on programs and teaching methods. This format helps our students acquire a solid literacy foundation and the critical thinking skills needed to relate the knowledge obtained for use in the real world. Our staff challenge and encourage each student to reach his or her greatest level of achievement by meeting children where they are.

#### **Grouping and Staff/Child Ratios**

Children are enrolled and grouped so as not to exceed Georgia Licensing Rules & Regulations.

These ratios are:

Two's 1:10

Three's 1:15

Four's 1:18

Five's 1:20

6+ 1:25

When field trips or other activities are scheduled that might require additional staffing to facilitate adult-child interaction, supervision and constructive activity among children, the Director will ensure that this is in place.

## **Assessment & Curriculum**

Assessment and curriculum decisions are an important part of high quality education programs. To this end, a variety of assessment and teaching methods are used to accommodate the different learning styles and abilities of students. There are many reasons to utilize appropriate assessments and curriculum. The primary reasons include:

1. To learn about the development, interests and needs of each child so that appropriate individualized teaching strategies that extend, enhance, and guide each child's learning and continued development can be implemented.
2. To detect early signs of delay in development and/or the need for further assessment, referral or early intervention.
3. To improve curriculum and teaching practices which contribute to overall program improvement.
4. To improve and/or adapt the learning environment if needed.
5. To communicate to families about their child's progress and needs.

For toddlers, one assessment tool L.E.A.D. will utilize is the CDC Milestone checklist to determine their skills throughout their time in our programs.

Preschool and School Aged children will be assessed using research-based tools designed as diagnostic measures and formative measures to guide the level of support needed for each child. No prescribed program will be used. Instead a combination of evidence based curriculum, instructional methods, and programming will be incorporated into the child's learning plan.

A portfolio is maintained for each child enrolled. The portfolio is an on-going method of assessment that will include many methods of collection, all which document the child's individual strengths, progress, and accomplishments. The portfolio for each child contains work samples, developmental checklists, anecdotal records, photos (as appropriate), etc. Portfolios are intended to shape instruction and make informed decisions about program design.

It is important that those who are conducting assessments and screenings are qualified to do so. Each staff member delivering instructional support to children will be trained to administer each of the instruments and is responsible for their timely administration. All staff members may, and should conduct observations and keep anecdotal records.

## **Online Sessions**

Families are required to identify the delivery model their child will engage in whether face-to-face or virtual. Online sessions will be an option for families with the expectation students will do the following:

1. Complete assignments given during each session or online-learning experience.
2. Complete any homework, extension, or review assignments given.
3. Be held accountable for work during online sessions - parents/guardians will reinforce student's ownership of learning.

4. Students will log on for each session in a timely manner, no later than 20 minutes after the session start time.
5. Remain on camera from the start of the session to the end of the session unless there's a documented need that supports off camera engagement and is approved by the Director.

It is very important to note that online students must be motivated and self-disciplined. Younger children will require the support of an adult to be and stay actively engaged in online learning. Families are asked to know their child and which delivery model will be the most effective to receive the maximum educational experience. L.E.A.D. staff will avail themselves to discussing the positives and negatives of each model to assist families in their decision. Staff/ tutors will continue to encourage, motivate, and support all students no matter the service delivery model. Staff/tutors may recommend a change in delivery model if the need should present itself.

### **Sharing Screening and Assessment Results**

Information on screenings, assessment and portfolios are legally confidential. In accordance with the Health Insurance Portability and Accountability Act (HIPPA) guidelines, official written records for each child must be kept in locked files and released only to individuals authorized by the Program Director or those for whom the parents have given written consent. These files include enrollment forms, conference reports, health assessments provided by physicians, incident reports, reports of diagnostic assessments released to the school by parents, individual education plans, etc. Confidentiality must be maintained and the information used only to benefit the child. Information gained through screenings and assessment will be shared by the appropriate center staff, typically the Director or staff, with family members in a timely manner so that informed decisions can be made by family about appropriate programming, guidance and support, as well as assistive services and referrals. The information will be shared with families in a positive, caring manner with the overall goal of improving the education, care, and quality of life for the child.

### **Confidentiality**

In order to provide the best care possible, we do collect a great deal of information about your child and your family. We know that much of this information is personal and we take special precautions to ensure the confidentiality of this information. All confidential files are maintained in a locked file cabinet. Information about children or their families is only shared on a "need to know" basis. If a need arises to discuss a child with someone outside of L.E.A.D. Inc., written parental permission will be obtained. Please note that staff members supporting your child will have access to your child's file to assist him/her in meeting your child's needs. Regulatory authorities may also have access to these records on request to ensure that we are maintaining all required information. As the parent/legal guardian, you may request to review your child's file at any time. To this end, we also request that our families respect our confidentiality policy. Please do not discuss another child and/or family or ask questions about any child other than your own.

## **Referrals**

L.E.A.D. has partnerships with various physicians, therapists, counselors, etc. in the community. If further assessment is indicated or any assistance is needed outside the scope of expertise within our program, referrals can be made with the written consent of the parents. Parents may choose (and are encouraged) to contact outside agencies/organizations for programs or services directly (i.e., without a referral if the organization does not require one)..

## **Referral Process**

If through formal and informal measures, a child demonstrates potential delays or other concerns, parental permission will be obtained to make a referral. A referral is made to the appropriate agency. The parent is given the contact information for the appropriate referral agency (i.e. Babies Can't Wait, local Board of Education Special Services, and/or the CCR&R etc.). The parent makes contact with the appropriate agency and a screening is arranged. There may be occasions when parents may choose to not accept a referral. L.E.A.D. reserves the right to discontinue services if referral and outside assistance is essential to the health, safety and well-being of the child or to the other children or staff in the program. However, because of our commitment to families, we will do everything within our power to assist with getting the services each child needs in order for them to be successful and thrive.

## **Supervision**

Staff at L.E.A.D. are assigned to a specific group of children for whom they have primary responsibility. All staff members are expected to use developmentally appropriate guidance and supervision skills. These guidance and supervision skills include awareness, positioning, scanning, redirection, and close student/adult supervision at all times.

**Awareness** requires basic knowledge of the children, including knowing each child's range of skills, interests, and ability to interact with others and development stage. Knowledge of children helps teachers to monitor and enhance skills that promote children's positive behavior.

**Positioning** requires being able to see all of the children. Staff should position themselves to be aware of the entire classroom and to see as many children as possible. All children are monitored by sight and sound at all times. Staff are expected to regularly move around the learning environment.

**Scanning** involves regularly glancing around the learning environment to see children's involvement and what is happening.

**Redirection** is a skill used as an aid in preventing undesirable and unsafe behavior. Children are redirected to other areas/activities when undesirable behavior is about to happen or occurs. This skill helps ensure the safety of all children.

**Close Supervision** is required for all children in areas that are near where injury may occur. This requires the use of all of the above methods as well as staff being in close proximity to the children.

Adapted from Supervision Skills and Methods, TMCC E.L. Cord Child Care Center, Reno, July, 2007.

### **Anti-Bias Policy**

We encourage and support cultural diversity, gender equality, non-violence, and peaceful conflict resolution throughout every aspect of our program. Our goal is to teach children to resist the bias that is seen in much of today's popular culture. We believe that children can be empowered to reject negative stereotypes of race, gender, religion, and physical capabilities with the help of their parents and teachers. We ask for your support and your feedback to help us ensure that we are living up to our highest standards.

## **SECTION 5: GUIDING CHILDREN'S BEHAVIOR**

Positive guidance techniques will be used as a first measure in redirecting a child's improper behavior. They are always consistent and based on the child's specific needs and development. We have found that these methods are most effective when coupled with the cooperation of the parents. Children strive to receive approval and praise. Should these methods not succeed, we will make several attempts to work together to resolve the conflict. Conferences may be necessary for a child who does not respond to these guidance techniques. If you have concerns about your child's behavior or development, you may schedule an appointment with the Director and she will arrange a conference.

Staff members are trained to praise and encourage children while setting limits for behavior. They modify the learning environment to prevent problems before they occur. Children are treated as individual people, and we try to respect their needs, desires, and feelings. Every attempt is made to make their learning experiences as positive as possible. However, in the event a child remains unresponsive to continued attempts at positive disciplinary methods and becomes aggressive towards their peers or staff, L.E.A.D.Inc. reserves the right to dismiss the child immediately from its program.

## **SECTION 6: PARENT/PROGRAM RELATIONS**

### **Open Door Policy and Child Access**

L.E.A.D. understands the value of the parent and child relationship as the family serves as the child's first teacher, and the bonds of a child and their family is crucial to healthy development. It is for this reason that we maintain an open door policy for all the families of the children served.

Parents and family members (those listed as authorized persons) will have open access to their children who are enrolled in the program at all times. The only exception is if there is legal documentation on file in the center that forbids access. Parents of children enrolled in our

programs are not required to call prior to arriving or entering the program and may visit unannounced at any time during operating hours. Our only request is that the child's reaction be considered for visits that will not result in the child leaving with the parent, as this can sometimes be very upsetting for some children.

On-going communication is essential between parents and the program to ensure optimal outcomes for children. This communication can take place through face-to-face conversations, emails, or telephone calls. Other forms of communication and access include but are not limited to parent-teacher notes, conferences, etc. Conferences can be initiated by the parents/guardians or by staff of the program.

Parents are asked to address any concerns or suggestions directly with the Director or in written format through email at [leadeducateinc@gmail.com](mailto:leadeducateinc@gmail.com). This gives us the opportunity to improve programming and answer questions that may arise.

### ***Photo Release***

L.E.A.D. regularly takes pictures to document the experiences of the children. By signing the enrollment application, you give permission for your child's photograph to be used for marketing purposes and on L.E.A.D. Inc's website at [www.leadeducateinc.com](http://www.leadeducateinc.com)

### ***Bulletin Board (News You Can Use)***

The center maintains a bulletin board where important information will be posted along with other items of interest. Please check the board frequently to stay updated with the happenings in our program.

### ***Family Surveys***

L.E.A.D. will occasionally distribute surveys to families. These surveys are just one way you can tell us how we are doing. We invite your candid feedback and we will use it to help us get better at what we do. We do want you to feel free, however, to share your feedback with us at any time.

### ***Grievance Procedure***

L.E.A.D. will make every attempt to offer the highest quality care to all children and families, however, there may be occasions when parents have concerns about particular events, situations, or staff. If this occurs, parents are encouraged to talk to the direct staff supporting your child as a first point of contact. If this attempt has been made without satisfactory results, or if the concern is serious enough to warrant immediate administrative review, parents are encouraged to contact the Director. The Director will then schedule meetings as necessary with appropriate parties to gather relevant information before deciding on a course of action. Parents will be informed, as appropriate within confidentiality requirements, as to the result of the Director's inquiry and action taken. Again, our goal is quality child care and we encourage parents to bring their concerns to us so that we can work together to ensure that quality.

## **SECTION 7: GENERAL OPERATING PROCEDURES**

### ***Prohibited Substances***

L.E.A.D. is a smoke free facility. Smoking is prohibited on the grounds, within the building premises, or any vehicle being used to transport children.

### ***Prohibited Items***

Absolutely no firearms are allowed on the premises of L.E.A.D. If you are caught with a firearm of any type, you will be immediately asked to leave. The only exception to this policy is for active law enforcement officers required to carry a firearm.

### ***Emergency Conditions***

In case of emergency, we will make every effort to contact you as soon as possible. Keeping your child's forms updated will eliminate delays in reaching you. In emergency situations, it is important that parents pick up their children within one hour of initial contact. In the event of a medical emergency, staff will administer First Aid or seek emergency medical attention if it is deemed necessary. If the building must be evacuated for any reason, the children will be transported to a predetermined location. Once the children are situated, phone calls will be made to all parents.

### ***Emergency Weather Conditions***

Emergency conditions, such as severe weather, power outages, or fire, can disrupt operations and interfere with our operating schedule, as well as endanger our families and employees. These extreme circumstances may require the closing of the facility.

When operations are closed due to an emergency, program fees will not be prorated. In the event of an emergency or severe weather, you will be notified of any schedule changes or closures. If you are signed up for our text messaging feature, we will send you a text message notifying you of any schedule changes or closures. If you are not signed up and would like to be, please see the administrative staff.

### ***Emergency Procedures***

In the event of a localized emergency such as the loss of power, the Director is authorized to close the center to protect the health and safety of children and staff. There are emergency procedures and equipment in place to ensure the safety and well being of our children, families and staff. Evacuation and emergency procedures are posted on the News You Can Use board at the entrance of the building. Be sure to familiarize yourself with these upon arrival.

All families will be provided with a written plan for handling all emergencies including severe weather, loss of electrical power or water and death, serious injury or loss of a child. In emergency situations, please refer to these procedures. Staff members will be limited in their ability to respond to calls as we will be busy taking care of the children.

**\*Please note that no staff/volunteer will impede in any way the delivery of emergency care or services to a child by licensed or certified emergency health care professionals\***

### ***Pets***

From time to time our programs may include animals as part of the curriculum. If your child has any allergies to pets, please indicate those on your enrollment/admission materials and talk with the Director and the staff member that supports your child.

### ***Transportation***

Transportation will be provided by L.E.A.D. for field trips sponsored by our program primarily during summer camps. Children may attend field trips that are planned in advance when parents have completed the field trip permission slip that lists the details of the trip and any associated cost. Chaperones will be provided and parents may attend based on available space.

### ***Personal Property***

While visiting our program, it is important that you never leave your personal property accessible to children. You are asked to leave all belongings in your vehicle OR ask the Director to place your items in a secure location inaccessible to the children. Children are also encouraged to keep personal property such as phones, ipads, expensive jewelry, expensive clothing items etc. at home or in the possession of the parent or guardian. L.E.A.D. will not be responsible for lost or damaged items.

### ***Unsafe or Unhealthy Conditions***

If you become aware of an unsafe or unhealthy situation or condition in any portion of the facility (indoors or outdoors), you are asked to immediately make the Director aware.

### ***Air Pollution***

L.E.A.D. will refer to the GA Environmental Protection Division website to determine if conditions warrant limited outside exposure. If weather conditions create a situation where outside activity must be limited or avoided, teachers will have other gross-motor activities that can be implemented in the classroom planned for the children.

## **SECTION 8: HEALTH & SAFETY/COVID-19**

L.E.A.D. will follow all guidelines established by the CDC for programs remaining open and/or offering services to children. Please click the link below to review guidance.

<https://www.cdc.gov/coronavirus/2019-ncov/community/schools-childcare/guidance-for-childcare.html>

### ***Protection from Weather Conditions & Insects***

To protect against cold, heat, sun injury and insect-borne disease, L.E.A.D. takes the following precautions:



Parents are requested to dress their children in clothing that is dry and layered for warmth in cold weather and in sun-protective clothing (light with a tight weave) during hot weather. Children will have the opportunity to play in the shade while outside during summer camps. If necessary, children may have sun block/sunscreen applied to their skin for protection. This sunscreen or sunblock should have UVB and UVA protection of SPF 15 or higher. It will be applied to exposed skin and only when written permission from the parent or guardian is on file. (You may obtain a consent form from the Director or Office Manager.) When public health authorities recommend use of insect repellents due to a high risk of insect-borne disease, only repellent containing DEET will be used, and these will be applied only on children older than two months. The insect repellent will be applied no more than once a day and only with written parental permission.

### ***Medication***

L.E.A.D. Inc. **ASK THAT ALL MEDICATION BE ADMINISTERED PRIOR TO BEING IN OUR CARE!!!** In the event this is not possible, the following guidance should be adhered to: Children will only receive medication from staff members who have received training in administering medicine AND whose parent has given written permission. Medications must be in the original container and have the child's first and last name, name of physician, expiration date, manufacturer's instructions or original prescription label that gives the name and strength of the medication, as well as directions on administration and storing.

Over-the-counter medication must also be provided in the original container and will only be administered in accordance with the medication guidelines, unless otherwise instructed by a doctor (in writing).

Children that need ongoing medical administration will need a note from their physician. Staff administering the medication will record the action along with: the date, the time and the amount of medication that was administered; any noticeable adverse reactions to the medication; and the signature or initials of the person administering the medication. Parents will be notified immediately of any adverse reactions to medication.

All medication will be stored in a locked medicine cabinet or container and not be accessible to the children. It will be stored separate from cleaning chemicals and supplies. Medications requiring refrigeration must be provided in a leak-proof container and will be placed in the refrigerator and not be accessible to the children. Any unused medication will be returned to the child's parents immediately.

### ***First Aid Treatment and Emergency Medical Care***

Minor bumps and scratches are inevitable, but it is our responsibility to make every effort to keep children safe by maintaining close supervision and a safe environment.

Most staff members at L.E.A.D. Inc. are trained in CPR and First Aid. Minor injuries will be treated with the appropriate first aid following universal precautions. If an emergency injury or illness occurs, you will be contacted as soon as possible. If necessary, the child will be transported by ambulance to the nearest hospital where you will be asked to meet us. A staff member will be assigned to stay with your child until a parent arrives, or longer if necessary. If

your child has a dental emergency, you will be asked to pick your child up to seek appropriate care.

All injuries will be documented on an injury report form. A copy of this documentation will be filed and a copy will be provided to you. If required, the Director will make a report to Bright from the Start. The child's parent/guardian shall assume responsibility for any fees incurred in seeking medical treatment.

### ***Illness/Communicable Diseases***

The following illness policies are mandated by our licensing agency and will be strictly enforced for the health, well-being and safety of all concerned.

Sick Child Policy- Every course of action is taken to reduce the spread of illness by encouraging hand washing and other sanitary practices. Under no circumstance may a parent bring a sick child to the child care program. If a child shows any signs of illness or is unable to participate in normal program activities, the child should be kept home. Sick children expose other children, as well as the center staff, to the spread of germs and require additional care and attention that is not available in a group care setting. Because illness can be a great disruption for all involved, your cooperation in preventing the spread of germs/illness is extremely important.

In the event a child becomes ill and needs to be picked up, the parent(s), or an authorized adult, will be called and are expected to pick the child up within 30 minutes. If the parent(s) cannot be reached, or have not arrived within 30 minutes, or communicated alternative arrangements, the emergency contact person will be called and asked to pick the child up.

In accordance with state regulations and best practices, a sick child will not be permitted to return to care for 24 hours after the condition has returned to normal. The child may return 24-48 hours (depending upon the illness) after they received the first dose of an antibiotic, or as otherwise indicated by a doctor's note. If you aren't sure about whether or not to bring your child to care, please call the center to discuss it. Confirmed allergy related symptoms and non-communicable illnesses typically will not require exclusion.

### ***Suspected Abuse/Neglect***

All staff members/volunteers of L.E.A.D. are Georgia-mandated reporters of child abuse and neglect. We are required, by law, to report any suspected instances of child abuse and/or neglect to the local Department of Family and Children Services.

If a staff member is accused of abuse or neglect of a child in the program, Bright from the Start will be contacted and requested to provide direction and guidance to protect the rights of all concerned.

Rule 591-1-1-.46 Exemptions

(1) All programs providing group care for children shall obtain either a license or a commission for an early care and education program or an exemption from the department, as applicable. Any person or entity operating or planning to operate such a service believed to meet the criteria for exemption from licensure, as listed below, shall apply to the department for exemption by submitting the department's application for exemption.

L.E.A.D. Inc. is not required to be licensed and does not have a license due to our exempt status with the Bright From the Start licensing agency.

THANK YOU!

Thank you for the opportunity to serve your family. We look forward to a long, positive relationship!

I have read and understand the Parent Handbook. I fully agree to comply with all policies and procedures as set forth. I understand that this document will be available on the website for review.

I further understand my signature acknowledges I have received notice of L.E.A.D.s exempt status with Bright From the Start.

Please sign and return with your Application for Enrollment.  
Your application will not be considered until signed and submitted.

Parent Signature \_\_\_\_\_

Date Signed \_\_\_\_\_