

Parent Handbook



sproutlings

PEDIATRIC DAY CARE & PRESCHOOL

Welcome to Sproutlings!

The Parent Handbook is designed to offer a full explanation of our child-centered philosophy, the various programs we offer, and the policies and procedures we have in place to make your Sproutlings experience positive, enjoyable and enriching.

We strive to make every effort to accommodate your family and to assist you in making adjustments to time away from home. To that end, we offer an “open door” should there ever be a need to clarify or elaborate on any questions or concerns you may have.

Thank you for having the confidence in us to provide an exceptional away-from-home environment for your child. We look forward to getting to know you and having you as a part of our growing Sproutlings family!

Sincerely,

A handwritten signature in white ink that reads "Amber Zambrano". The script is cursive and fluid, with the first name "Amber" and last name "Zambrano" clearly distinguishable.

Amber Zambrano

Director of Education and Operations

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Our Philosophy: Opportunity for Growth

Sproutlings provides a learning environment that allows each child to grow and develop at his/her level of ability. Our staff is here to offer your child love, security, acceptance, values, self-control, independence, protection and guidance—while earnestly involving him/her in the excitement of learning.

Each class curriculum is designed specifically to develop the positive self-image of children in an age- and ability-appropriate manner. To that end, a wide variety of experiences is planned to give each child multiple opportunities for success.

The Sproutlings program provides for the total child, focusing on particular needs within their social, emotional, physical and mental development.

In the pro-social program each child experience includes music, art, literature, physical education and creative movement. Our curriculum also includes play, through which he/she becomes a more mature, capable person, ready for the next step in his/her development.



Our fully inclusive approach allows every child to learn, play, heal and grow with one another, as they share teaching areas, facilities and play areas. We strongly believe interaction is key to the well-being of every child – regardless of abilities.

In the area of social development, our goals for your child are to:

- grow in ability to work and play with others—play is the work of children, it allows children to learn...and learning is fun
- respect personal and property rights of others
- develop an attitude of kindness, cooperation, courtesy and helpfulness toward others
- accept appropriate individual and social responsibility in a small-group environment
- build problem-solving skills

To help your child build emotional intelligence as he/she grows, we will work on these areas:

- gradual maturation in both emotional responses and self-discipline
- properly express emotional responses
- become progressively independent
- develop self-confidence

Our primary means of encouraging mental development are:

- fostering a love for learning
- creating an exciting place that enhances independent thinking, drawing conclusions, making choices and experimenting
- broadening the range of interests through exposure to multiple experiences
- nurturing powers of language and self-expression
- increasing ability to concentrate
- encouraging creativity and improving his/her skills

Within the area of physical growth, your child will:

- participate in a variety of both fine and gross motor activities
- establish desirable health habits
- know and follow simple rules of safety

Policies and Procedures

At Sproutlings, our goal is to provide a safe, nourishing environment where children can reach their highest potential. We have developed policies and procedures to ensure quality care that benefits and protects all children enrolled in Sproutlings. On the following pages, you'll learn more about what you can expect from our program and our staff, as well as your responsibilities to help your child get the most from Sproutlings.



This icon designates information pertaining to medically fragile children and those enrolled in the Prescribed Pediatric Extended Care (PPEC) program.

Hours of Operation — Sproutlings is open from 7 am to 5:30 pm, Monday through Friday.

Classrooms — Each child will be assigned to an age-appropriate classroom to provide him/her with peers, resources, programming and curriculum targeted to his/her development. Classrooms will be re-assigned as your child ages and develops, as openings become available, and according to the desires of the parent/guardian.

Eligibility — Sproutlings accepts children from the age of six weeks through pre-kindergarten. Sproutlings does not discriminate against any applicant based on race, creed, national origin, sex, disability or affiliation. If a parent/guardian wishes for their child to repeat their pre-kindergarten year, the Director must be informed in writing by the end of August of the child's current pre-kindergarten year. Second year pre-kindergarten will be based on availability. If your child is not attending Sproutlings next year a spot is not guaranteed after students transition to new classrooms at the start of the school year.

Arrival and Departure — Children may arrive as early as 7 am and no later than 10 am. Please notify an administrative team member if your child will arrive later than he/she usually arrives or will not attend that day so we may make proper staffing accommodations. Dropoff is not permitted after 12 pm. If your child misses the 12 pm cutoff due to an appointment the child can be dropped off at 2:30 pm but must have a doctor's note. Pickup is only allowed during rest time if advance notice is given. Older children are prohibited from entering the infant room.

A responsible adult should always escort your children into and out of the building using the secure access card or FOB provided. All children must be signed in and out daily at the computer kiosk, using a code designated for each parent/guardian.

A parent, guardian or authorized adult must pickup each child. No child should be removed from the building without staff being made aware of each child's departure. A person who is not known at Sproutlings will be required to show a driver's license for identification and must be listed on the child's Enrollment Form as being an authorized alternative. No child will be released to an unauthorized person.

Please do not leave any children in your vehicle unattended during pickup and dropoff.

Daily Attendance — Please notify staff if your child will be late or absent so that staff can be properly allocated.



Children that participate in the PPEC program must attend for at least 4 days per week and at least 5 hours per day.

Meals — Meals provided at Sproutlings are designed by a registered dietician to meet the USDA federal food guidelines. Menus are available. Please discuss any special dietary restrictions with the classroom teacher or Sproutlings management. If you would like your child to be fed, please arrive no later than 15 minutes prior to the end of mealtime.

Clothing — To avoid confusion, **all clothing** (including sweaters, jackets, hats, mittens, etc.) **should be clearly labeled with your child's name**. Hats may not be worn in the classroom.

Rest Time — Each child is expected to rest (sleep when possible) after lunch each day for a reasonable period, not to exceed two hours. To help your child's rest time, please provide a favorite blanket labeled with his or her name; these will be laundered each week.

Dropoff is not permitted during rest time. Please also avoid picking up your child during rest time since it may disrupt those children who are napping. If you need to pickup your child during this time, please advise the teacher in advance to keep from disturbing the other children.

Play — Play is a vital part of a child's growth. Children will be taken outside to various areas around our entire campus each day except when it's too cold, wet, extremely hot or the pollution index is considered dangerous. Sproutlings follows the Child Care Weather Watch Index. When your child's class goes outside, the whole class goes outside. When needed, please apply sunscreen to your child before arrival for morning play. Please dress your child appropriately for the weather. Children will also be taken into other community buildings on campus on a regular basis.

Center Guests — Sproutlings will often arrange for special guests to come into the center to offer enriching experiences. In addition, the children will occasionally be taken on an on-campus excursion that will enhance their classroom experience.

Parent Visits — Parents and authorized adults are encouraged to join your child for special events or any Sproutlings activities. You are welcome to observe your child, unannounced, at any time.

Policies and Procedures (continued):

Volunteers — Volunteers occasionally assist Sproutlings staff with special activities and daily operations. They are monitored at all times. If you are interested in volunteering at Sproutlings, please let management know as soon as possible. A Child Abuse and Neglect Check, a Tuberculosis test and a Criminal Record Check are required for all volunteers.

Students — Nursing / therapy students frequently have clinicals at Sproutlings. They will be observing teachers / nurses, student activity and the environment. Additionally they will be interacting with staff and students, integrating strategies learned from their coursework and receiving supervision / feedback from their school's leaders / teachers. A Child Abuse and Neglect Check, a Tuberculosis test and a Criminal Record Check are required for all students.

Birthdays — This is a special day in your child's life and we encourage you to make arrangements with his/her teacher to celebrate. You may send a treat for this special occasion; however, due to health regulations, **all items must be store-bought rather than homemade, items must be peanut-free and items must not be processed in a peanut facility.**

Toys — Children are welcome to bring a personal stuffed animal or lovey to enjoy during nap time. However, **children should not bring toys or books** to the program in order to avoid potential conflict with other children. Sproutlings cannot be responsible for personal items that may be damaged or lost. In addition, it may be necessary for the teacher to remove items from the child's possession until the end of the day.

Cloth Diapers — Cloth diapers are welcome in the infant room (6 weeks - 12 months) only. They are prohibited in classrooms ages 1 and older.

Discipline — Sproutlings will strive to teach your child self-discipline. Our guidance techniques are appropriate to age and level of development of each child. Children are expected to interact in a way that is safe for themselves and safe for others. A variety of methods will include positive reinforcement, redirection, breaks and helping the children solve their own problems.

Children are made aware of expectations through the consistent use of clearly defined limits. No physical or harsh verbal discipline will be used. Physical discipline such as spanking is not permitted by staff or parents/guardians on Sproutlings property. Should continual behavior problems occur, a meeting will be held between staff and parents/guardians. At that time, we will work together to determine an appropriate course of action that is agreeable and effective. Behavior issues will be dealt with on a case-by-case basis. Sproutlings reserves the right to remove a child from the program if the child and/or parent/guardian is unable to adjust to and function within the program.

Biting Policy — Sproutlings recognizes that biting is a natural developmental stage that many children go through. The safety of the children at the center is our primary concern. If a biting occurrence happens more than three times in one day or draws active blood, the parent/guardian will be called to pick up the biting child. The child may return in 24 hours from the time of pickup. If a student is sent home three times for biting, the following steps will be taken:

- a conference will be held to develop a plan of action
- the evaluation period will be put into place for a determined amount of time by both the Director of Education and the Director of Nursing at the conference
- at the end of the evaluation period, the Director of Education and the Director of Nursing will conduct a review to determine if the student will be allowed to remain in the classroom.

If it is deemed in the best interest of the child, the center, and/or the other children, the child may be discharged from Sproutlings for the duration of the biting stage. Written notification will be given to the parents before this action will be taken.

Toilet Training — You may see the following signs of readiness for toilet training:

- child can indicate when s/he is wet or dry
- child remains dry for longer period of time
- child asks to use the toilet or potty chair
- child can remove and replace their own diaper or pull-up
- child has had success with toilet training with very few accidents

When you see these signs, we ask you to talk with your child's teachers and discuss how you and the staff can best help the child practice and master this skill. We will want to know what words your family use for toileting and we'll talk about when to have your child transition to pull-ups or underwear. We do require pull-ups or underwear to be worn during this time for sanitary purposes. During the toilet training process, we will always use a positive approach. It is common for children to either progress or regress while training. Stress or changes at home or school can delay the process, some children are ready earlier than others. The most important approach is the one that works best for your child and maintains their self-esteem.

Right of Dismissal — Sproutlings reserves the right to dismiss a child due to non-compliance with the policies by the parent/guardian or if circumstances warrant. The child will be dismissed with two weeks' notice. In extreme circumstances, immediate dismissal will be given at the discretion of Sproutlings management. Refer to the Late Payment Fees for financial obligation dismissal.

Staff/Parent Interaction – Sproutlings asks that parents and all visitors to the center act with dignity and respect during all interactions. We reserve the right to dismiss an individual for any inappropriate behavior.

Communication – Sproutlings considers it essential for you and our staff to work as partners to encourage the maximum growth in all areas of your child's development. It is vital for you to check in with teachers regularly to stay informed. Daily reports are available electronically each afternoon.

Classroom teachers will conduct conferences to discuss your child's progress, as requested.

If there are concerns, we will be happy to schedule a conference with you. We prefer not to discuss behavioral problems in front of children; therefore, private conversations may be needed.

Policies and Procedures (continued):

We cannot accept verbal messages from children. **If you need to get a message to us, please connect with your classroom teachers, call the office at 502.753.8222, or via the *brightwheel* app.**

Please visit our Facebook page at facebook.com/sproutlingsdaycare.



Sproutlings staff will provide regular updates regarding your child's educational and therapy programs. Parent-Nurse conferences will be scheduled as needed to discuss and update the child's Protocol of Care as well as discuss any family thoughts or concerns. Care-related conferences will be held as needed; please call 502.753.8222 to schedule.

Resources — As your child's care provider, we will make referrals to appropriate resources throughout the community. We will provide you with social, educational and financial services upon request and have a variety of pamphlets, educational material and resource information in the Sproutlings lobby area. Please utilize our resources and ask our staff about our curriculum and activities you can do at home to supplement your child's learning and therapeutic needs. Our PPEC Policy and Procedure Manual is available to the public and is located in the front office.

Surveillance Equipment and Recording Policy — Sproutlings prohibits the installation, possession, or use of surveillance equipment or surveillance systems of any kind on Sproutlings premises. To protect the privacy, safety, and dignity of all students, families, and team members, video or audio recordings may not be made, and audio or video may not be transmitted, on Sproutlings premises without express authorization from Sproutlings.

If Sproutlings identifies any prohibited video or audio recording or surveillance device in the possession or use of a student, parent, guardian, or other individual on the premises, Sproutlings may require the device to be removed immediately. Any action that violates this policy may be reportable to applicable state or regulatory agencies and may result in disciplinary action, up to and including the child's disenrollment from Sproutlings.

Suspected Child Abuse/Neglect — In accordance with state regulations, Sproutlings staff is required to report any suspected abuse or neglect to Child Protective Services. Per Kentucky state law, staff, parents / guardians, volunteers and other Sproutlings guests who suspect abuse, neglect or dependency may report it by calling 877.597.2331.

Custody Disputes — In case of a custody dispute, Sproutlings will not undertake the decision of legal and physical custody of a child, but will rely on the information provided by the enrolling parent/guardian. Copies of legal documents regarding custody must be provided by the custodial parent/guardian; these documents will be maintained in the child's file.

Holidays — New Year's Day, Memorial Day, Labor Day, Juneteenth, Fourth of July, Thanksgiving Day and the day after, Christmas Eve, Christmas Day and New Year's Eve are the holidays observed by Sproutlings. Should any of these holidays occur on a weekend, Sproutlings management will determine closing days.

Parents/Guardians will be notified in advance of such decisions and any other changes to the holiday schedule.

Professional Development Days — Sproutlings will be closed for staff training and professional development. Notice of professional development days will be provided at the start of the school year. Tuition is charged for these days.

Vacation — One week of tuition-free vacation per calendar year, taken in a one-week increment may be requested. Two weeks' notice is required. If you plan to take more than one week, please refer to Temporary Withdrawal for procedures.

Withdrawal — A Withdrawal Form must be completed at least 30 days in advance of your child's permanent withdrawal. If your child is withdrawn from Sproutlings and then re-enters the program, the registration fee must again be paid (except for Temporary Withdrawal). If you withdraw your child permanently, you will be charged for 30 days after giving notice, even if your child does not attend. If your child is not attending Sproutlings next year a spot is not guaranteed after students transition to new classrooms at the start of the school year.

Temporary Withdrawal — Temporary withdrawal of no less than two weeks and no more than two months is available under certain circumstances. To reserve a place for your child, a Temporary Withdrawal form with the expected return date must be submitted at least two weeks prior to withdrawal with prepayment of one month's tuition. The prepayment will be applied to the month your child returns. Prepayments will not be refunded if the child does not return. No partial refund of the prepayment will be issued.

Closings and Early Dismissals — Closings and early dismissal for situations are at the discretion of Sproutlings management. Parents/Guardians will receive a text message with information.

Safety — Sproutlings staff perform regular fire, tornado, lockdown and earthquake drills to familiarize children and staff with proper exit procedures. In the event of severe weather, it is safer for both parents/guardians and children to remain where they are at the time of the alert. Sproutlings has established safe places within the building and on the Masonic Homes Kentucky campus for all children to go in an emergency.

Masonic Homes Kentucky's security staff provides 24-hour monitoring and assistance at the Louisville Campus. Security cameras monitor Sproutlings at all times and are reviewed by security when necessary.

Licensing — Sproutlings is licensed for traditional and Prescribed Pediatric Extended Care programming by the Kentucky Cabinet for Health and Family Services. The center has also been inspected by the Louisville Metro Department of Health and the state fire marshal's office.

Health and Wellness

Your child's safety and health are important to everyone. The following guidelines are in place to keep wellness a top priority and to limit illness.

Accidents or Emergencies — In case of a minor accident, your child will receive First Aid and you will be provided with a report of the incident that day. If necessary, you will be notified as soon as possible. If it is a life-threatening incident, proper emergency procedures will be followed by staff that are trained in CPR and First Aid. Please keep your child's information up-to-date, including the physician's name, phone number and hospital of preference. Please be sure you have completed the emergency medical treatment portion of your child's Enrollment Form. **Current contact information for both parents/guardian(s), as well as an alternate contact person, is vital.**

Immunization — Each child is required to be vaccinated and have a current immunization certificate on file in the office within 30 days of enrollment. Updated certificates should be provided to Sproutlings within two weeks of a required immunization.

Third-Party Therapy Sessions — If your child receives therapy sessions from an outside service agent we are happy to work with you in scheduling these sessions during your child's regular time within our program. You will need to sign a permission slip for your child to participate. The service agent will be asked to sign in and out to enter Sproutlings and to specify the child receiving services. A parent/guardian is able to attend therapy sessions as needed.

Medication Administration — A Medication Permission Form may be obtained from the classroom staff. Staff members will dispense medication prescribed by a physician if the medicine is in the original container (with the original prescription label) and has clear instructions. Medication is given only when the Medication Permission Form has been completed and signed daily by the parent/guardian for continuous administration. Sproutlings is not allowed to dispense over-the-counter medication without a Medication Permission Form indicating dosage and exact time for it to be given for each day. No medications will be given "as needed."

Protocol of Care — A Protocol of Care will be customized for each medically fragile child. Updates to your child's Protocol of Care, including new or changed medication orders, must be signed by a physician and clearly communicated to Sproutlings nursing staff as soon as possible. Medications will not be administered unless an updated Protocol of Care is signed by a physician. It is your responsibility to inform Sproutlings nursing staff of any and all changes in the child's care; these changes may include, but are not limited to, medication and treatment changes, additional physicians providing care for the child or any other health-related information described in the child's Protocol of Care.



Medical Supplies — All necessary medications, equipment and supplies must be provided to allow the child to function while in attendance at Sproutlings. These supplies include, but are not limited to, durable medical equipment (pumps, suction machines, nebulizer machines), disposable medical equipment used in care (suction catheters, urinary catheters, gauze pads, colostomy supplies, specialized feeding supplies including specialized formulas, bags, syringes, pumps, spare Mic-key button, nebulizer mask and tubing, diapers, etc.), and all emergency equipment pertinent to your child (spare trach, suction, oxygen, ambu bag). Prescribed medications must be contained in pharmacy-issued packaging with all required patient information visible and legible.



Illness — Children who are ill must remain home. You will be asked to pick up your child if he/she experiences a fever of 100 degrees or more, is vomiting, has diarrhea, is lethargic or at the staff's discretion. If a child becomes ill at Sproutlings, **he/she should be picked up within one hour of being notified.** A child may return to Sproutlings after being symptom- or fever-free without fever-reducing medications for **at least 24 hours.** If the child was seen by a physician, a prescription stating that the child may return to Sproutlings is required. For the health and safety of all Sproutlings children, please follow the recommendations made by staff to help limit exposure to illnesses.

Children should remain at home, or may be sent home, if they have any of the following symptoms:

- a fever
- acute cold, coughing, sneezing and/or runny nose
- sore throat
- skin eruptions or rashes
- nausea and/or vomiting
- diarrhea
- is lethargic
- staying awake outside of rest time

Please use the following guidelines for determining when your child may return to Sproutlings after contracting any of these communicable diseases:

Disease	Return to Program
Diarrhea/ vomiting	24 hours after last incident
Fever	24 hours after being fever-free without medication
Pink Eye/ Conjunctivitis	24 hours after starting medication with a doctor's verification of treatment
Strep Throat	24 hours after starting antibiotics
Hand-foot-mouth	24 hours after being fever-free without medication and without open blisters
Rashes and infected skin spots	With a doctor's note stating the spots or rashes are not contagious
Flu	48 hours after being fever-free without medication and must consult with Sproutlings management before returning
RSV	48 hours after being fever-free without medication and must consult with Sproutlings management before returning
Lice	24 hours after treatment

Hospitalization — If your child is hospitalized, a copy of the discharge summary, including a prescription stating that your child may return to Sproutlings, must be given to staff the day your child returns. Tuition will be suspended for the first week if a child is hospitalized for a week or more. Full tuition must be paid for additional absence to reserve the child's place. (See Temporary Withdrawal for additional information. Please discuss extenuating circumstances with Sproutlings management.)

Tuition, Fees and Payment Plans

Tuition — Tuition is specified on the Pricing Sheet. Rates are based on classroom enrollment rather than the child's specific age. Rates are set each school year to reflect state-mandated child-to-staff ratios. They are subject to change with 30 days' notice. Tuition is not refunded for daily absences, holidays or professional development days. Tuition will not be refunded for inclement weather days or for health-related issues unless Sproutlings is closed for three or more days. If you withdraw your child permanently, you will be charged for 30 days after giving notice.

Annual Fees — In addition to tuition, an annual registration fee and supply fee are charged.

Payment Plans — Sproutlings offers payment plan options including recurring payments paid by credit card, bank draft or check.

Discounts — A tuition discount is available for advance payment of a full year's tuition. Families with more than one child attending will receive a 10% discount off of the oldest child's tuition. Families with more than two children attending will also receive a 5% discount off of the second-oldest child's tuition. Masonic Homes Kentucky employees receive a discount off each child's tuition. Your eligible discount will be determined at the time of your enrollment. Masonic Homes Kentucky employees must pay by payroll deduction.

Late Payment Fees — Tuition is to be paid as specified in your Payment Plan. Your payment is considered late if it is not received within three business days of your specified due date. A late payment fee of \$25 per payment period will be assessed on all past due accounts. A meeting with you and Sproutlings management will be scheduled to discuss past due payments. If no payment is received within ten business days, the child may not return to the program unless acceptable payment arrangements have been made. There is a \$25 charge on returned checks. After a second returned check, Sproutlings will not accept personal checks.

Late Pickup Fees — Parents/Guardians who pick up their child after Sproutlings closes will be assessed a late charge of \$1 per minute for the first 10 minutes and \$4 per minute after 10 minutes. This fee will be added to the following tuition charge. If excessive late fees occur, those fees will increase to \$4 per minutes after 5:30 pm and Sproutlings reserves the right to dismiss a child due to non-compliance.

Children's and Parent's Rights

Pursuant To KRS 199.898

(1) All children receiving child care services in a day-care center licensed pursuant to KRS 199.896, a family child-care home certified pursuant to KRS 199.8982, or from a provider or program receiving public funds shall have the following rights:

- a. The right to be free from physical or mental abuse;
- b. The right not to be subjected to abusive language or abusive punishment; and
- c. The right to be in the care of adults who shall meet their health, safety, and developmental needs.

(2) Parents, custodians or guardians of these children specified in subsection (1) of this section shall have the following rights:

- a. The right to have access to their children at all times the child is in the center and access to the provider caring for their children during normal hours of provider operation and whenever the children are in the care of the provider;
- b. The right to be provided with information about child-care regulatory standards and how to file a complaint;
- c. The right to file a complaint against a child-care provider without any retribution against the parent, custodian, guardian or child; and
- d. The right to review and discuss with the provider any state reports and deficiencies revealed by such reports.

(3) The child-care provider who is licensed pursuant to KRS 199.3896 or certified pursuant to KRS 199.8982 shall post these rights in a prominent place and shall provide a copy of these rights at the time of the child's enrollment in the program.

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