
JOYFUL JOURNEYS CHILD ENRICHMENT CENTER

Parent Handbook

WELCOME

We are pleased to welcome your family to Joyful Journeys Child Enrichment Center and hope you will find our highly trained and experienced staff loving, nurturing and committed to enriching your child/children. Our employees are the most loving and creative individuals in the industry, and we are honored to add your child/children to our family. Please take the time to review the Parent Handbook which includes our philosophy, mission and goals for each child in our care. We are looking forward to meeting your child/children and developing a lifelong relationship with your family.

Marissa Taylor
Owner

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ABOUT US

Philosophy

Joyful Journeys is committed to providing a loving and nurturing environment for children where all learning is a joyful experience. We view each child as an individual with their own developmental needs. Our staff has been chosen first and foremost for their love of children. Webster's dictionary defines love as, "A strong, positive emotion of regard and affection." Joyful Journey's Owners, Directors and Staff will build your child's development around this essential need. Every decision made for your child will focus on love, nurturing and the positive reinforcements needed to establish a strong foundation.

Mission Statement

"Love and nurture them first, then teach them."

Certification

Annual License through Bright from the Start.

Hours of Operation

Child care services are provided from 6:30 AM to 6:00 PM Monday through Friday.

Holidays

We are closed for certain holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the Friday after, Christmas Eve and Christmas Day. No discount from tuition will be made for holidays.

Definition of Family

In this handbook we refer to family as a parent, legal guardian, sponsor or anyone else who provides for the well-being, best-interest and responsibility of the child in our care.

Admission & Enrollment

All admission, copy of shot record, copy of birth certificate and enrollment forms must be completed and enrollment fee paid prior to your child's first day of attendance.

An enrollment fee of \$150.00 is due at the time of enrollment. This fee is non-refundable.

Based on the availability and openings, our facility admits children from 6 weeks to 12 years of age.

Children are admitted without regard to race, culture, sex, religion, national origin or disability. We do not discriminate on the basis of special needs as long as a safe, supportive environment can be provided.

If your child has an identified special need, please make sure all documentation is attached to the enrollment form.

Inclusion

Joyful Journeys CEC believes that children of all ability levels are entitled to the same opportunities for participation, acceptance and belonging in child care. We will make every reasonable accommodation to encourage full and active participation of all children in our program based on his/her individual capabilities and needs.

Non-Discrimination

At **Joyful Journeys CEC** equal educational opportunities are available for all children, without regard to race, color, creed, national origin, gender, age, ethnicity, religion, disability, or parent/provider political beliefs, marital status, sexual orientation or special needs, or any other consideration made unlawful by federal, state or local laws. Educational programs are designed to meet the varying needs of all students.

Confidentiality

Unless we receive your written consent, information regarding your child will not be released with the exception of that required by our regulatory and partnering agencies. All records concerning children at our program are confidential.

Child to Staff Ratios

Children are supervised at all times. All caregivers receive scheduled breaks which reduce fatigue and help to ensure alertness.

We maintain the following standards for child to staff ratios:

Age	Child to Staff	Maximum Group Size
0-12 months	<u>12/2</u>	<u>12</u>
1 year olds	<u>16/2</u>	<u>16</u>
2 year olds	<u>20/2</u>	<u>20</u>
3 year olds	<u>30/2</u>	<u>30</u>
4-5 year olds	<u>14/1</u>	<u>14</u>
6-8 year olds	<u>14/1</u>	<u>14</u>
9-12 year olds	<u>14/1</u>	<u>14</u>

Communication & Family Partnership

Daily Communications. Daily notes from center staff will keep you informed about your child's activities and experiences at the center. Notes will be placed into your child's cubby at the end of the day.

Bulletin Boards. Located in the hallway and lobby bulletin boards provide center news, upcoming events, holiday closing dates, announcements, etc.

Newsletters. Monthly newsletters provide center news, events, announcements, etc. These newsletters are available at the lobby desk for your taking.

Email. We encourage you to provide an email address that you use regularly so that we may send you announcements, event invitations, newsletters and general updates.

Family Visits. Family participation is encouraged. Visit our classrooms, volunteer, come along on a field trip, or eat a meal with your child.

Conferences. Family & teacher conferences occur twice a year for our four-year olds. During these conferences, we will discuss your child's strengths, likes and dislikes, and styles of learning. We will work together to set goals for your child's growth and development. You may request additional conferences regarding your child's progress at any time. We encourage you to communicate any concerns.

CURRICULUM & LEARNING

Learning Environment

We provide a rich learning environment incorporating the Pinnacle curriculum that is developmentally appropriate to the specific ages in each classroom. We strongly believe that learning happens through play. Learning and exploring are hands-on and are facilitated through interest areas. Our program is designed to enhance children's development in the following areas: creativity, self-expression, decision-making, problem-solving, responsibility, independence and reasoning. We encourage openness to that which is different from us, and the ability to work and play with others.

Copies of daily schedules are posted in each classroom.

Outings & Field Trips

From time to time, there will be supervised field trips, and we encourage you to join your child on the trip. *Permission Slips* for each trip must be signed by the child's family.

For field trips, please dress your child appropriately for the season. Walking shoes are a must. Sandals and flip-flops are not appropriate for walking and make it difficult for your child.

The safety of children and staff will be guarded in all activities of child care programs. Proper restraint systems (booster seats) and the correct use of them are critically important during travel to/from field trips.

Transition

Your child's transition in child care should be a positive and exciting learning adventure. We will work with you and your child to ensure that the smoothest possible transition occurs as new routines and new people are introduced.

Transition from home to center. Prior to your child's first day, you will have an opportunity to tour the center, meet with your child's peers and teachers, and communicate any anticipated concerns. At this time please share the best communication methods that the teacher may use to reach you.

Transition between learning programs. Children are transitioned to the next classroom based on age, developmental readiness, state licensing requirements and space availability.

Television Time

Our normal daily routine does not include television watching. Television consumption will not be longer than 30 minutes per week. Programs will consist of non-violent and high-quality educational material. Our focus is to provide your child a positive experience with increased understanding of the world.

Multiculturalism

Multiculturalism is vital for all children because it sets social goals and promotes respect for all people and the environment we inhabit. We utilize books, music, games and a wide range of activities as aids to teach our children respect for our world and the diversity of life upon it.

Celebrations

Our celebration policy encourages an enhanced understanding of and respect for different cultures and beliefs of children, families, staff and community. Birthdays are important days for young children, and we share your desire to make your child's day a special one. We celebrate birthdays during regular afternoon snack times. Parents may provide a special snack for all the children, with advance notice to your child's teacher, and are encouraged to participate in the celebration. Since certain children have severe food allergies, please speak with your child's teacher ahead of time about the appropriateness of the snack. Peanuts, peanut butter and snacks with peanuts in them are prohibited due to the severity of the allergies associated with that food.

Rest Time

Infants sleep according to their own schedule and are put to sleep on their backs only. Joyful Journeys follows the state guidelines and prohibits anything from being put into the child's crib with them other than a blanket that is tucked in at the bottom and sides of the mattress. Adequate rest or quiet time is a very important part of a young, growing child's day. When your child enters the one-year-old room and up, a rest period will follow lunch each day. Each child is assigned their own mat and encouraged to sleep or rest for a period of one to two hours. Children that do not nap are allowed to quietly read a book, play with puzzles or participate in other quiet activities. Per State of Georgia regulations, pillows are not allowed for children two years of age and under.

Toilet Training

The most important factor in making the toilet learning experience successful and as stress free as possible is a family/teacher partnership that supports the child. Research indicates that children cannot successfully learn how to use the toilet until they are physically, psychologically and emotionally ready. Many pediatricians say that most children under 24 months of age are not physically capable of regulating bladder and bowel muscles. Most positive toilet training occurs only after children show signs of physical control or awareness of their bodily functions and when they demonstrate an interest or curiosity in the process. We are committed to working with you to make sure that toilet learning is carried out in a manner that is consistent with your child's physical and emotional abilities and your family's concerns.

GUIDANCE

General Procedure

Thoughtful direction and planning are used to prevent problems and encourage appropriate behavior. Communicating consistent, clear rules and involving children in problem solving help children develop their ability to become self-disciplined. We encourage children to be fair, to be respectful of other people, of property, and to learn to understand the results of their actions.

Acts of Aggression and Fighting

Children are guided to treat each other and adults with self-control and kindness. When a child becomes physically aggressive, we intervene immediately to protect all of the children.

Our usual approach to helping children with challenging behaviors is to show them how to solve problems using appropriate interactions. When discipline is necessary, it is clear, consistent and understandable to the child.

Physical restraint is not used or permitted for discipline. There are rare instances when we need to ensure a child's safety or that of others and we may restrain a child by gently holding him or her only for as long as is necessary for control of the situation.

Notification of Behavioral Issues to Families

If a child's behavior/circumstance is of concern, communication will begin with the parents as the first step to understanding the child's individual needs and challenges. We will work together to evaluate these needs in the context of our program.

On rare occasions, a child's behavior may warrant the need to find a more suitable setting for care. Examples of such instances include:

- A child appears to be a danger to others.
- Continued care could be harmful to, or not in the best interest of the child as determined by a medical, psychological or social service personnel.
- Undue burden on our resources and finances for the child's accommodations for success and participation.

TUITION AND FEES

Payment

Payment is always due in **advance with no deduction for any absences, holidays, or closures** due to inclement weather, power outages, or other situations beyond our control. Payment is due by Tuesday of each week by 6:00pm. Joyful Journeys accepts debit cards, checks, cash and money order/cashier checks as forms of payment. We accept credit cards with a 3% fee added. We do not pro-rate for any absences.

Late Pick-up Fees

Late pick-up is not a normal program option and will only be considered an exceptional occurrence. Late fees of \$5 per minute will be assessed beginning at 6:00 PM and will be due upon arrival. If your child has been late more than 3 times in a 6-month period, they are subject to disenrollment.

Special Activity Fees

From time-to-time there will be additional fees associated with special activities or field trips. These fees are due prior to the event, activity or trip.

Late Payment Charges

Late payments can pose serious problems for our programs. Therefore, we have put procedures in place to reduce their impact.

If payment is not received on the day that it is due, a late fee of \$40 will be added on Wednesday of that week and if still unpaid, another \$40 fee will be added on Friday of that week. If your account has not been paid in full by Friday of that week, your child will not be allowed in the center.

Returned Checks/Rejected Transaction Charges

All returned checks or rejected ACH (automatic debits) transactions will be charged a fee up to the maximum amount allowed by law. This charge may be collected electronically. Two or more returned checks or rejected transactions will result in your account being placed on "money order or cashiers check only" status.

Registration

A fee of \$150.00 for the first child and \$115.00 for each additional child is due upon enrollment and annually in May.

ATTENDANCE & WITHDRAWAL

Absence

If your child is going to be absent or arrive after 10 AM, please call us at 706-507-7891. We will be concerned about your child if we do not hear from you.

Vacation

All children who have been enrolled for 12 months will receive one free week credit per year. The credit is offered after the child has been enrolled for one year and will renew on the anniversary of the enrollment date. You may use this week in ½ week increments or all 5 days. If you choose to use the ½ week increments, your child may only be in the center for 2 of the days that week. While using a full vacation week, your child may not be present in the center during that time period.

Withdrawals

A written notice, 2 weeks in advance, is required by the center when a child is being withdrawn. Failure to notify will result in additional fees.

Closing Due to Extreme Weather

Should severe weather or other conditions (i.e., snow, storms, floods, tornadoes, hurricanes, earthquakes, blizzards, loss of power, loss of water) prevent us from opening on time or at all, notification to the families will be announced on our answering machine and WTVM.

If it becomes necessary to close early, we will contact you or your emergency contacts as soon as possible.

DROP-OFF AND PICK-UP

General Procedure

We open at 6:30 AM. Please do not drop-off your child prior to the opening. Parents are expected to accompany their children to their classroom and sign them in the building.

We close at 6:00 PM. Please allow enough time to arrive, sign your child out, and leave by closing time.

Authorized & Unauthorized Pick-up

Your child will only be released to you or those persons you have listed as Emergency and Release Contacts. If you want a person who is not identified as an Emergency and Release Contact to pick-up your child, you must notify us in advance, in writing. Your child will not be released without prior written authorization. The person picking up your child will be required to show a picture ID as verification. Please notify your pick-up person of our policy.

If a child has not been picked up after closing and we have not heard from you, attempts will be made to contact you, and the contacts listed as Emergency and Release Contacts. Provisions will be made for someone to stay with your child as long as possible. If after 30 minutes we have not been able to reach you or a person listed as an Emergency and Release Contact, we will call the local child protective services agency.

Right to Refuse Child Release

We may refuse to release children if we have reasonable cause to suspect that any person picking up a child is under the influence of drugs or alcohol or is physically or emotionally impaired in any way that may endanger the child. We may also refuse to release the child if adequate safety seating is not provided. To protect your child, we may request that another adult listed as an Emergency and Release Contact pick-up the child or we may call the police to prevent potential harm to your child. Reoccurring situations may result in the release of your child from the program.

PERSONAL BELONGINGS

What to Bring

- **Infants:** Enough clean bottles (labeled and dated with current date) for a day's use, at least 6 diapers per day, and at least 2 changes of clothes per day.
- **Toddlers:** Six diapers and at least two changes of clothes per day and a labeled sheet and blanket.
- **Older Toddlers:** At least two changes of clothes or more per day if going through the toilet training program and a labeled blanket and sheet.
- **Preschoolers:** At least one change of clothes, socks and shoes.

Please label all items brought from home with your child's name (i.e., clothes, bottles, diapers, pacifiers, crib sheet, blanket, etc.) to prevent items from becoming misplaced or lost. We are not responsible for lost or damaged items.

Cubbies

Upon enrollment each child will be assigned a “cubby.” Cubbies are labeled with your child’s name. Please check your child’s cubby daily for items that need to be taken home.

Lost & Found

If something is lost or misplaced, please let the front office know and we will make every effort to locate it. Please note that we are not responsible for lost personal property.

Toys from Home

We request that you do not allow your child to bring toys from home into the center unless they are part of a show-and-tell activity.

NUTRITION

Foods Brought from Home

We request that you do not bring food from home into our center unless it is for a specific event; i.e.; birthday event, holiday etc. Also, please remember that there are peanut allergies in the center so please be very mindful of the ingredients in things brought to the center.

Breakfast for our one-year old rooms and up is served from 8:00am to 8:25am. Our daily schedules do not allow us to hold breakfast or serve breakfast in the rooms after this time. If your child comes in after 8:25 needing to be fed, you will need to provide the food and stay with them in our after-school room until they finish.

Food Allergies

If your child has a food allergy, your child’s physician must notify us in writing so that we can make appropriate substitutions. The written notification should list appropriate food substitutions and must be updated every six months.

Food allergies can be life threatening and each child with a food allergy should have an action plan for emergency care completed by the family physician.

Infant Feedings

Infant feedings follow these procedures:

- Bottle-fed infants are fed while being held or sitting up.
- Infants are fed “on demand” to the extent possible (at least every 4 hours and usually not more than hourly).
- Expressed breast milk may be brought from home if frozen or kept cold during transit. Fresh breast milk must be used within 48 hours. Previously frozen, thawed breast milk must be used within 24 hours. Bottles must be clearly labeled with the child’s name and the date the milk was expressed. We heat breast milk separately from bottle fed babies. All breast-fed babies have their own cup of hot water that is labeled with that child’s name on it and ONLY used for that child.
- Formula must be brought to the premises in a factory-sealed container in a ready-to-feed strength or already pre-made bottles. The state does not allow us to mix bottles or add any medication to the bottle. **Bottles brought from home MUST have the child’s full name and the current days date.**

- When your child is introduced to solid foods, please renew the infant feeding plan to include these new foods and times. As you introduce new foods at home, please update the feeding plan.

HEALTH

Immunizations

Immunizations are required according to the current schedule recommended by the U.S. Public Health Services and the American Academy of Pediatrics. (www.aap.org)

Every January, we check with the public health department or the American Academy of Pediatrics for updates of the recommended immunization schedule. Our state regulations regarding attendance of children who are not immunized due to religious or medical reasons are followed. Upon enrollment you have 10 days to provide us with a Georgia Form 3231 shot record that is up to date. We put out notices to parents prior to the shot record being expired so we can get an updated record. Compliance with this is a State Regulation and any child not in compliance will not be allowed in the center.

Illness

We understand that it is difficult for a family member to leave or miss work, but to protect other children; you may not bring a sick child to the center. The center has the right to refuse a child who appears ill. You will be called and asked to retrieve your child if your child exhibits any of the following symptoms listed below. Please keep in mind this is not an all-inclusive list. We will try to keep your child comfortable, but he/she will be excluded from all activities until you arrive.

- Illness that prevents your child from participating in activities.
- Illness that results in greater need for care than we can provide.
- Fever (above 100°F under the arm, above 101°F in the mouth, above 102°F in the ear) accompanied by other symptoms.
- Diarrhea – stools with blood or mucus, and/or three uncontrolled, unformed stools that cannot be contained in a diaper/underwear or toilet.
- Vomiting – green or bloody, and/or 2 or more times during the previous 24 hours.
- Mouth sores caused by drooling.
- Rash with fever, unless a physician has determined it is not a communicable disease.
- Pink or red conjunctiva with white or yellow eye discharge, until on antibiotics for 24 hours.
- Impetigo, until 24 hours after treatment.
- Strep throat, until 24 hours after treatment.
- Scabies, until 24 hours after treatment.
- Chickenpox, until all lesions have dried and crusted.
- Pertussis (Whooping Cough), until 5 days of antibiotics.
- Hepatitis A virus, until one week after immune globulin has been administered.

Children who have been ill may return when:

- They are free of fever, vomiting and diarrhea for 24 hours.
- They have been treated with an antibiotic for 24 hours.
- They are able to participate comfortably in all usual activities.
- They are free of open, oozing skin conditions and drooling (not related to teething) unless:

- The child's physician signs a note stating that the child's condition is not contagious, and;
- The involved areas can be covered by a bandage without seepage or drainage through the bandage.
- If a child had a reportable communicable disease, a physician's note stating that the child is no longer contagious and may return to our care is required.

Head Lice

- Children with head lice will not be allowed to return to the center until they have been treated and no further head lice or nits are detected during a health check.

Allergy Prevention

Families are expected to notify us regarding children's food and environmental allergies. Families of children with diagnosed allergies are required to provide us a letter detailing the child's symptoms, reactions, treatments and care. A list of the children's allergies will be posted in the main area and kitchen. We are trained to familiarize ourselves and consult the list to avoid the potential of exposing children to substances to which they have known allergies.

Medications

All medications are to be left at the front office and must come in the original box. Medications should never be left in the child's cubby or with the child to administer on their own. A medication form is provided in the lobby and each medication has to have its own form. This form must be completely filled out including the prescription number (if any), current date, dates to be given (no more than two weeks), amount to administer, and a parent signature. Any medication given to a child, whether it is a non-prescription medication or any type of topical ointment must have a form filled out. **Joyful Journeys dispenses medications at 10:00am and 2:00 pm only.**

Communicable Diseases

When an enrolled child or an employee of the center has a (suspected) reportable disease, it is our legal responsibility to notify the local Board of Health or Department of Public Health. We will take care to notify families about exposure so children can receive preventive treatments. Included among the reportable illnesses are the following:

- Bacterial Meningitis
- Botulism
- Chicken Pox
- Diphtheria
- Hemophilus Influenza (invasive)
- Measles (including suspect)
- Meningococcal Infection (invasive)
- Poliomyelitis (including suspect)
- Rabies (human only)
- Rubella Congenital and Non-congenital (including suspect)
- Tetanus (including suspect)
- H1N1 Virus
- Any cluster/outbreak of illness

SAFETY

Clothing

Please dress your child in practical clothing that allows for freedom of movement and is appropriate for the weather. Your child will be involved in a variety of activities including: painting, outdoor play, sand, water and other sensory activities. Our playground is used as an extension of the center, and daily programs are conducted outside whenever weather permits.

One particular aspect of concern is the risk associated with children's clothing that may become entangled with climbing or sliding equipment that could lead to choking or other serious harm. All drawstrings from children's clothes should be removed as a precaution.

Sandals, crocs and flip-flops are not appropriate for center play and make it difficult for your child to participate in some activities.

Extreme Weather and Outdoor Play

Outdoor play will not occur if the outside temperature is greater than 99 °F or less than 37 °F degrees. Additionally, outdoor play will be cancelled if the air quality rating is 50 or below.

Injuries

Safety is a major concern in child care. Daily safety inspections are completed inside and outside the center area in order to prevent injuries. First aid will be administered by a trained caregiver in the event that your child sustains a minor injury (e.g., scraped knee). You will receive an incident report outlining the incident and course of action taken. If the injury produces any type of swelling or needs medical attention, you will be contacted immediately. Each classroom is equipped with a first aid kit meeting the state regulations.

In the event of a serious medical emergency, the child will be taken to the hospital immediately by ambulance while we contact you or an emergency contact.

Biting

Even in the best school settings, periodic outbreaks of biting occur among infants and toddlers, and sometimes even among preschoolers. This is an unavoidable occurrence in groups of young children. When it happens, it can be very scary, frustrating and stressful for children, parents and teachers. Understand that this is not an unusual phenomenon among children who are going through the oral stage of their development. It is also not something to blame on children, parents or teachers and there is no quick and easy solution to it.

Children bite for a variety of reasons; simple sensory exploration, panic, crowding, seeking to be noticed or intense desire for a toy. Repeated biting becomes a pattern of learned behavior that is often hard to extinguish because it does achieve results: the desired toy, excitement and attention. Biting may be a pleasant sensation to a young teething child. Knowing that their biting will hurt another person is not yet part of a child's mindset, so the "cause-effect" relationship is not internalized. Our teachers plan activities and supervise carefully to prevent biting from happening. There are times, however, that a teacher cannot be within immediate reach to prevent a bite.

Our policy for handling a biting incident is as follows:

- The biter is immediately removed from the group with a firm "no bite". The bitten child is consoled and the area washed with soap and water. If necessary, ice is applied to

reduce bruising and swelling. The biter is then talked to on a level that he/she can understand and then redirected.

- A boo-boo report is given to the parents of all children involved when they are picked up that day. The names are not released because of state regulations on confidentiality.
- We look at the context of each biting incident for patterns, in an effort to prevent further biting behavior.
- Shadowing a child is also a useful tool. Shadowing consists of keeping a child near a teacher so that the child does not feel as anxious, stressed or frustrated.

Joyful Journeys policy is as follows: after the third bite, you will be contacted to pick your child up immediately. When your child returns to the center, he/she may be shadowed for the first couple of days. State law does not allow us to completely separate your child from the group, so whatever the rest of the class is doing your child will do next to the teacher doing the same activity. If the child continues to bite more than three times in one day after he/she has been readmitted to the group, we will ask for a conference with you to work out a plan that all of us agree to do. We may also ask for help from the child's pediatrician if all of our efforts are not working.

Respectful Behavior

All children and families will be treated with respect and dignity. In return, we expect the same from all of our families. We will not tolerate hostile or aggressive behavior. If this occurs, we reserve the right to ask you to control your behavior or to remove your children from our care.

Cell Phone Usage

The time you spend in the center dropping off and picking up your child are the primary windows of time we have to communicate with one another about your child. In order to make the best use of these opportunities, as well as to be attentive to your child, other children and adults who may wish to communicate with you, we ask that you NOT use your cell phone at anytime while visiting the center.

Smoking

The poisons in secondhand smoke are especially harmful to infants and young children's developing bodies, therefore the indoor and outdoor center environment and vehicles used by the center are non-smoking areas at all times. The use of tobacco in any form is prohibited on the center's premises.

Prohibited Substances

The use of alcohol or illegal drugs is prohibited on the center's premises. Possession of illegal substances or unauthorized potentially toxic substances is prohibited.

Any adult who appears to be inebriated, intoxicated, or otherwise under the influence of mind-altering or polluting substances is required to leave the premises immediately.

Dangerous Weapons

A dangerous weapon is a gun, knife, razor, or any other object, which by the manner it is used or intended to be used, is capable of inflicting bodily harm. Families, children, staff or guests (other than law enforcement officers) possessing a dangerous weapon will not be permitted onto the premises.

In cases that clearly involve a gun, or any other weapon on our premises, the police will be called and the individual(s) involved will be immediately removed from the premises. This policy applies to visible or concealed weapons.

Child Custody

Without a court document, both parents/guardians have equal rights to custody. We are legally bound to respect the wishes of the parent/guardian with legal custody based on a certified copy of the most recent court order, active restraining order, or court-ordered visitation schedule. We will not accept the responsibility of deciding which parent/guardian has legal custody where there is no court documentation. Joyful Journeys reserves the right to restrict access, (building, grounds and parking lot) to any parent, family member or emergency contact that poses a threat to the safety of any child, staff member or person in the building.

Suspected Child Abuse

We are required by law to report all observations of child abuse or neglect cases to the appropriate state authorities if we have reasonable cause to believe or suspect a child is suffering from abuse or neglect or is in danger of abuse or neglect, no matter where the abuse might have occurred. The child protective service agency will determine appropriate action and may conduct an investigation. It then becomes the role of the agency to determine if the report is substantiated and to work with the family to ensure the child's needs are met. Our center will cooperate fully with any investigation and will maintain confidentiality concerning any report of child abuse or neglect.

EMERGENCIES

Lost or Missing Child

In the unlikely event that a child becomes lost or separated from a group, all available staff will search for the child. If the child is not located within 5 minutes, the family and the police will be notified.

Fire and Severe Weather Safety

Fire and Severe weather drills are conducted on a monthly basis, using an evacuation plan that is posted on the parent bulletin board that is in our lobby. A fire exit plan is also posted in every room. Staff members attend special training to meet and exceed these drills. Children are moved very carefully to a designated area away from the building. This also includes any prolonged power outages, climate control issues or structural damage to the building.

Emergency Transportation

In the event your child needs to be transported due to a medical emergency, if no other authorized person can be contacted and the need for transportation is essential, an ambulance will be called for transportation. A proper escort will accompany and remain with the child until a family member or emergency contact arrives.

Enrichment Programs

Jump Bunch
Company C Dance

Organizational Structure

Owner: Marissa Taylor
Director: Marissa Taylor
Assist. Director: Kelsey MacMinn

Parent Handbook Acknowledgement

Please sign this acknowledgement, detach it from the handbook, and return it to the center prior to enrollment.

The handbook may be updated from time-to-time, and notice will be provided as updates are completed.

Thank you for your cooperation, and we look forward to getting to know you and your family.

I have received the Joyful Journeys Parent Handbook. It is my responsibility to understand and familiarize myself with the Parent Handbook and to ask center management any questions I may have regarding any policy, procedure or information contained in the handbook. My signature below states I have read, understand and agree with the policies and procedures of Joyful Journeys CEC.

Recipient Signature

Date

Center Staff Signature

Date