



2025

PARENT HANDBOOK

2410 N. Cole Rd. (Infant to age 3)
2406 N. Cole Rd. (Potty trained 3 and up)
Boise, ID 83704 ♥ (208) 377-4555

www.AChildsHeartBoise.com

Director: Gwen Florence ♥ director@achildsheart.net



Our Vision

Our greatest aspiration is that the children we teach will love and follow Jesus

Our Mission

To provide quality early childhood education to families where Christian Values and Biblical Truth provide the framework for all that we do as we partner with parents to meet the emotional, physical, developmental, and spiritual needs of each child in our care

Our Core Values

Passion – We are committed to growing and learning in the field of Early Childhood Education. We are driven by our desire to have a lasting impact in the lives of those we serve. We keep in mind the bigger picture in our present struggle.

Excellence – We go the extra mile. We provide the best care possible. We maintain high levels of performance and professionalism. We give 100% in everything we do. We stay fully engaged with a growth mindset.

Kindness – We treat others how we want to be treated. We think the best of each other. We look for opportunities to help. We make eye contact and smile when greeting each other and parents.

Family – We cultivate a culture of trust. We value each other and the children and families we serve. We show we care by listening with empathy and compassion. We look to serve rather than be served.

Faith – The Bible is the foundation on which we operate and teach. We plant seeds of Christ’s love and truth into children’s hearts through scripture and prayer. We believe that each child is a precious gift from God and treat them with eternal value.

ASQ-3 (Ages and Stages Questionnaire):

In an effort to provide for individualized development needs and growth, A Child’s Heart asks parents to partner with us to complete what is called an ASQ-3 Assessment. The Ages and Stages Questionnaire is a tool used to take a snapshot of a child’s development. It will highlight your child’s strengths, as well as any possible concerns. The questionnaire is used for children ages 1 month to 5 years. The ASQ-3 will assist our teachers in creating intentional and thoughtful lesson plans to promote growth in all areas of development. The questionnaire will be completed by the parent or caregiver twice a year or every 6 months. At these designated times, we will send a link that will take you directly to the questionnaire. Once it is completed it will be reviewed and we will set up a time with you to discuss the results, identify the next steps, and provide any further resources if needed. It is important to note that the ASQ-3 does not diagnose disabilities but can identify children who would benefit from further assessment and/or extra support in specific areas.

Attendance Schedule:

When you enroll with us you have a choice of full-time (5 days) or part-time (3 days or 2 days). The days during the week may not change or fluctuate week to week unless there is availability and then a “Drop In” option may be used. ***You will be responsible for the cost of these days even if your child is sick, absent, or A Child’s Heart is closed for a Holiday or Training Day.*** Also, see *Vacation*.

Attendance Requirements:

Children ages 6 weeks through age 12 are eligible for enrollment. Requirements include:

1. Signed enrollment application
2. Two week’s tuition upfront plus enrollment fee
3. Auto pay form with valid check or savings account information (cash or check are not accepted as a regular form of payment of tuition but can be used as a one-time option)
4. Copy of your child’s immunization records within 7 days of enrollment. We will first try to access these records from IRIS but if unavailable, we will ask you to provide. It will be the parents’ responsibility to notify or provide updated immunization records within 5 days of the most current immunization.
5. Copies of parent(s) driver’s licenses

6. Social Security number from Primary Payer for collection purposes
7. Medical Insurance provided by family

Our official preschool curriculum and fun activities happen during the morning schedule and your child will miss this valuable learning time if they are brought in later than 9:00 a.m. Please plan to have your child here for this important time. Our policy is drop off must be no later than 10:00 am, except for the occasional doctor's appointment, dentist, etc., as anything after this time becomes a major disruption to the flow of our day and maintaining class schedules. To enforce this policy, we will not permit drop off after 10:00 a.m. without prior approval for the day. You may be turned away without provided care or any tuition refund.

Absence:

If your child is sick or will not be in attendance, we ask that you please call or message us through the Brightwheel app to let us know the reason for the absence so we can keep accurate attendance records and also monitor any illnesses that may be necessary to inform other parents or report to Central District Health Department. Frequent or extended period absences may be grounds for withdrawal from our program.

Babysitting Outside of Childcare Center:

We respectfully request you do not ask our teachers to babysit for you outside of our center. It is prohibited in our Staff Member Handbook and can result in disciplinary action against any staff member who does not abide by this policy. We do not carry the proper insurance to cover a situation that could arise from this kind of side arrangement. We have invested in the cost of their background checks, licensing, and paid training to ensure we have high quality people and side arrangements can sometimes lead to our employee be offered a position for a family nanny.

Behavior & Guidance Policy:

We believe that communication builds relationships and helps children develop. We will take a preventative approach to guide children towards positive behaviors. Our goal is to provide children with the opportunity and motivation to make positive choices, function independently, learn social skills through guidance, respect others, adapt to routines and rules, and become responsible individuals. Our center will focus on preventing behavior problems by providing an organized physical environment and a variety of age appropriate, adult-directed, and child-initiated activities. Whenever possible, children will be given the opportunity to make real choices about what they will do and where they will play.

The following is a basic outline of the child guidance procedures used at our center:

- Positive methods of guidance, which demonstrate problem-solving skills and self-control, will be used.
- We will never use; mental and verbal abuse, physical abuse (spanking, swatting, hitting, etc.)

- Children may occasionally be firmly- but gently- held to prevent them from harming themselves, others or property.

When guidance is needed, the following guidelines are followed:

- The child will be redirected to another activity if possible.
- Children are given initial instructions of expectations, and then a warning is given prior to any loss of privileges.
- Natural & logical consequences are implemented (i.e. if a child misuses a toy, the toy will be taken away)
- “Breaks”/space away from activities will be offered if the child needs to calm down or to be removed from a situation.

Some basic rules that the children will be expected to follow while in our care:

- No Hitting, No Pushing, No Biting
- No Name Calling or Foul Language
- No Fighting, Shooting, or Sword Play
- No Rough Housing or Playing on Furniture
- No Running Indoors, No Yelling Indoors (use indoor voice)
- Respect the Property and Feelings of Other Children and the Center

It is our goal to support parents in their guidance efforts by offering rules and a structured environment that would be consistent of those already established at home. In cases of continued aggression against other children (hitting, biting, kicking, pushing, etc.), situations where either their safety, or that of another child is endangered, or in cases of continuous disobedience and disrespect, the parents will be notified and expected to participate in a behavior guidance plan. Parents may be expected to pick up their child if certain behaviors occur that threaten the safety of themselves or others. Aggressive behaviors that pose a threat of harm to others will result in suspension for a period of time determined by the Director. If these behaviors persist and guidance options are not effective, your childcare services will be terminated by A Child’s Heart Learning Center & Nursery immediately.

Billing:

Tuition is billed Weekly or Monthly (on the 1st) in advance of care provided. Your payments can only be made by ACH withdrawal from a checking or savings account on file. The amount of the ACH draw will vary due to other charges/credits that may occur during the care period (credit on account/upcharges/ late pick up/overtime/field trips during summer programs/ diapers, etc.) Weekly billing payments will be processed the Friday before the week of care. Monthly billing payments will be processed on the 1st of each month. A statement will be sent prior to the withdrawal. It is the parent’s responsibility to review the statement for accuracy. There is a very short period of time to uninitiate a payment that is set to process. If an ACH is declined, you will be charged a \$30 return fee, and a \$3 daily late fee will apply. The new balance will be processed again on the next business day. If an ACH is declined a second time, another \$30

return fee will be added to your account, and you will be asked to pay immediately with cash or credit card. In the event that processing your payment becomes an issue with declined payments on a frequent basis, we reserve the right to request all future payments be made by EFT using a Credit Card on file. A 5% fee will be added onto each billing to cover the cost of making your payment via credit card. We assess a \$3.00 daily fee until the account is brought current.

You will be responsible for charges related to care for the two-weeks following notice you desire to withdraw your child from our program. If you choose to withdraw your child immediately, without giving a two-week notice, you will be held responsible for charges related to care during the two weeks following your child’s last day of attendance. (See also ***Termination of Childcare***)

If you request payment arrangements different from our billing policy, you will need to provide proof of hardship by submitting any requested documents/paperwork. Should you fail to complete the agreed arrangements, it will be grounds for immediate childcare suspension.

We reserve the right to terminate services at any time when your account is delinquent. If we terminate services due to a delinquent account, your child’s spot is forfeited, and you will be subject to waiting for an open spot if you wish to re-enroll.

Our billing is handled off-site so please direct any inquiries to billing@achildsheart.net

Discounts:

- 5% Discount given for the oldest child if two or more children from the same family are enrolled. This discount is only given to children that have a regular schedule and pay on a weekly or monthly basis.
- 10% Military Discount (please provide a copy of your Military ID for your file to receive this discount).
- No combined discounts.
- Enrollment Hold – 50% discounted tuition rate for up to two weeks in case of an emergency or leave of absence.
- \$75.00 Referral Bonus for new enrollment (continued care with our center for at least 3 months.) \$75.00 will be credited to your account after 3 months’ time.

Fees:

Registration Fee	\$160.00 first child/ \$80.00 each additional child
Re-Enrollment Fee (when you withdraw and wish to resume service)	\$110.00 First child/ \$60.00 each additional child

Summer Program Fee (annually) – includes T-shirt, water bottle, and free field trips to parks and other fun locations	\$60.00 per child (age 2 – 5) \$160.00 per child (school age) Field Trips included
School Year Program Fee (annually) – includes school supplies and formal curriculum teaching	\$85.00 per child
Overtime Hours Fee (prorated in a minimum of 15-minute increments) Will be seen as a separate ACH on a weekly basis if billed monthly for services.	\$10.00 per hour over 10 hours in a day
Late Pick-Up Fee (Will be seen as a separate ACH on a weekly basis if billed monthly for services.) Applies to early 5:00 pm closure for monthly Team Meetings.	\$15.00 after 6:00 pm, after 6:15 pm and on \$5 per minute \$15.00 after 5:00 pm, after 5:15 pm and on \$5 per minute
Late Drop Off Fee (Your child is dropped off after 10:00am without notice or reason more than three times after policy reminders)	\$10.00 per occurrence
Late Payment Fee (When payment is not received in advance of care)	\$3.00 Daily
Return Fee (When any ACH/EFT/Check/Money Order is returned unpaid)	\$30.00 per occurrence
Diapering Fee	\$1.00 per Diaper when your supply runs out and you do not replenish upon being notified. \$3.50 per pack of wipes if your supply runs out and you do not replenish upon being notified.
Unnecessary Trip Fee (when we arrive at your child's school on the designated day for pick up and your child is not there, and we were not properly notified)	\$10.00 per occurrence
Unauthorized Drop-in Fee (a child is brought to the center on a non-scheduled day and prior approval was not given. One hour grace period provided to pick up child)	\$100.00 + Drop-in Fee as per Tuition Rate Schedule

<p>See Tuition Rate Schedule for current rates</p> <p>*Rates for services will be reviewed and updated in January of each year. 30-day notice will be provided for a change in rates.</p>	<p>Request via e-mail: offic@achildsheart.net</p>

Upcharge: An upcharge will be billed if your child is at the center outside of their normal daily scheduled hours. In the case an extra day is needed or change in normal scheduled days is needed we request you send a message to your child's teacher through our Parent Communicaiton app to confirm an available place in your child's classroom. The "Drop-in" rate will be applied to your following statement. There are no discounts applied to these changes. We understand that there are unexpected events, and we will do our best to accommodate your needs. **See also *Upcharge***

Unscheduled Days: A common situation where the upcharge may apply is when school aged children do not have school or have an early release. If your child is enrolled as a before school only or after school only schedule, they will be billed an upcharge if at the center over 6 hours for that day. In this case they will be charged the difference between their normal rate and the daily rate of the summer program. **See also *Unscheduled Days***

Biting Policy:

Biting unfortunately is not unexpected in toddler groups but can be very emotionally charged. We recognize how upsetting biting is for parents. There are many reasons toddlers may bite. Sometimes the biting is related to teething. Sometimes toddlers bite to express feelings they can't express with words yet. We have seen children bite when they are frustrated, and we have seen them bite in the excitement of a happy moment. No one can predict which children will bite, but we are ready to help toddlers who do bite to learn other behavior. We are also ready to give treatment, sympathy, and advice to children who are bitten. Here are the ways we work to prevent biting and how we respond to it when it does happen.

First, we try to program the day to avoid boredom, frustration, or overstimulation. We provide a clam and cheerful atmosphere with a mix of stimulating, soothing, age-appropriate activities with multiples of favorite toys. We also work to model acceptable and appropriate behaviors for the children, helping them learn words to express their feelings and giving them tools to resolve conflicts with our help.

Second, if a bit does occur, we help the child who is bitten. We reassure him or her and care for the bite. If the skin is not broken, we use a cold pack. If the skin is broken, we follow medical advice and clean the bite with soap and water. If it is likely the bite may get dirty, we will cover it to keep it clean. If your child is bitten, we will add it to your child's feed on Brightwheel. The teachers will fill out this incident report as well as notify the admin staff. We also respond to the child who did the biting. Our specific response varies by circumstances, but

our basic message is that biting is the wrong thing to do. We also help the child who bit learn different, more appropriate behavior, and we let his or her parents know there is a problem so we can solve it.

Third, the teachers and administration analyze the cause of the ongoing biting. We develop a plan to address the causes of the biting, focusing on keeping the children safe and helping those who are stuck in biting patterns. When we need to develop such a plan, we share the details with parents, so they know specifically how we are addressing this problem.

Fourth, parents are notified if their child starts to bite. We ask parents to keep us informed if their child is biting at home. Children who bit in our program do not necessarily bite at home. But if your child is biting in both places, it is important for all of us to be consistent in dealing with it. Communication is very important in order to help your child stop biting.

We wish we could guarantee that biting will never happen in our program, but we know there is no guarantee. You can count on us to deal appropriately with biting so it will end as quickly as possible. We will support your child whether they bite or are bitten. We want the best for all the children in our program. Please see Behavior and Guidance Policy.

Breastfeeding:

To support mothers who would like to continue breastfeeding, we can provide a private area in our teacher break room for breastfeeding. The space includes nearby access to electricity and running water and includes a comfortable seating area away from the view of others.

Breastfeeding is also welcomed in our infant room if that is the mother's preferred space.

Camera Policy:

To support ongoing training for staff and provide families with peace of mind, our center is equipped with a recording camera system accessible only to administrators and families who have approved accounts for their enrolled children. Upon enrollment you will be required to sign a Consent and Authorization form connected to these services, sign a Camera Policy Agreement form and be provided materials and resources to understand the Watch Me Grow platform and system. There are guidelines in place for families who wish to utilize this tool:

- You will only have access to LIVE feed in your child's assigned classroom
- You may log in up to 10 times each day for 10 minutes at a time (this is to keep from overloading the server and will provide better quality viewing).
- You may not take screenshots or record LIVE feed. (Doing so will result in a suspension or termination of your account.)
- You may not provide your login information to others for them to use (your approved account enables two users). Our desire is to safeguard the privacy and safety of children in our care. Allowing unauthorized users to access our system is not in the best interest of our families and the children in our care.

- You may express any concerns you have related to what you view on LIVE feed to your child's teacher (via Brightwheel) or the Director (via email). Staff will make every effort to address your concerns as promptly as possible.

A Child's Heart reserves the right to terminate any user account who does not follow the stated policies or who is found to use this tool irresponsibly or against the intended purpose or to harm children, families and/or staff of A Child's Heart.

Center Closures Due to Unexpected Events and/or Public Health Events:

While keeping our center operating for our families and for our staff is our priority, we may be required by outside entities or current events to close our center. In the event we do close our center for this reason, we will not provide credits (reimbursement) for days we must close.

Collections/Past Due Accounts:

If you fail to make payment on time due to an ACH declined payment, Billing will send you an e-mail requesting payment. If you do not communicate with our billing department about your situation or pay the amount owed within 3 business days of the due date, you will be asked to look for alternative care for your child, until the situation is rectified. We will give you ample opportunity to make payment arrangements with us if you are in a situation where you cannot pay your bill in full. Daily late fees will be assessed if your payment is not received by the due date.

You will continue to be billed for services until you formally withdraw your child, in writing or by e-mail sent to billing@achildshear.net. A two-week notice is required for changes in schedule or withdrawal.

If you do not pay your tuition bill within the agreed time and/or if you do not follow payment arrangements, we will seek a resolution through our Collection Agency. Your social security number is required at the time of enrollment, so we have recourse in the event of a collection situation.

In the event that A Child's Heart Learning Center & Nursery, LLC. must retain a collection agency or law firm to collect past due balances owed to us, you agree to pay any and all collection agency fees, court costs, attorney fees or incidental costs associated with collecting.

Closures:

Holidays: New Year's Day, Good Friday, Memorial Day, 4th of July, Labor Day, Thanksgiving and day after, Christmas Day and day before/after (2 days)

Team Training: Center closes early every 4th Thursday of the month at 5:00 pm
No tuition credit/vacation credit is provided for Holidays or Staff Training Closures. See also *Vacation*.

Celebrations:

Birthdays are a very special event. You are welcome to bring in pre-packaged treats for your child's class if you wish. It teaches children about the blessing of giving! We do ask that you inform the Director or Teacher ahead of time so we can plan ahead and inform you of any allergies in your child's class.

Confidentiality/Your Privacy:

We make every effort to respect your privacy. All staff members are expected to be discreet in sharing information regarding the children and their parents in public areas. Names and identifying characteristics of children and families should not be shared with anyone other than staff members working in the classroom and the Director. Staff sign an agreement to not distribute or post personal information of children or families. Staff understand that when completing any necessary forms that include sensitive information that the form is to be placed by kiosk folded to where only the child's name is visible. They also know that in communication with parents regarding incidents involving other students, they do not use other children's names (we refer to them as "a friend"/"Another child"/etc.).

Curriculum:

Our curriculum includes the child-initiated and teacher-directed activities and experiences offered to young children that support and enrich their development physically, emotionally, socially, and cognitively. We use teacher created curriculum for Infants, and ABC Jesus Loves Me© for Ones, Twos, Threes, and Fours as guides for planning the curriculum in each of its program rooms.

Each classroom has weekly or monthly lesson plans, posted in the classroom. These plans contain a number of activities, designed to foster each child's development, and the development of the group as a whole. Lesson plans should be changed in order to accommodate the children's changing interests.

We expect children enrolled in our center to attend on scheduled days and be present by 9:00 am to participate in our curriculum.

Each classroom is set-up in centers, which include blocks, dramatic play, books, gross motor, fine motor, and art. Outdoor play is important to a child's physical development and will be included in both the morning and afternoon schedule. Self-selection or "free-play" is a daily part of the curriculum and means a child has the opportunity to choose which center or activity

he/she participates in. This promotes creative expression and development of important social skills.

Emergency Evacuation Plan:

We have a monthly fire drill that allows the children to get comfortable with the sound of an alarm without panicking. Our safe meeting place will be in the front yard of 2406 N. Cole Rd. If a safer (farther away place) is needed, it will be in the River City Church parking lot, located within walking distance on Northview. In the event of a real evacuation, we will contact all parents to pick up their children.

Field Trips:

We plan field trips throughout the year for various educational outings. Parent volunteers are encouraged to join us, however you can only transport your own child. We will notify you at least a week in advance. We will require you to sign a release form for your child to attend. All field trip fees will be applied to your account within a week of the field trip date.

It is your responsibility to provide your child with a car seat that has the child's name clearly affixed with a label.

If you do not want your child attending a Field Trip you must notify the staff immediately. You may not bring your child in after the field trip is over and your child's class has returned to the center. We are unable to provide accommodation for your child in another classroom.

Hours of Operation:

Monday through Friday 6:30am – 6:00pm (we close promptly at 6:00 pm and a late pick-up fee will apply if after)

Center closes early every 4th Thursday of the month at 5:00 pm (same late pick-up fee will apply)

ICCP (Idaho Child Care Program):

We are a vendor for ICCP through the Idaho Department of Health & Welfare (IDHW). The parent co-pay is due on or before the 10th of every month and will be taken by ACH as close to the 10th of the month depending on weekends. Until we receive written verification that details your approval and copay amount, you are responsible for all charges and/or your child cannot begin their first day until written approval is received. If at any time ICCP denies payment due to ineligibility, you are expected to bring your account current immediately. A special ACH withdrawal will be processed for the balance on your account due to denial. If the total amount due is not paid upon notification that your benefits have ended, your child will not be able to

attend until the balance is paid and you will need to find alternate care. There is a chance your child may not be able return if un-enrolled due to non-payment, and space does not permit. If the balance is not paid, or a re-instatement of your benefits issued, your child will be withdrawn and billed according to our Termination of care policy. There is no guarantee that space will be available for your child should you delay in communication with us or the IDHW.

Illness and Allergy Policies:

It is our intent to provide a healthy and safe environment for children. Your child's health is very important to all of us. A daily health inspection is given upon each child's arrival at the center. The following illness policy is designed to protect the health of all the children in our care.

Children with the following symptoms should NOT be brought to the center:

- Diarrhea within the last 24 hours
- Vomiting withing the last 24 hours
- Fever of over 100.4 degrees within the last 24 hours
- Head lice (until treated completely and no nits are found)
- Heavy nasal discharge
- Constant cough
- Reddish eye with a discharge
- A contagious illness or rash (may return to the center after 24 hours on antibiotics)
- With any symptoms causing them to be unable to participate in the usual day care activities.

Your child may be sent home if any symptoms of illness appear during the day. In such cases, your child will be isolated from the others; we will notify you and ask that your child be picked up within an hour and they cannot return for 24 hours after last episode (without medication).

You must notify the Director if your child has been exposed to a communicable disease. A Child's Heart Learning Center & Nursery will notify you likewise. If your child has allergies or any medical condition, we must be made aware so we can act accordingly. For example, if your child is lactose intolerant, we ask that you choose from our selection of alternate milks.

Immunizations:

Your child must be current on all immunizations prior and during enrollment OR have a signed Idaho State Immunization Exemption on file. If we are unable to access your child's complete records through IRIS (Idaho's Immunization Reminder System) then we will expect to be provided with these records upon request.

Inclusion Policy:

At A Child's Heart Learning Center, we actively promote inclusive practice in order to best meet the needs of the children, families, and staff at our center. All children are welcome to attend our school regardless of ability, need, background, culture, religion, gender, or economic

circumstances. Through inclusive practice, we aim to reflect our wider community and promote positive attitudes to both similarities and differences in each other. The curriculum, activities, books, material and environment are used to reflect the diversity of all children, families, and the wider community. When necessary, we will provide modifications and adaptations to help all children achieve success in our program. The modifications we provide should not hinder the classroom's functionality as a whole or the teachers' ability to maintain the level of quality care expected of all children in the class. If we believe a child's needs outgrow our ability to offer the needed attention and accommodation, the Director will evaluate the situation and initiate communication with the child's parents regarding the situation.

Injury Policy:

If at any time while in our care your child should be seriously injured, you will be contacted immediately. If the injury requires immediate emergency care, 911 will be called, and we will take whatever action deemed necessary in the best interest of your child and then call you immediately. We will always document an Incident or Accident in your child's daily report through our Parent Communication app of exactly what occurred and send a message to alert parents. At all times, we will have a staff member present who is certified in CPR – Child and Infant, and Basic First Aid. Any medical, dental or hospital bills incurred as a result of an injury sustained while in our care is the responsibility of the parent/guardian. We require each child to have current Medical Insurance.

Meals:

We provide 4 nutritious meals per day. Breakfast, Lunch, Morning and Afternoon Snack each day. Menus are posted at the check-in area and are always available upon request.

1. Breakfast is served from 6:30am to 8:30 am. We are happy to provide your child with a breakfast bar upon request if you arrive late.
2. Morning Snack is served between 9:30 am and 10:00 am.
3. Lunch service begins at 11:15 am for younger classes and ends at 12:45 pm.
4. Afternoon Snack is served at 3:00 pm (after nap) and then approximately at 4:00pm for our afterschool Elementary children.

We will never force a child to eat or likewise withhold food if your child has missed one of our mealtimes. If we see that your child is not eating on a regular basis, we will notify you and the option to bring a cold lunch is acceptable. In the event that you choose to provide meals for your child we ask that you provide meals that do not require us to prepare (i.e. bring "cold lunch") unless your child is an infant. When your infant is of age to begin eating solid foods, we will reach out to you to discuss a food plan.

*We are not a peanut free center.

Medication Policy:

All medication provided by parent/guardian to our center should be labeled with the child's name, put in a resealable bag and stored in the medication cupboard away from access to children. Parents must complete a Medication Dosage Form for each medication provided for their child.

Prescription Medications	We require a current pharmacist's label that includes the child's full name, dosage, current date, times to be administered, and the name and telephone number of the physician.
Non-prescription Children's Medication	We require written authorization from the parent/guardian via Brightwheel or Medication Dosage Form to administer. Authorization must list the reason, dosage, start date and end date. If administering more than 3 consecutive days, we will require an authorization from the child's physician.
Non-prescription topical Children's Ointments	Can be applied with authorization from the parent/guardian according to the manufacturer's instructions. This includes diaper cream, sunscreen and insect repellent and other non-medicated (free from antibiotic, antifungal or steroidal components) topical ointments designated for use for children.
Medications for Chronic Illnesses	We require a written order from the child's medical provider for a period not to exceed one year.
Homeopathic or Herbal Medications	Require written authorization from the child's parent/guardian by our Medication Dosage Form. Authorization must list the reason, dosage, start date and end date.

Additionally, please note the following:

- When a child is on a new medication, the first dose must be given to the child at home so the parents/guardians can check for any side effects from the medication.
- We will not administer medications and vitamins once a day at our center.
- We will not keep prescription medications for your child longer than the authorized period listed on the label. You will either need to take it home or we will throw it away.
- If while taking a medication, your child's dosage should change, a new Medication Dosage Form will be required. If this is a prescription medication, this will also require an updated prescription or note from your child's medical provider.
- Fever reducing medications such as acetaminophen cannot be administered by staff or parents/guardians so that a child can remain at the Center. The Center can administer fever-reducing medicines, at the parent/guardian's request, to a child while he or she awaits the parent/guardian's arrival, if written authorization from the parent/guardian and/or medical provider has been provided. The child cannot be readmitted to the Center until he or she is fever free for at least 24 hours (without fever reducing medication) and has no other symptoms.
- Products containing Benzocaine, the main ingredient in over-the-counter gels and liquids applied to the gums or mouth to reduce pain, may only be applied with authorization from the child's medical provider for a period not to exceed seven consecutive days.
- All medications must be provided in the original container, labeled with the child's full name and any medication spoon/device to administer the medication must be provided. Non-prescription medications must be designated for use for children.
- A prescribed medication signed by the parent/guardian, who is also a physician, is not acceptable. All prescribed medications and written authorizations for both prescription and non-prescription medications must originate from the child's recorded medical provider.

Nap/Rest Time:

All children shall be provided with a regularly scheduled nap or rest time. We will provide a comfortable floor mat and sheet that will be washed weekly and stored in individual bags. We ask that you provide a blanket and small pillow (if desired) for your child. We will send home your child's blanket every Friday to be washed and ask that you return it with your child on Monday. Please refrain from bringing large stuffed animals or other distracting items for your child as it disrupts other children. Children will not be forced to sleep but will be encouraged to lie quietly for a period of time. The length of time a child should have to remain resting varies by child. There is no hard and fast rule regarding the maximum amount of time a child should have to remain resting. Children will be provided with alternative quiet activities if unable to rest. If your child is unable to regulate with quiet activities and needs to be removed from the classroom so the other children can rest and requires one on one care during this time, we are unable to accommodate this one-on-one care and we reserve the right to terminate services if necessary.

One on One Care:

We are a 'Group Care' facility and due to Staff - Ratio requirements that we must follow, we are unable to provide your child with one-on-one care. Should your child be unable to integrate in group care and the need to be consistently removed from the classroom due to disruptions, tantrums, and inability to participate in classroom activities, we will ask that you pick up your child within the hour. Our goal is to support parents in their guidance efforts, and we will do all we can to assist the child to regulate and learn communication skills to be successful. Group care can be more difficult for some children and may not always be the right fit for that child's individual needs. Please see also '**Behavior and Guidance**' policy.

Personal Belongings:

Please clearly label ALL items that can be removed with your child's name (i.e. jackets, extra clothes, backpack, blanket, pillow, lunchbox, etc.). Toys from home are fun to share on specific days, but we cannot be responsible for lost, misplaced, or broken items and ask that you do not bring in toys if possible.

It is your responsibility to wash your child's items. Soiled clothing will be placed in a bag in your child's cubby, and you will be notified to take it home upon pick up. Your child's nap blanket should be picked up on their last day of care for the week and be brought back their first day the following week.

Potty Training:

Potty training is a big step in a child's development. Children generally achieve this between the ages of 2 to 3 years old.

- 1.) When to start: Your child announces when a wet or soiled diaper has occurred and/or requests to have it changed. This shows awareness of bodily function and also that the child dislikes the feel of a wet or soiled diaper.
- 2.) Your child can express and understand one-word statements, including such words as "wet", "dry", "potty", or "go".
- 3.) Your child shows an interest in the toilet or potty seat by asking to use it.
- 4.) Your child has a tendency to wet or soil their diapers about the same time period each day and often remains dry for longer periods (2 hours or more) during some parts of the day.
- 5.) Your child shows facial expressions when wetting or soiling their diaper and may even hide in a corner or behind a piece of furniture or squat when soiling a diaper. This again shows awareness of bodily functions.

- 6.) Your child is able to undress without assistance to some degree. This shows the child some physical coordination needed to do the work of toileting.

When it's time to potty train we will give the following resources:

- a.) Free online course Potty Training 101
- b.) Potty Watch to use while at school to assist with alerts/reminders.

Parents are in charge of:

- a.) Introducing and setting a routine at home.
- b.) Making sure clothes are easy to remove by your child.
- c.) Provide several changes of clothes and an extra pair of shoes.
- d.) Potty treats if applicable.

Before potty training parents will need to:

- a.) Introduce what the potty is and what you do in there.
- b.) Stock daycare with extra clothes, underwear, pull-ups, and 1 set of shoes.

Before bringing a child back to the center after day one of potty training, parents will need to:

- a.) Communicate their routine at home.
- b.) For boys, whether they are learning to sit or stand.

When it comes to nap time we will:

- a.) Send them to go potty before and after (even if pull-up is soiled)
- b.) We will put a pull-up on them unless they can make it through the night without it.

Ratio Limits:

We follow the Boise City Childcare Ratio Limits:

6 weeks – 23 mos.	5:1
2 years	6:1
3 – 4 years	10:1
5 – 12 years	12:1

Safe Sleep Practices for Infants:

Federal law, and ICCP program rules, focus on promoting safe sleep practices for infants (0-12 months old) that reduce the risk of SIDS/SUID (Sudden Infant Death Syndrome/Sudden Unexplained Infant Death). These practices should be observed at all times and will be required to successfully complete required health and safety inspections for all ICCP participating providers.

- Follow current American Academy of Pediatrics recommendations concerning safe sleep practices including SIDS/SUIDS risk reduction.
- Supervise napping or sleeping children.
 - || Childcare providers must be within sight or hearing of the children at all times, including nap time, and must be available and able to immediately assist a child in an emergency.
 - Supervision by sight and hearing is always recommended.
 - || Napping children who are not within sight of a staff member must always be within easy hearing distance.
 - || All children (including the provider’s children), asleep or awake, count towards ratio requirements.
 - || Video equipment or baby monitors are not a substitute for supervision or monitoring.
- All cribs, bassinets, “play pens,” and “pack-n-plays” must be in good repair and approved by the Consumer Product Safety Commission (CPSC) as infant/toddler sleep devices.
 - || Bouncers, swings, car seats, hammocks, boxes, Boppy’s, Bumbos, and Dock-a-Tots are NOT acceptable sleep devices.
 - || If a child falls asleep in a device or location that is not acceptable for sleep, the child must be moved to CPSC approved sleep device.
 - || Mattresses must fit snugly and be made specifically for the size crib in which they are placed.
 - || Bed linens used under children on cots, cribs, and playpens must be tight-fitting.
- Place an infant to sleep on their back, on a flat sleep surface.
 - || If an infant turns over while sleeping, the childcare provider must return the infant to his or her back until the infant is able to independently roll from back to front and front to back.
 - This developmental skill should be easily observed when an infant is awake or asleep.
 - || If there is a medical requirement for a child to be in any other sleep position, a physician’s note (on professional letterhead with contact information for the medical doctor) must be on file at the facility and made available to the inspector.
- Sufficiently light the room to be able to observe skin color in case of changes.
 - || Monitor children’s breathing patterns through visual observation and note any changes.
- Allow infants to follow their own sleep patterns.

- || Infants need to sleep when they are tired and not according to a schedule determined by the early learning provider.
- Do not allow loose blankets, stuffed toys, pillows, crib bumpers, or similar items inside a crib.
 - || Infant sleep clothing, such as sleep sacks or pajamas, may be used to keep infants warm.
 - || After an infant first exhibits signs of attempting to roll (around 3 months old), swaddling must not be used.
 - The use of sleep sacks is recommended if swaddling is practiced.
 - Swaddling should be snug around the chest but allow ample room at the hips and knees to avoid hip dislocation or hip dysplasia.
- Items that pose a strangulation, fall, or entrapment hazard must be kept well out of an infant's reach while in the crib, bassinet, or other approved sleep equipment.
 - || Carefully consider the placement of electrical cords, cords for blinds and shades, lamps, baby monitors, blankets, televisions, toys, blankets, towels, wall hangings, pictures, etc. to ensure that there is no way a child could reach them from their sleep location.
 - || Do not use strings to hang any object (mobile, toy, diaper bag, etc.), on or near the crib.
 - || Pacifiers may be used. However, pacifiers should not be clipped, pinned, or tied to an infant's clothing, and they should not be tied around an infant's neck, wrist, or other body part.
- Do not allow a blanket or any other item to cover or drape over an occupied crib, bassinet, or other equipment where infants commonly sleep.
 - || Items draped over a crib impair an early learning provider's ability to see and hear the infant.
 - || Draped items could fall on top of infants creating a risk of suffocation or entanglement.
- Do not allow clothing to cover any portion of an infant's head or face while sleeping and readjust these items when necessary.
 - || Clothing covering an infant's head could impact their ability to breathe.
- Prevent infants from getting too warm while sleeping. It is good practice to dress an infant in one more layer of clothing than you are wearing to be comfortable in the same environment. || Signs that an infant is too warm or in distress include, but are not limited to:
 - Sweating
 - A sudden rise in temperature
 - Flushed, pale, or hot and dry skin, warm to the touch
 - Vomiting
 - Refusing to drink

- Depressed fontanelle (“soft spot”)
- Irritability

School Transportation:

We provide transportation to and from the following schools: Morley Nelson, Koelsch, Valley View, and Mountain View. For special arrangements or questions about other schools, please contact the center at (208) 377-4555 or email office@achildsheart.net

If you have signed up for this service, and your child’s school schedule changes (i.e. early release, absent due to sickness, vacation, etc.) it is your responsibility to notify us directly of any changes via phone or parent communication app. Notification should be received no later than noon. If we make a trip to the school and your child is not there due to being picked up already or the school was closed and we tried to drop off your child, there will be an ‘Unnecessary Trip Charge’ of \$10.00 per occasion.

Screen Time:

The use of Screen Time in our program is an extension of the teaching and learning that takes place in our classrooms. Teachers may share videos based upon weekly themes or planned learning objectives. Children are not required to view part or all of a video. All multimedia must have a rating of “PG” or “E” and must possess an educational theme. There may be times when classrooms use a movie to celebrate or have fun! Teachers will connect with parents before showing any videos in class that are for entertainment to authorize the viewing of a specific movie at a specific time. Children are limited to a specified amount of time per week they may use or view multimedia that does not possess an educational component:

6 weeks thru age 1	0 minutes day/week
Age 2-5	Maximum 30 minutes/week
Age 6 and up	Maximum 30 min daily/2.5 hours per week

Special Needs:

If any child has special needs we require a meeting with the Director, the child’s parents, and a nurse consultant to determine if our facility and program can accommodate the care that is needed.

Statement of Faith:

It is our desire to simply live out our Christian faith in a day-to-day fashion. We are doing our best to lead by the example that is taught in the Bible through the life and teachings of Jesus Christ.

Basic Fundamentals we will teach:

- God created the universe and all that is in it for His pleasure and ours. We are His children, created in His image.
- God loves and cares for all people and wants an intimate relationship with everyone who will answer His calling and invitation to His forgiveness and grace through Jesus.
- He sent His only son Jesus from heaven to die on a cross for the sins of the world and He will forgive all people who ask.
- Those who believe on this Good News and put their trust in Jesus Christ will be saved and go to heaven when God judges the world of sin.
- Classic Bible stories and songs, how to pray, the Ten Commandments, the teachings and life of Jesus Christ.
- We will do our best to answer any questions children have about God according to what the Bible teaches.

Suspected Child Abuse Policy:

Child abuse is any non-accidental injury or pattern of injuries to a child for which there is no “reasonable” explanation. It includes physical, emotional, and sexual abuse.

To prevent abuse and neglect our staff participates in training, avoids blind spots in classroom, we never force children to show affection, we use proper names for body parts, we make sure staff interactions can be observed and/or interrupted, we require background checks for all staff upon hire, we seek regular communication with parents about concerns, and we provide community resource information to parents.

This facility will report to Child Protection Services, Health & Welfare, as required by state law, in any instance where there is reasonable cause to believe that child abuse, neglect, or exploitation may have occurred.

Signing In and Out:

You are required to sign your child in at the time of drop off and out at pick up. We use an electronic system and upon enrollment you will be provided with a password that you can change at your discretion. Your child will not be allowed to come into the center alone. When you pick up your child, you will need to sign them out before leaving the premises. If you have difficulty with our electronic device and are unable to log out your child, please notify the Director right away. Failure to do so may result in extra charges (Late Pickup Fees and/or

Overtime Hours Fee) as your bill reflects hours as recorded via Brightwheel check-in and check-out times. Your child will be signed in and out by a staff member for a record of attendance if a parent or authorized pick-up person does not do it. The time recorded by staff members for check in or check out will be the time used to assess charges for that day's care (Late Pick-Up Fee/Overtime Hours Fee may then apply). We will only release your child to someone who is authorized by you on the registration form or on Brightwheel, and is at least 18 years or older, and only if you have notified the Director or staff member beforehand. All authorized persons will need to present current photo identification before we release your child to them. In the event of custodial disputes, we must have legal documentation regarding custody.

Termination of Childcare Services:

Services for childcare may be terminated by the parent/guardian by giving a two-week written notice by sending an email to billing@achildsheart.net and receiving confirmation. If we do not receive notice of termination in writing, you will be charged for two additional weeks after your child leaves the center.

A Child's Heart Learning Center reserves the right to refuse service or may terminate services of care for the following reasons:

1. Failure to pay tuition
2. Harmful behavior toward our staff and/or other children in our care
3. Unsafe behavior
4. Disrespectful behavior towards our staff or program
5. Child requires one-on-one care for a majority of the time
6. Posting or discussing derogatory information or concerns about our program or staff on social media or any other public forums
7. Non-compliance with the policies and regulations of A Child's Heart Learning Center

Transition to New Classroom:

Every two months A Child's Heart will designate a "Move Up Date" for enrolled children at our center to transition to the next classroom. Our team of teachers works together to identify which children are the best candidates for transition. We determine those who are ready based on age and maturity level to meet the social, emotional, physical, and cognitive demands of the next classroom.

Once those children are identified, the Director will send a general message about the selection of your child to move to the next class. Between identifying them as ready to move and their first official day, we work in time for your child to spend some time in that new classroom.

And finally, we have a "Move Date" for the center when these children will have their first official day in their new class! Teachers from your child's current class and new class will connect with you by sending a farewell message (current class) and a welcome message (new class) via Brightwheel.

Your child's items will be transitioned to the new classroom, and you will be notified if any new items are needed for their new class.

Parent concerns will be heard and valued in regard to their child's readiness to move to the next class. Sometimes your child may be ready but there is not an opening in the next class to accommodate your current schedule, in which case we will offer an alternative schedule or plan to try again at the next "Move Up" time.

The center will do its best to accommodate the wishes of parents but may be limited at times to accommodate a request to hold the child back in their current class. The ability to move into the next classroom is essential for the structure and function of our center. If a child is age ready to move into the next class but there is a concern for their readiness to join that classroom (i.e. unable to potty train, etc.), we will do our best to work with parents to address that concern so the child can move up by the next move date. If it is found that a child will not be able to move up into the next classroom, and there is no reasonable accommodation the center can make, your child will be asked to withdraw from our center to seek care more congruent with their needs.

Upcharge:

An upcharge will be billed if your child is at the center outside of their normal daily scheduled hours. A common situation where the upcharge may apply is when school aged children do not have school or have an early release. If your child is enrolled as a before school only or after school only schedule, they will be billed an upcharge if they are at the center over 6 hours for that day. In this case they will be charged the difference between their normal rate and the daily rate of summer program.

Unscheduled Days (change in normal schedule):

In the event an extra day is needed or a change in normal scheduled days we request a 24-hour notice to confirm an available place in your child's classroom by reaching out to your child's teacher through our Parent Communication app. A drop in charge will be applied to your account and a separate ACH withdraw will be taken if you are billed monthly. There are no discounts applied to these changes and different days cannot be "exchanged". We understand that there are unexpected events, and we will do our best to accommodate your needs. If your child is dropped off without prior approval you will have a one-hour grace period to pick up or you will be billed the Unapproved Drop-in Fee. See also *Billing*

Vacation:

After you have been enrolled with A Child's Heart Learning Center & Nursery for 6 consecutive months, families are eligible for up to one-week vacation and no tuition fees will be charged. Vacation time requests can be for 2 to 5 consecutive days. Vacation Time is based on the number of days your child currently attends. Only one Vacation Time Request will be approved per six-month period. This 6-month period cannot be carried over if not used. Vacation is to be used toward days that your child is not in attendance for vacation purposes. Requests made for days the center is closed for holidays or staff training and absence due to illness will not be granted. It is your responsibility to request a vacation credit at least 2 weeks prior to the date you are requesting. Email your request to: billing@ahchildsheart.net

In the event of an unscheduled/emergency time away is needed, we can hold your child's place of enrollment for a discount of 50% of your regular tuition rate for up to two-weeks.