



PARENT HANDBOOK

Thank you for making the decision of entrusting the care and early childhood education of your child to Valley Child Care & Learning Center.

We believe that every child is a precious, God given being with basic needs - social, physical, emotional, and intellectual. We will work to instill proper manners and values, honesty and sharing, respect and self-worth in your child. It is our purpose to meet those needs when your child is in our care by providing a safe and loving environment here at our school.

**Our Mission Statement:
"To Make Children Smile"**

OUR PROGRAM PHILOSOPHY

Our program is based upon the belief that children need time to be children and time to experience their childhood. Teaching is the art of providing young children with an environment which encourages active exploration and discovery. Projects are planned, yet responsive to individual needs and environmental happenings. Opportunities are provided for children to take responsibility, make decisions, and learn through play in age groupings.

Structure Learning and Creative Expression

Creative expression will be encouraged in all children regardless of ability. Each child will feel that he/she is an important, and a respected individual. Creativity takes place in the different learning environments. In the Block Area, for example, your child may design and build their own projects; in the Dramatic Play Center, children become moms and dads, dentists, zookeepers, clowns and whatever the child's imagination transforms him/her into. We also have Science, Art, and Library centers in the classrooms to help create an environment that enriches and encompasses your child's social, emotional, developmental and cognitive growth.

Our Services

- We offer care for infants (6 weeks at all locations except for Carefree, which is 12 weeks) through 5 years old at all locations. At our Carefree location, we offer a private Kindergarten curriculum. We offer school age care for children up to 8 years old. We are open from 6 am to 6 pm. Any child not picked up by 6:00 pm will be assessed a \$1.00 per minute late fee. If there are re-occurring instances, services will be terminated.
- All our programs described above continue throughout the summer. We also initiate a unique summer program which integrates special theme days, arts and crafts, a reading program, games, music, physical education, etc. School age children under the age of eight years old are welcome at all locations.
- We have buses to provide transportation to and from certain elementary schools at two of our locations:

SOUTH PHOENIX – 3920 E Southern, Phoenix, AZ 85040
TEMPE - 2121 E Broadway Rd, Tempe, AZ 85282

The locations that we bus to are posted in the lobbies of these two schools.

- Field trips are hosted in our centers.
- Baby food is provided in our Infant Room. If you would prefer an alternative to the brand of baby food that is different than what we have in stock, you are welcome to provide your own.

- Our liability insurance meets and exceeds the requirements of AZ Dept. of Health Services – Bureau of Childcare Licensure. Insurance documentation is available for your review. Please see your Director. Our facilities are regulated by the Arizona Department of Health Services, 150 N. 18th Ave Phoenix, AZ 85007, (602) 364-2539. Inspection reports are available upon request.
- We are closed for the following holidays, New Year’s Day, Memorial Day, 4th of July, Labor Day, Thanksgiving (Thursday and Friday) and Christmas. We close early on Christmas Eve as well as New Year’s Eve.

Curriculum for Valley Child Care & Learning Center

Our programs include a full Monday through Friday theme-based curriculum. We focus on each child’s social, emotional, developmental and cognitive growth. We offer a full day preschool curriculum, which meets and exceeds the AZ Early Learning Standards and the AZ Common Core Standards. This emphasis on curriculum helps to prepare your child for Kindergarten Success!

Admission Requirements and Enrollment Procedures

- Registration packet must be filled out completely.
- There is an annual registration fee per family and every January thereafter. This fee is non-refundable.
- Emergency Registration Form (required by DHS) must be completed with no blank sections. In case of an emergency, we will do what we deem necessary, and of course, notify you immediately. For this reason, it is vital that you keep us informed of current information, including parent’s home and work phone numbers and emergency contact data. We will need a wet signature from you on your first day of enrollment.
- We must have a copy of your child’s immunization records upon enrollment. All immunizations must be current and kept up to date.
- If you choose to have your child exempt from the immunization requirements, you must complete a release form. If your child follows an alternative schedule for immunizations, we will need a doctor’s note stating this.
- If there are custody guidelines and a parenting time plan, a copy of the parenting plan/divorce decree **must** be on file at the center before your child can begin enrollment.
- It is the policy of this Company that no family or child, applicant for enrollment, customer, or other individual will be discriminated against based upon their race, color, creed, religion, sex, sexual orientation, national origin, disability, or other protected class or characteristic established under applicable federal, state or local statute or ordinance. All individuals will be treated equally and will not be discriminated against in receiving services, care, or discipline.

Drop Off and Pick Up Procedures

The state of Arizona (ADHS) **requires** that all parents sign their child in on the sign in sheets provided for you at the front desk, upon arrival and out upon departure. A full legal signature with first and last names is required. **Failure to sign in or out will result in a fee of \$2.00 or termination of services. You will also be required to pay any difference in the payment we are not reimbursed from the Department of Economic Security (DES) or any subsidized agency because of your failure to sign.**

Valley Child Care & Learning Center uses ProCare software. On your first day, you will be set up for biometric scanning. As you check in or out, the computer will show you your current account balance, any injuries that might have happened, and any miscellaneous notes about the school. You must clock in upon arrival and out upon departure. Failure to clock in or out will result in a fee of \$5.00 for each occurrence.

Your child will be released only to those persons listed on your authorization form. Please advise family and friends who occasionally pick-up that identification will be required. Please notify the office if there are any changes in pick-up plans or arrangements or changes on the authorization form, please contact the office.

If a parent or other authorized person arrives to pick up a child and he or she appears to be under the influence of drugs or alcohol, the police will be called, and arrangements will be made for a ride home to ensure the safety of the child.

Please remember that drop off and pick up times are very busy periods in terms of transitions and adjustments. These periods are not the best times to discuss your child's progress or growth, especially if he or she is standing with you. Please see your center director to schedule a time that you and the teacher can meet to discuss any concerns.

We also request that you refrain from cell phone usage during drop off or pick up times.

Payment

All customers must pay their account in full by Friday night or last day of attendance for that week. Failure to do so will result in a \$30.00 late payment fee for the past week charges.

Tuition Express is our payment form of choice and all parents must enroll in Tuition Express. This is an electronic funds transfer by ACH, which has no service fee.

We also accept credit cards, flex savings cards, or any type of cash card for enrollment in Tuition Express; However, **there is a convenience fee added for each transaction made with any type of credit card, debit card, flex savings card or cash card.**

Payment-cont'd

For those customers who have signed up ACH, and there are nonsufficient funds, there will be a \$30.00 NSF fee as well as the \$30.00 late payment fee. **There is no convenience fee ACH payments.**

For any customers who have signed up with a credit card, flex savings card or cash card, and have that card declined, there will be a \$10.00 fee as well as the \$30.00 late payment fee. **There is a convenience fee for each transaction made with any type of credit card, debit card, flex savings card or cash card.**

Drop in customers need to pay any balance on their account at the beginning of each day that they attend the school. If the balance is not kept current, there will be a \$30.00 late payment fee for the past week's charges. **There is a convenience fee for each transaction made with any type of credit card, debit card, flex savings card or cash card.**

If there is a failure to pay any sum due and this matter is placed with a collection agency, the customer shall be obligated to pay all costs and expenses incurred (including any percentage of the debt that is retained by the collection agency).

Parent Involvement

- We have an open-door policy. Parents are welcome to visit at any time during our regular hours of operation. We have video cameras in each room so that if you want to see how your child interacts in their room you have the freedom to do so without them knowing you are there. These cameras do not record
- We encourage and appreciate parent involvement in special activities, holiday parties, fundraisers, field days, parent days, etc.
- Parents are welcome to share their skills and talents, job related or personal. This can be done anytime (simply coordinate with Director).

Meals/Celebrations

- We provide breakfast, lunch and afternoon snacks each day. We ask that no outside food be brought into the center for mealtimes unless needed for dietary requirements.
- Any known food allergies must be documented by a health care professional and given to the Director. You will need to provide any specific foods that comply with your child's dietary requirements.

- Class parties – We love to help celebrate important occasions such as your child’s birthday! Items brought in must be store bought and peanut free. Please see the office for specific guidelines.

Medication

- Administrative staff will not dispense either prescription or over the counter medications. A doctor’s note is required for any medication that is needed to help sustain life or is deemed necessary by a doctor for behavior modification. Please label all medications clearly with first and last names while being careful not to obscure directions. All medications require a medication card to be filled out. This can be obtained at the front desk. NOTE * this is also required for diaper rash cream.
- Prescriptions must have a start and stop date and must have directions for use. Medication must come in the original container and be labeled with the child’s and doctor’s name. NEVER LEAVE MEDICATIONS IN DIAPER BAGS, BACKPACKS, ETC. Always turn medicine in at the front desk. Parents must give the first dose of any new medication to the child. (This is to ensure that there is no allergic reaction to the medication)

Conflict Resolution Policy

- Any issues or concerns with the facility or staff members should be addressed to the Director or Assistant Director. If you feel that you are unable to reach resolution, you may email our Operations Manager, Debra White. Her email is Debra@vcclc.com.

Absentees, Withdrawals or Termination of Services

- Please call when your child is going to be absent for an extended period. Failure to do so could result in your child’s place being filled with someone from the waiting list. We will accept Drop-in students, when space permits, advance arrangements and current enrollment information is required.
- If you plan to withdraw your child, please let us know when your last day of attendance will be and have your account paid in full before leaving on the last day. Failure to pay the account in full will result in your account being sent to collections. If you have a credit upon withdrawal, you will be refunded by check within 2-3 weeks.
- Valley Child Care & Learning Center has the right to refuse or terminate services to those that are disruptive to the Center’s program or policies and/or the well-being of the other children and staff. Valley Child Care & Learning Center has the right to refuse or terminate services to those who are delinquent or negligent in payment of services.
- We reserve the right to refuse service to any parent or child with inappropriate behavior.

Suspected or Alleged Child Abuse or Neglect

Our facility is required to report any suspected or alleged child abuse or neglect to Child Protective Services, and to a local Law Enforcement agency (A.R.S.13-3620). The Licensee or staff member shall notify the Department of Youth Services by any means available within 24 hours of the required report. Valley Child Care & Learning Center will maintain written documentation of a child abuse or neglect report on facility premises for 12 months from the date of report.

Notification of Illness or Injury

- If a child becomes ill while in our care (i.e.: vomiting, fever, diarrhea, pinkeye, COVID-like symptoms, or obviously not feeling well, such as not able to participate in activities) parents will be called immediately. To ensure our commitment to a healthy environment for all our children and staff, you will be asked to pick up your child or plan to have him/her picked up within an hour. Failure to comply with this policy will result in possible disenrollment from the center. We require a physician's note giving permission to return the center after any communicable disease.
- If a child is injured while at Valley Child Care & Learning Center, his/her "owie" will be cleaned, disinfected and covered, as necessary. All "owies" are documented on the computer for the parents to be notified. If it is determined that the injury requires more serious intervention than "Band-Aid" treatment, a parent or emergency contact will be called. If a critical situation arises requiring a hospital visit, the parent will be called, and the injured child will be transported to the nearest hospital. It is your responsibility to keep your contact information current and up to date. If a serious injury arises, the parent will be notified as soon as possible, and the incident will be in writing within 24 hours.
- Any communicable disease or infestation will be posted at the center within 24 hours.
- If your child has a fever of 99.9 degrees axillary or higher, they will be sent home from school and they may not return until they have been symptom/fever-free without fever reducer for 72 hours.
- If your child has 2 or more cases of diarrhea in one day, they will be sent home from school. They may not return to school until they have been diarrhea free for 24 hours.
- If your child has 1 or more cases of vomiting in one day, they will be sent home from school. They may not return to school until they have not vomited for 24 hours.

- If your child has a sore throat with a fever or swollen glands, they will be sent home from school. They may not return to school until the symptoms have cleared or have been seen by a doctor.
- If your child has mucous or pus draining from red, irritated eyes or thick cloudy drainage from the nose they will be sent home from school. They may not return to school until the drainage has cleared or have been seen by a doctor.
- If your child is sick and not coming to school, please give us a call and let us know.
- If your child has been tested for COVID, please notify us of the testing and quarantine until your child has received a negative test result.

Discipline and Guidance

- It shall be the policy of Valley Child Care & Learning Center to create an environment in which all children are permitted to learn, grow, and be happy. All children shall be loved and taught self-control. Your child will learn how to observe the rights and property of others and will experience the interactions needed to navigate in society as they mature. Positive guidance is used by managing typical discipline issues with positive helpful strategies, such as redirection, active listening, eye messages, conflict resolution and recognizing and dealing with strong emotion.
- Some discipline problems take a team to work through, i.e., teachers and parents. We will ask you to work with us to better the situation. When there is a risk to the well-being of the other children and teachers (physically or emotionally), disenrollment may occur.

Potty Training

- We ask that you advise us when you are ready to begin potty training with your child. It is best if we can duplicate the routine and method that you are using to have consistency for your child.

Biting Policy

- Teachers make every effort to prevent biting in the classroom. However, young children sometimes bite. At Valley Child Care & Learning Center, we know that biting is a normal part of children's development. Our policy is that if a child bites 3 times in one day their parents are called and they are asked to go home for the day. If the biting becomes chronic, we may ask that your child take a break from the center and spend time in a smaller setting until he/she has developed a more productive way of communicating other than biting.

Exposure Control

- Our facility complies with OSHA exposure control plan standards Number 29CFR1910.1030.
- Our facility also meets ADA compliance in Section 504.

Pesticides

- Pesticide is applied monthly at all centers. Please refer to parent board for notification of day, time, and type. If you would like further information, please see the director for the type of pesticide used. Notices of application are posted in each school.

Miscellaneous Information

- Please refrain from bringing any personal items from home. (This includes movies, iPads, iPods, cell phones, Gameboys or similar games, toys, jewelry) Valley Child Care & Learning Center is not liable for the loss of these items.
- All children should have an extra set of clothes, MARKED with child's name, to be kept in his/her "cubby." Please identify all personal items with the child's name. We will not be responsible for lost items.
- Please remember that your child will be involved in active play and/or crafting. Please wear clothes suitable for these activities. We also ask that your child wear closed-toed shoes for outdoor play, which is important for your child and this type of shoe is appropriate for this type of play.
- Please apply sunscreen at home daily. We do not provide or apply sunscreen.
- Infants - We will put your baby to sleep on his/her back. This reduces the risk of Sudden Infant Death Syndrome. (SIDS, also known as crib death)
- Infants - Tummy Time will be conducted daily.

Emergency Preparedness Plan

To be prepared for any unforeseen emergency, Valley Child Care & Learning Center has an Emergency Preparedness Plan. Please see Director for a copy.

Closing

We would like to thank each of our parents for entrusting Valley Child Care & Learning Center with the most precious possession that God has given you. Our staff has been well-trained to develop, love, and care for your little one. We sincerely believe that they each have a special gift to share with children.



North Phoenix	3300 E Union Hills Dr Phoenix, AZ 85050	602-569-9200
Paradise Valley	4041 E Cactus Rd Phoenix, AZ 85028	602-996-2500
Carefree	2717 W. Carefree Hwy. Phoenix, AZ 85085	623-780-1786
Chandler	3700 W Ray Rd Chandler, AZ 85226	480-786-4400
Glendale	21468 N 75 th Ave Glendale, AZ 85308	623-566-8700
El Mirage	14085 N Dysart Rd El Mirage, AZ 85335	623-486-7600
Surprise	16303 W Bell Rd Surprise, AZ 85374	623-556-4414
South Phoenix	3920 E Southern Phoenix, AZ 85040	602-437-3400
Tempe	2121 E Broadway Rd Tempe, AZ 85282	480-968-1157
Director of Operations	Debra White	Debra@vcclc.com