



CUBS' DEN, LLC

Parent Handbook

Revised March 2020



Welcome / Philosophy

Welcome to Cubs' Den, LLC. This handbook has been created so that there are no misunderstandings, and so that everyone is aware of the requirements of Cubs' Den, LLC, as well as the requirements of you, the parents/guardians. This handbook covers our childcare philosophies, business policies and expectations. Please read this handbook carefully, and feel free to discuss with myself or a staff member any questions that you may have.

Cubs' Den, LLC is committed to creating a safe, warm, loving environment for children where they can learn and grow physically, emotionally, creatively, intellectually, and socially. We want to help your child increase their confidence, and self esteem by treating them as unique individuals, and allowing them to express themselves in a variety of facets. We strive to make your child's time with us the best experience it can be for them as well as you, the parents.

We are committed to supporting families by maintaining open communication and encourage parental involvement in our programming and care activities. Our objective is to care for your child the same way you would.

In programming activities for the children we have a certified Teacher who creates our lesson plans for the center. Our lesson plans, which follows a play-based learning philosophy. We develop activities centered on stories, songs, math, fine and gross motor skills, circle time, science, music, theatre and arts/crafts. We strive to prepare your children for their early school years by exposing them regularly to letters, numbers, colours, shapes, name recognition, and new vocabulary. Please see our director, Chaunta Hunt if you'd like more information on the Curriculum Framework.

Hours of Operation

Hours of operation are:

6:00 AM – 6:00 PM.....Monday – Friday

We will be closed on January 1st, Good Friday, Memorial Day, July 4th, Labor Day, Wednesday, Thursday and Friday of Thanksgiving Week, and December 24th, 25th and 26th.

Late pick-up policy: If you are late picking up (after 6:00 p.m. closing time) your child you will be charged a late fee of \$5 per minute late or any part thereof, except in emergency situations. This late fee will be calculated and added automatically to your account by our Procure software.



Enrolment Requirements

Before your child can be officially enrolled in Cubs' Den, LLC you must complete and provide the following documents:

- Signed Parent Contract and Rate Agreement
- Completed Child Profile & Copy of Immunization Record (or Signed Waiver)
- Signed Consent Forms (those that are applicable)
- Registration Fee must be paid (\$50)*

*spaces will not be held by verbal contract, registration fee and first week tuition must be paid in order for a spot to be held for you and your child.

We do require that the parent/guardian and their child(ren) visit our center prior to enrollment. This process allows your child(ren) to become more familiar with our daycare and staff. If you feel it necessary, we can arrange for your child(ren) to be left in our care for 2 hours free of charge as a trial basis, before leaving them for a full day.

Evacuation Procedures

In case of emergency (fire/flood/otherwise), children and staff will be evacuated to the Clifton Church of Christ, 203 S Ave G. This is just a short bus ride from the center, and that will be how the children will be transported there. Emergency contact information will be transported along with us, so you will be contacted to pick up your child at the alternate location. The location can also be contacted directly by calling (254) 675-3801.

Transportation/Outings

For any field trips or outings that require transportation, parents will be asked if they would like to volunteer as chaperone. All transportation will be using the Cubs' Den, LLC commercial bus, which is always inspected up to date, and covered with the proper insurance, and outfitted with proper car seats. Drivers have the following documents, as well as required insurance and car seats to transport children:

- Criminal Record checks
- Clean Drivers Abstracts

If any parent is uncomfortable with this transportation method they have the option of transporting their child themselves, or choosing to keep their child at the center with another classroom. Outings are a part of the Education Curriculum, and participation is encouraged by our staff. If there is anything we can do to help anyone feel more comfortable with their children participating please feel free to talk to our director, Chaunta Hunt or owners, Heather Rust and Brittany Lannen.

No child will be permitted to go on an outing without written parental consent.

Signing in and out/Attendance Records Policy

Children are signed in and out by using our electronic Procare software check in station in the lobby upon arrival and departure. We ask that if your child is not going to attend care as per usual that you inform the center by 9 am. This will help us plan activities for the day. When your child does not attend



daycare, you must call to let us know the reason – if it is a communicable illness we are required to record this in case of other cases breaking out. If no one answers the phone, please leave a brief message. Also, upon arrival and preparing your child for the day please help them or direct them to wash their hands before beginning to play with toys, in order to prevent the spread of germs.

If someone else will be picking up your child they must be listed on the child(s) pick up list. Photo ID will be required by the person picking up your child as well if the staff member is not familiar with that person. Please let any individuals other than parents who may pick up the children that they will be asked for picture ID in order to ensure the safety of all children.

Children will not be released to unauthorized individuals. If someone shows up to pick up your child and staff was not made aware of it, you will be notified immediately.

Absences/Exclusion from Daycare

If a child is too sick to attend daycare, please keep him/her home. There is no “sick room” at the daycare, and the best place for a child to be recuperating from an illness is at home. There are also many symptoms that a child may have that may prevent them from being able to partake in everyday activities. If your child experiences any of the following please keep them home until the symptoms are gone, or are well enough to participate in normal everyday activities:

- Fever greater than or equal to 100.4 degrees F.
- Excessive drainage (clear or discoloured) from the mouth, nose, eyes, or ears.
- Red discoloration to the whites of the eye(s).
- Skin rashes as they are difficult to diagnose unless seen by a physician.
- Severe abdominal pain, vomiting or diarrhoea.
- A deep, hacking cough
- Difficulty breathing or untreated wheezing
- Yellow discharge from the eyes
- An unusual yellow coloring of the skin or eyes
- Cuts or openings on the skin that are pus-filled or oozing
- Lice or nits

If your child(ren) are sent to daycare with any of the above listed symptoms or develop during the day they will be sent home. Children should NEVER be medicated and then sent to daycare (i.e. given Tylenol to break fever). You should arrange for back-up care when your child is sick, and unfortunately there are no refunds or discounts for days that your child does not attend daycare. There are still costs associated with each childcare spot each day that unfortunately cannot be avoided if your child is not in attendance.

If your child will not be attending daycare due to illness or any other reason, please let someone at the center know as soon as possible, as well as the reason they will not be attending. This will prevent activities from being delayed.

Developing Illness Policy

In the event a child becomes ill during the course of the day, to the point where they are not capable of participating in regular activities, the parents/guardians will be contacted immediately and be required to come pick the child up. If the parents/guardians can't be reached the alternate emergency contact person will be called to come pick up the child. Allergy related and common cold symptoms as well as



non-communicable diseases/illnesses do not require that the child be excluded from care.

If any of the following conditions are present, it is required that children be excluded from care:

- Pain - any unexplained or undiagnosed pain
- Difficulty in breathing - wheezing or persistent cough
- Fever (100.4* F/ 38.2*C or higher) – child must be free from fever (without being medicated) for 24 hours before returning to care at the facility
- Sore Throat or trouble swallowing
- Infected skin or eyes (mucus/pus draining) or an undiagnosed rash
- Severe body or scalp itching
- Children with a known or suspected communicable disease/illness
- Vomiting - 2 or more times in 24 hours - may return to care after 24 hours without vomiting
- Diarrhea (as defined by an increase in frequency and loosening of stool) - 2 or more times in 24 hours - may return to care after 24 hours without loose stool/diarrhoea
- Just not feeling good - a child must be well enough to participate in the entire child care day to be at daycare

Children may return to care when they are free of symptoms or are approved to return by the facility operator or in some extreme cases, by a medical doctor.

***Parents are required to inform staff of any serious illness or communicable /contagious disease (with their child or within their family) within 24 hours to allow other families within the child care center to be alerted.

Child Abuse/Neglect

If any abuse or neglect is suspected of any children in our care, we are required to report it to according to the Child Protective Services. Please be aware also that children will NOT be released under any circumstances to impaired individuals. If we have reason to believe that any persons picking up a child is under the influence of drugs or alcohol, an emergency contact will be called to pick up the child. The incident will also have to be reported to Texas Childcare Licensing.

Clothing Code

Children should come dressed in comfortable, season appropriate clothing that can get dirty, since some activities we do on a daily basis are messy. A spare change of clothes is required for all children in case of soiling of clothes. Children under the age of 3, and those who are potty-training require at least two changes of clothing (including socks). We want to keep your children happy and comfortable.

Children are required to have close-toed shoes at all times. No sandals or shoes that leave toes exposed are permitted.

Please also remember whenever weather permits the children are taken outside for 1-2 hours per day. Please ensure that you have proper outerwear provided for your child so that they are comfortable and don't miss out on outdoor play. If a child does not have proper outdoor apparel they will have to remain indoors with another teacher/classroom. This happens all too often in the wintertime because of a lack of warm clothing, hats or gloves. Please leave an extra pair of these items with us if you can, or be sure to bring them everyday.



Potty Training Policies

We strive to support your efforts of potty training at home right through the day here at daycare. However, there are some key signs to look for before we can help you train your child at the center. The key signs of readiness for potty training include:

- The child can pull down and up their pants and underwear/pull-ups on their own with little or no assistance.
- The child can communicate to you when they need to go to the bathroom.
- The child's diaper is dry after nap times and for long periods during the day.
- The child can hold their bowels and bladder until they get to the potty once they realize that they need to go.

If these signs are not present, your child is not ready to potty train at daycare, as we cannot have a potty in each room for them to use – it is against public health sanitation policies. Children are not able to move up to the preschool room (from the toddler room) until they are completely potty-trained (having no more than 2 accidents per week for at least a 2-3-week period). We will always encourage children to use the potty regularly and we begin to introduce sitting on the potty as soon as the children move into the toddler room at the age of about 2 years old.

When your child does potty train, we ask that you provide extra clothing and remove soiled clothing daily. If we run out of clean clothes and underwear then you will have to be contacted during the day for you to provide them, as we are limited for back up clothing.

Discipline Policy

Here at Cubs' Den, LLC, discipline and guidance centers around respect and responsibility. Each child is expected to be a respectful, responsible member of our group. This ranges from children cleaning up their own "messes" to using manners and politeness when speaking with teacher, parents, and each other.

All "rules" center on these respect/responsibility/safety guidelines. The only rules are those that are required to maintain a safe and respectful environment for all the children in our center.

We follow the 1-2-3 time out procedure. The child will get two warnings upon the first and second instances of the child not acting safely or be irresponsible or disrespectful. If the child continues the action that is not acceptable, the child will receive a third strike and a time-out. It is explained to the child as "when you cannot be safe with yourself and your friends/when you cannot play nicely, you must step away." The child will be removed from the group and asked to go sit a chair by themselves, but still within the same vicinity. They will be asked to sit for a few short minutes to calm down, think about what behaviours are OK. The time-outs will last the amount of time that corresponds with the child's age (for example, if the child is 3, they will get a 3-minute time-out). Before rejoining the group, we will briefly discuss what appropriate behaviours will need to be used to be a part of the group again.



Daily Routine

- 7:00 am - Center Opens - Free Play (Table toys, puzzles, colouring, etc.)
***Breakfast will NOT be served by the daycare, but if you would like to send breakfast with your child(ren), they may eat it upon arrival.
- 8:30 am - Clean-up and Circle Time/Other Educational Activity (our learning time)
- 9:00 am - Nutritious Snack
- 10:00 am - Educational Activities and Programming, examples include - Art, Science Experiment, Weather Chart and Story Time
- 10:30 am - Outside Play (weather permitting) - activities include visiting local parks, going on walks, or remaining at the daycare outdoor play area
- 11:00 am - Lunch
- 12:00 pm - Clean-up from lunch
- 12:30 pm - Naptime - Children remaining awake may read books, do puzzles, other quiet activities while others sleep
- 2:30 pm - Quiet time is over for napping children,
- 3:00 pm - Nutritious Snack, After School care children arrive
- 3:30 pm - Educational Activities and Programming, examples include – Art, Science, Music, or Literacy Activities that relate to current theme/web, Homework time for school aged children
- 4:30 pm - Outside Play (weather permitting) in yard until center closes if weather permits
- 6:00 pm - Center Closes – Children must be picked up by 6pm or late charges will apply. If you need to speak to staff about any concerns you have please come in ample time to do so.

This schedule is merely a guideline and is adjusted according to the children's needs, interests and age group. Specific schedules for each classroom are posted in each classroom.

Items Needed From Home

- Nap Bedding – We provide the crib sheet for infants and the nap mat for toddlers, but you must provide a blanket for toddlers only (Infants can not have coverings).
- Diapers/Rash Ointment (Training pants or pull-ups for those who are potty training)
- Spare Clothing – including underwear and socks, at least 3 complete sets for those potty training age and under
- Sunscreen/Sun Block, and a wide-brimmed hat



- Weather appropriate clothing - jacket/splash/snow pants/hats/mitts, boots etc. –lack of weather appropriate clothing will prevent your child from enjoying our outdoor play time, please ensure you dress your child for outdoor play everyday.

Please ensure that children come dressed in “play” clothes. Although we are careful while doing art and playing outside; there are instances where clothes could become dirty and stained. We appreciate your understanding and so do the children. Extra supplies can be left at the daycare and replenished when necessary space permitting.

No outside toys will be allowed in the center. This is to maintain a safe and clean environment for all of our families. Thank you for your understanding.

Snack and Meal Times

We provide morning snack, lunch, and afternoon snack for each child. We do not serve breakfast but you are welcome to bring your child(s) breakfast. Throughout the day water drinks are available for the children as needed. At all times during drinking and eating, children are required to be seated and not engaged in any play activity. This is to ensure safety (to avoid choking) and to promote healthy eating/drinking habits. Under no circumstances will young children be allowed to walk around or play with bottles in their mouths. Pacifiers are encouraged for use at nap time in the infant room only and if your child requires a bottle at nap it will be given to him or her before they get into bed. Under no circumstances will children be allowed to go to sleep with bottles in bed. This is also to ensure safety (prevent choking) and to prevent dental problems.

Medications

Our center will not administer medications.

Allergies

All allergies (and dietary concerns) will be documented in our system in the child’s emergency info/consent files. If you send any snacks for the classroom or staff and they do not have the appropriate symbols or ingredients list then they will not be served to anyone for safety reasons, and will have to be returned home, or discarded.

Fees

Full-Time Weekly Fees: (effective March 2020)

Full-time is defined as having access to our services on all days that we are open, Monday thru Friday from 6:00AM – 6:00PM and utilizing our services a minimum of three (3) times per week.

Child’s Age	Weekly Rate
Infants: 8 weeks to 11 months.....	\$130 / week
Early Toddlers: 12 months to 17 months.....	\$125 / week
Toddlers: 18 months to 23 months.....	\$115 / week
Toddlers: 2-3 years old.....	\$100 / week
Pre-K: 4 years old.....	\$100 / week
Before & Afterschool.....	\$50 / week

School Age - (rate adjusts if full days are used during holidays/summer).....	\$100 / week
Campers During Summer Camp – Not Regular Attendees.....	\$125 / week
Drop-Ins.....	\$30 / day

Payment Procedures

Forms of payment currently accepted are as ACH, Debit or Credit using our Procure Software.

All fees must be paid by Monday (or the first day of care) at drop off time for the current week of services. If payment is not received by Monday at pick-up time a late payment fee will be applied to your account at the rate of \$5 per day. In order to ensure accurate supplies to keep the daycare running, fees need to be on time. After 3 days of late fees added to your account your care will be suspended until fees are paid. After 3 late payments, or 2 NSF cheques, fees maybe required 2 weeks in advance, or service may be suspended. Each situation is dealt with on an individual basis. An NSF or returned cheque is subject to a \$30 administration fee.

Parents/guardians that use government subsidy to help pay for fees are responsible for renewing their authorization before it expires. If parents/guardians do not renew their subsidy claim before their previous claim expires the parents/guardians will be responsible for full fees until I receive authorization to bill the government and have received payment. If/when I receive back payment from the ministry (for fees already paid for by the parents), I will reimburse the parents/guardians the subsidy amount.

Registration Fee

An one-time registration fee of \$50/child is required upon enrollment and will be collected at enrollment. This registration fee goes towards supplies for children’s artwork, as well as other supplies that we use to teach your child, as well as to document learning. This fee applies to any re-enrollment if enrollment is not continuously maintained.

Supply Account

The supply fee is \$25. This supply fee specifically funds the art supplies used by the children at the daycare, but also serves to allow teachers to try new activities with new materials each year.

Communication

If you need to contact the daycare for any reason, please feel free to phone 254-675-3944. If you get our voice mail please do leave a message, as often we are out or busy with the children and unable to get to the phone at that moment. We do check messages regularly and return phone calls as soon as we get the chance. We do not mind calls to check to see how your children are doing during the day. We do please ask to limit them to 2 per day, as they do disrupt the classroom to pull a teacher out to speak on the phone. Thank you for your understanding.

It is strongly preferred that communication be submitted through your Kid Reports app on your smart device to ensure a timely response.

Parent’s Grievances and Suggestions

We at Cubs’ Den, LLC are committed to being very open and honest, and if any parent should have

any grievances, or any suggestions, please don't hesitate to contact us. If you wish to contact our director, you may do so as well (her information is posted on the Parent Information Board, as well as below), however, we hope that you will come to us first so that we can work any problems out before it comes to that.

Chaunta Hunt - Director
Phone : (254) 675-3944
Email : chaunta@gatheryourcubs.com

Parent Involvement

Our doors are always open to parents who would like to be involved in their child's care and education. We welcome any comments or suggestions from parents about programming or the care of their children. If any parents wish to volunteer at the center, or on outings please contact any staff member so we can make necessary arrangements.

Photographs/Video Cameras

We like to take lots of pictures at the daycare to share with the children, and the parents how much fun we have at daycare. We have a public Facebook page for photosharing. Please feel free to save the pictures of your child from this website, however, keep in mind you cannot share any pictures of children in a public forum unless you have written consent of that child's parents. So if you do save pictures or wish to share them with friends on facebook please ensure there are no other children's faces in the pictures.

Withdrawal Of Services Policy

A MINIMUM 2 WEEKS WRITTEN NOTICE is required for termination of childcare services. Even if your child does not attend during that two week period, payment is still required. Any fees not paid on time with regards to termination of child care services will also be subject to daily late fees, until full payment is received. If fees are not paid, the unpaid bill will be placed into collections.

In the event of any concerns (raised by staff, parents/guardians or even children) a meeting can be scheduled to address the issues. The meeting will involve owner/operator, and involved staff member and the parents/guardians involved. The concerns will be clearly stated (ex. late payment, failure to adhere to center policies, behavioural problems etc.) and discussed. Meeting minutes will be taken, and solutions will be sought in a non-judgmental manner. A plan will be designed to resolve the issue. A second meeting will be scheduled to review the situation within a reasonable time frame. In the event the issue cannot be resolved to everyone's satisfaction, a 2 week written notice of termination of services will be given.



Parent/Family Handbook and Fee Agreement - Family Copy
(your copy to keep)

Child(ren)'s Name(s): _____

Type of Care: Infant _____
Early Toddler _____
Toddler (18-23) _____
Toddler (2-3) _____
Pre-K (4) _____
Before & Afterschool (with automatic adjustments if full days are used) _____
Camper Only _____ (may be checked along with proper age group)
Drop-In _____ (may be checked along with proper age group)

Weekly/Daily Child Care Fees: _____

I/We (the undersigned) have read the parent handbook for Cubs' Den, LLC and understand all the information, policies and procedures outlined in the handbook. We (the undersigned) have also received a copy of these policies and procedures for our own records and reference.

By signing this agreement we consent to all the handbook policies and procedures and agree to them, including payment policies and late fee procedures. By signing this agreement, we acknowledge that the information supplied in the registration form regarding our child(ren) and the information supplied below is true and accurate to the best of our knowledge.

Parent/Guardian Signature

Date

Parent/Guardian Signature

Date

Owner/Operator's Signature

Date

Director's Signature

Date



Parent/Family Handbook and Fee Agreement - Daycare Copy
(please detach and return completed)

Child(ren)'s Name(s): _____

Type of Care: Infant _____
Early Toddler _____
Toddler (18-23) _____
Toddler (2-3) _____
Pre-K (4) _____
Before & Afterschool (with automatic adjustments if full days are used) _____
Camper Only _____ (may be checked along with proper age group)
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