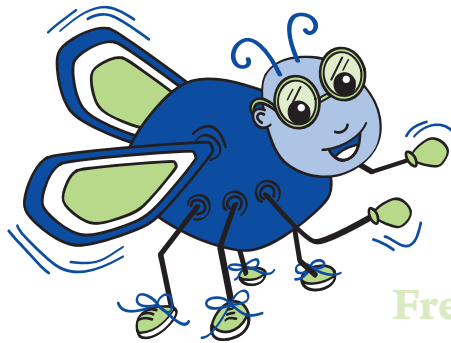




Student Manual

See what the buzz is all about!



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WELCOME to the Childpros Family!

Childpros, Inc. is a network of locally owned and operated Preschools and Child Care Centers. We are committed to providing a loving environment where your child will be prepared for life!

Our team is made up of Child Professionals; thus, the meaning behind “Childpros”! At Childpros, we understand the value of quality, educated teachers and caregivers. Our commitment to a quality, educated staff surpasses that of the industry standard. And this is just the beginning. We offer well equipped classrooms and playgrounds, a soothing environment within clean and modern facilities - all designed with you and your family in mind.

For our teachers, we offer many benefits and opportunities for a higher education. Some of our benefits include: scholarships for college, a free book rental program, and in some cases, we pay our teachers to acquire a higher education! This commitment to a quality, educated staff began in 2003 and has resulted in a team of child care professionals like no other! Many of our teacher’s now hold, or will soon acquire, the following certifications and/or credentials:

In addition to the certifications and credentials listed below, many of our teachers and caregivers have college level education in subject areas such as: early childhood education, nutrition, infant/toddler growth & development, preschool growth & development, infant/toddler care & curriculum, preschool care & curriculum, behavior management, family communications, and many more.

As you continue to read through our student manual, you will discover more of our services which were designed to serve you and your family. If you should have any questions regarding these services, please feel free to ask your center director.

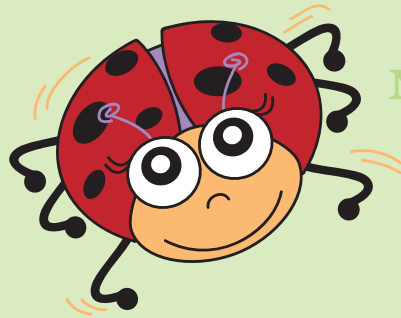
Customer Care

Your child will be treated with respect, love, and care. Our teachers and caregivers will look for ways to grow your child’s self-esteem and to help him/her develop a positive self-image.

Your application for admission will be accepted and treated in a fair manner to ensure that matters do not discriminate on the basis of race, age, sex, national origin, disability, or breast feeding preferences.

Your child is entitled to an environment that is free of harassment from other children and adults, and he/she will be treated fairly in all situations. If you ever feel your child has been treated unfairly, an appointment with the school’s director should be scheduled.

- Bachelor Degree
- Associate Degree
- CPR
- First Aid
- Food Safety
- Health & Safety
- Medication Administration
- (CDA) Child Development Associate Credential
- (NAC) National Administrators Credential



Nancy

LEARNING Program

Our staff will join with you and your family to offer your child programs that encourage, stimulate, and guide physical, social, emotional, and intellectual growth. Each child is unique with individual interests and needs; therefore, the daily activities and play experiences are planned in accordance with your child's age, developmental level, and interests.

Educational Philosophy

We believe children should be actively involved in play to develop the whole child. Our teachers prepare a variety of interesting choices each day where the children can make their own discoveries about the world as they are able to explore materials and learn to play with other children.

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Curriculum

We use Developmentally Appropriate Practices (DAP) as our basis when creating lesson plans for the classrooms. A developmental approach to curriculum design is dependent on the child's developmental status, responsive to the child's strengths, interests, needs, and experiences which are meaningful, relevant, and respectful of the social and cultural context in which he/she lives. If you would like to learn more about DAP, your center's director of education will be happy to provide you with additional literature and answer any questions you may have.

Parental Involvement

Parent involvement is critical to the success of our program. We depend on your help and support and there are many opportunities to assist at the school. Families are encouraged to participate in take-home activities, parent observations, volunteering to conduct a special family trade such as reading, musical instruments, etc.

Parents are encouraged to discuss their child's activities with their teachers. Open communication between parents and teachers provides an optimum of problem solving instances to ensure a smooth transition from home to school.

Communication

Childpros has implemented several layers of communication between you and our centers in order to maximize the level of customer service you receive.

Mediums of communication to you, from us, consist of the following:

- Student Manual
- Website
- School Newsletter
- Communication Boards
- Daily Reports
- Enrollment Agreement
- The Buzz Magazine

It is equally important for you to communicate with us. Please let your child's teacher know of events such as parents being away from home, new persons living in the home, illness or hospitalization of a family member, death in the family, change of residence, divorce or separation of parents, or death of a pet.

Please feel free to contact the center director by phone or in person at any time when questions or concerns arise. This will reduce misunderstandings or concerns.

Open Door Policy

Our school maintains an open door policy. Feel free to drop in whenever you wish to visit your child. However, if your presence in the classroom distracts your child, or the class, you may have to observe from the hall or volunteer in another classroom. Parents and volunteers must abide by the employee manual and follow all company regulations.



Your child will be more successful if you are involved with his/her learning.

You can do this by:

- Greeting your child in the evening, with full attention, when picking him/her up.
- Talking and listening to your child about his/her day at school.
- Reading to your child every day.
- Visiting the public library with your child.
- Limiting TV and/or video game time.
- Communicating with your child's teacher.



DAILY Schedule

The daily schedule for the children is a guide. The routines may be a little different based on the age of your child; but, for the most part, this outlines a typical day for children in our care.



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6:30–8:00	Arrival, Breakfast, Free Play
8:00–10:30	Classroom Activities (Includes Outside Time – Weather Permitting)
10:30–11:30	Lunch
11:30–12:00	Bathroom Time & Nap Preparation
12:00–2:00	Nap & Rest Period
2:00–2:30	Nap Clean-up; Snack Preparation
2:30–3:00	Snack
3:00–5:00	Classroom Activities (Includes Outside Time – Weather Permitting)
5:00–5:30	Classroom Clean Up
5:30–6:00	Departure

**Note: This schedule is flexible and based on the needs of the children, the weather, and any unexpected learning opportunities.*

Menu

Your child will be served breakfast, lunch, and an afternoon snack. Lunch will consist of a nutritious, well- balanced meal, similar to those served in a cafeteria. A weekly menu will be posted on the parent bulletin board at your school.

Child and Adult Care Food Program

In accordance with the federal law, the U.S. Department of Agriculture policy, centers participating in the Child and Adult Care Food Program are prohibited from discriminating on the basis of race, color, national origin, sex, age or disability.*2

Rest Periods

A rest period is scheduled daily to balance the active times at the school. Children will be allowed to rest for about 1 1/2 hours per day.

Toilet Training

Our staff members will make every effort to match your style of training. We need you to be sure to supply us with sufficient clothing to adequately care for your child. Extra clothing should include socks, shoes, underwear, top and bottom.

Transportation & Field Trips

There is public school bus transportation available at most of our schools. However, not all area public schools offer this transportation. Therefore, we offer private, Childpros sponsored transportation to some local public schools. For a listing of all public schools serviced, please see our transportation insert.

Field Trips may be offered to children throughout the year. Permission slips for each field trip are required for your child to participate in the field trip.

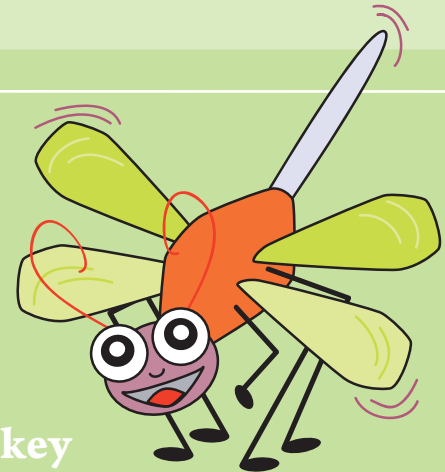
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Parties

We will celebrate your child's birthday or other special event at school upon request. If you wish for such celebration, please bring enough treats for all of the children in your child's group.

Water Activities

Our schools will offer water activities as part of our learning program. We must have a signed permission slip on file for each child wishing to participate in water activities before he/she can take part in the activity.



Mikey



Molly

DISCIPLINARY

Policy

The word discipline comes from the root verb disciple, which means “to teach.” Accordingly, the policy for discipline in our center will mean teaching children to recognize, understand and accept the standard rules of social conduct and behavior. An environment that is respectful of children helps to build their confidence and self-control. Positive discipline will be a part of all activities, performed by all staff and always conducted in a loving, caring and nurturing atmosphere. Acceptable behavior will be encouraged by positively reinforcing those behaviors.

Neither physical nor verbal punishment will ever be used with children enrolled in our facility. Cruel, severe, unusual or unnecessary punishment will not be inflicted upon children.

Derogatory remarks will not be made about family members of children in our care or about the children themselves. No child or group of children will be allowed to discipline another child. Withholding of meals, parts of a meal or snacks will never be used as a form of punishment.

Children will not be removed from the class for routine disciplinary reasons. However, in cases of severely disruptive behavior that is harmful to the child, another child or an adult in the room, the child may be taken out of the classroom until he/she can safely return. When a child is removed from the group for disciplinary reasons, he/she will never be out of sight from the teacher. The school director may request an immediate conference with you if necessary.

The discipline policy will be in effect in all areas of the program, including the classroom, outdoor learning areas, buses and field trips . It will apply during all activities, to all teachers, service providers, volunteers, observers, parents and children.

For a complete disciplinary policy, please direct your attention to our disciplinary policy.



Biting

We take biting very seriously and try to prevent it before it happens. We believe the classroom environment is the biggest aid in prevention; therefore, our classroom environment is designed to encourage active play and offers many choices of activities for children to choose. In the event your child bites, we will take standard disciplinary action as outlined in our disciplinary policy.

For children who bite frequently, we reserve the right to suspend and in some cases expel from our program. Suspension and/or expulsion will be at the director's discretion and used as the last resort.

HOURS of Operation

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Our schools are open Monday-Friday, 6:30 a.m.–6:00 p.m. for childcare services. However, we do reserve the majority of our time for caring and educating children, not office work. Therefore, we have implemented “standard office hours”. Standard office hours are for conferences, meetings with our directors, video tape observations, etc. Please help us uphold our commitment to caring for your children and others by honoring our office hour policy. Our standard office hours are Monday–Friday, 9:00–2:00.

School Closures

Specific dates of the holidays listed below will be posted prior to the holiday. If a holiday is on a Saturday, we will be closed on Friday; if it is on Sunday, we will be closed on Monday.


- Mardi Gras
- Good Friday
- Memorial Day
- July 4th
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day
- New Year’s Eve
- New Year’s Day
- In-Service Day (4 per year)

Vacation Credit

Upon your one year anniversary of being enrolled at our center, you will be eligible for two weeks of vacation credit equal to your average weekly rate of tuition. A written vacation request must be given the week prior to the vacation week. To receive the credit, you must meet the following criteria highlighted in the green box to the right:

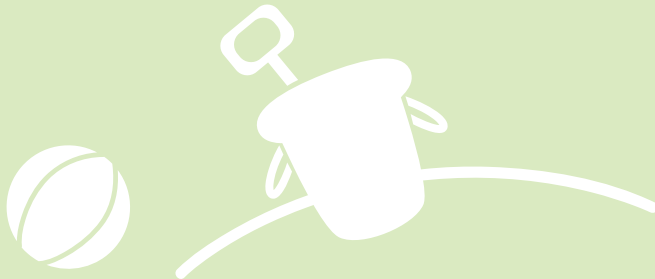
ADA

Childpros, Inc. is in compliance with the Americans With Disabilities Act (ADA). This federal law, passed in 1990, requires that every business offering services to the public not discriminate against a person based on a disability. Acceptance of enrollment is not based on a child or parent’s disability unless needs cannot be met based on “reasonable accommodations”. The company makes every attempt to reasonably accommodate children and parents in a typical child care setting.

- 
1. Account must be current.
 2. Your child must have been enrolled for at least 12 consecutive months prior to the date requested.
 3. You must have unused vacation credit available.
 4. Your child cannot attend the center during the vacation week.

Confidentiality

Our school maintains the confidentiality of all children's records. Employees of the school shall not disclose or knowingly permit the disclosure of any information concerning your child or your family, directly or indirectly, to any unauthorized person. The school director, assistant director, director of education, or teacher shall be the only authorized personnel to view your child's personal information. The school will obtain written, informed consent from the parent prior to releasing any information from which your child might be identified, except for authorized state and federal agencies.



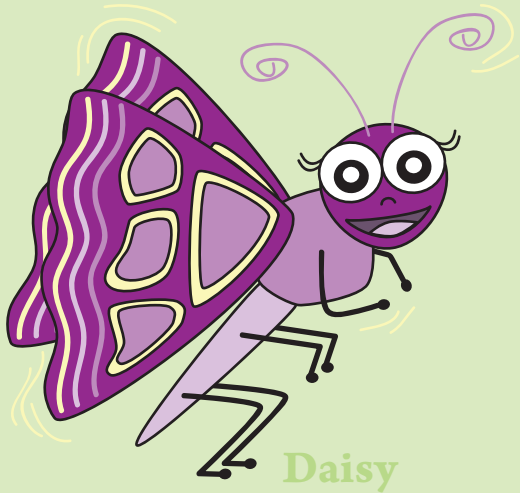
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State Licensed Class "A"

All of our schools are licensed by the State of Louisiana as Class "A" Childcare Centers. The Louisiana Department of Social Services mandates the licensing of all childcare facilities in the state of Louisiana. As a licensed childcare center, this program must follow the Minimum Standards outlined in the Louisiana Administrative Code, Title 48- Chapter 53, effective November 1, 2003. *1

*1: To file a complaint, write Department of Social Services, Division of Child Care, P.O. Box 3078, Baton Rouge, LA 70821-3078, or call, 225-342-9905.



Child Release Guidelines

We will not release your child to anyone not listed by you on your child's master card. Please see our Guardianship Policy for complete information regarding your child's file and changes made therein.

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ADMISSION

The following items must be completed, signed, and returned before your child can be left at our school:

1. Enrollment agreement.
2. Master card.
3. Registration and first week's tuition must be paid.
4. Immunization card signed by a physician-original with current expiration date.
5. CACFP meal application from.

In order to officially hold a spot for your child, you must pay the full amount of the first week of tuition as a deposit. This deposit will be counted as the actual first week's tuition and is non-refundable.

Also, upon enrollment, the parent and school director must complete a short orientation to cover the topics within this manual and to execute the enrollment agreement.

Tuition Assistance

Our schools do participate in select tuition assistance programs. The programs include: Employer Paid Tuition, Child Care Assistance, FIND Work, and payments on behalf of foster parents. There are special forms and procedures to follow when using any form of tuition assistance. Please make certain you consult with our billing associate upon enrollment for the proper measures to be completed.

Tuition

Tuition is due on each Monday for the current week of service. If not paid by the close of business on Monday, your account will be assessed a late fee. Your full tuition and late fee must be paid by Wednesday of the current week of service in order for your child to return to our school on Thursday. Upon a late fee being charged, the fee cannot be removed no matter the circumstances. All accounts must remain current at all times. No family or client will be allowed to owe tuition for more than one week of service.

We only accept checks and money orders, no cash. However, we will soon accept credit cards and online payments. In the event that we receive (2) NSF checks, we will ask you to make payments in money orders. No checks can be held at any time.

The full tuition amount will still be due in the event of general absences, illness, a holiday or inclement weather closings.

Discounts will be given to families with more than one child enrolled at the center. The first child will be at full price. Each additional child will be \$5.00 less than the regular tuition price per week per child.

There may be other discounts available to you, please check with your school's director for details and see our tuition and discount insert.

Your resource fee is due annually in August. Resource fees will be prorated for new students depending on their month of enrollment.

Tuition and other fees are subject to change at any time without notice. Tuition fees may increase at a rate of five percent (or higher) annually; generally, three percent will go towards staff salary increases and two percent for cost of operation.

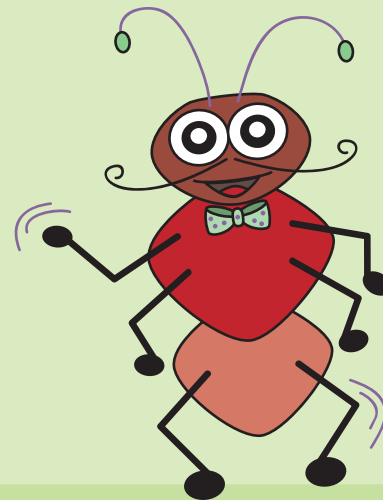
All accounting duties are completed at our main office. School directors cannot negotiate fees, waive fees, or change fees under any circumstances. All accounting questions shall be directed to our main office. You may reach the main office by calling, (225) 791-8224, Monday–Friday, 8:00–4:30.



SMOKE, DRUG, & WEAPON

Free Environment

All schools operated by Childpros, Inc. are Smoke Free, Drug Free and Weapon Free.



Pierre

Smoke Free Environment

Smoking is not allowed in any area of the property, including but not limited to: parking lots, driveways, restrooms, outdoor learning areas, classrooms, offices, kitchens, privately owned vehicles, etc.

Drug Free Environment

Adults, including staff, parents, volunteers, or visitors to the center shall not appear at any facility sponsored event under the influence of alcoholic beverages or unauthorized controlled substance, and the sale or use of such substance is prohibited on the property.

Weapon Free Environment

Adults, including staff, parents, volunteers, or visitors to the center may not bring weapons of any kind onto the property.

DEAR Parents,

In applying for admission to our school, please direct your attention to the forms included in your welcome package. You can review them and even begin completing the information requested. All that's left is an orientation with the school director where important forms will be completed, manuals will be reviewed, and a campus tour will take place.

As you complete the enrollment process, we want to take this opportunity to thank you so much for visiting our school and inquiring about our services. Our business is truly a locally owned and operated company personally managed by us. We take extreme pride in offering your family the level of care and education it deserves. We promise to offer you and your family a loving environment which will prepare your child for life.

We often tell parents that we are not perfect. We know we make mistakes from time-to-time; however, we are committed to excellence and making things right. We want you to have peace-of-mind when you leave your child with us each morning. It is through this commitment to excellence that we have earned our sound reputation among local parents and other early childhood educators. If ever you have a concern or compliment, please feel free to bring it to our attention, we want to hear from you. We make ourselves available through on-site conferences, email, and the telephone.

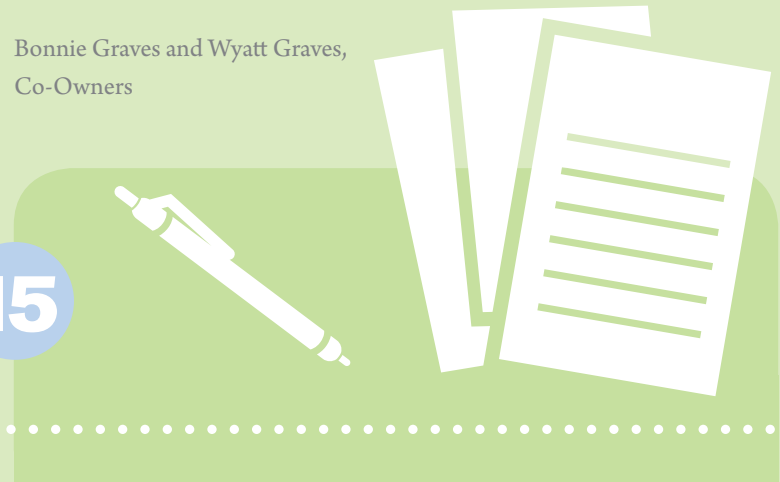
We look forward to partnering with you and your family in providing your child with wonderful memories of a fun, exciting, and educational place to experience childhood.

Thank you for this opportunity.

Sincerely,

Bonnie Graves and Wyatt Graves,
Co-Owners

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TESTIMONIAL

I would like to take this time to tell you just how special Childpros, Inc. is to our family.

When my husband and I were expecting our first child, almost 5 years ago, we started looking around for a child care center that was perfect for our new baby girl. As you can imagine, I visited many local centers only to become very upset because there was something wrong with each one I visited. A dear friend of mine had her little one at what was “Ms. B’s” at the time and told me about Wyatt’s center “Planet Preschool.” I went for a visit and I found the PERFECT childcare center. It was clean, did not have that yucky daycare smell, and the office employees were very friendly. They offered me a tour of the center and answered all of my questions. I got that warm fuzzy feeling that every mother looks for when determining if she is making the right choice.

Our first child continued to attend Planet Preschool through the transition of becoming Childpros and until we made the decision to sell our house and build a new one in Walker. Our new house was going to be in a different school district and fortunately, there was a Childpros location that served the school we needed. We made the decision to move our child from the Walker South location to the North Corbin location upon the sale of our house. We also moved to an apartment in Baton Rouge during the construction of our new house and continued to drive our child to Childpros every day. The drive was very stressful at times and I had to remind myself of all the reasons why I was driving the long distance each day. We had trust and faith in the center and the staff members, not to mention our daughter was so happy at Childpros. I knew she was in the best place possible!



We could not be happier with our decision. Childpros has been great to us and to our daughters. I go to work every morning knowing that my babies are going to be loved and taken care of and that they are in the best place possible. And that’s not always easy for every mother to say! I believe Wyatt and Mrs. Bonnie hire educated and friendly staff members that are always helpful. I have never had a problem that was not addressed in a timely manner, if not by the staff-in-charge, but by Wyatt or Mrs. Bonnie personally!

From our family to yours, we proudly recommend Childpros!

Sincerely,
Amy Duncan,
The Duncan Family

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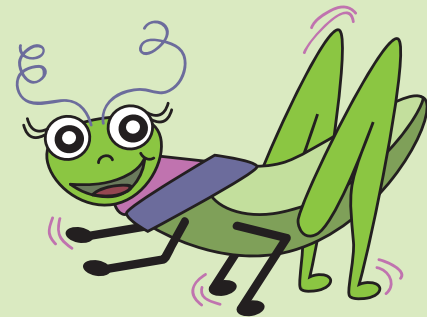
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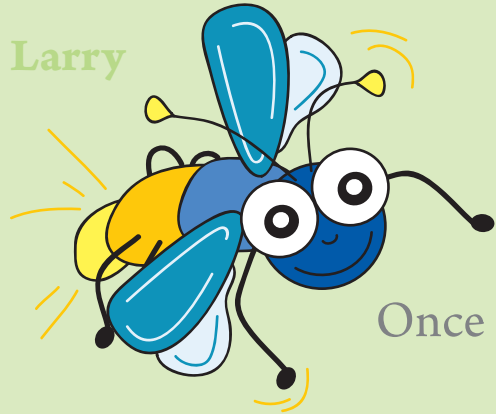


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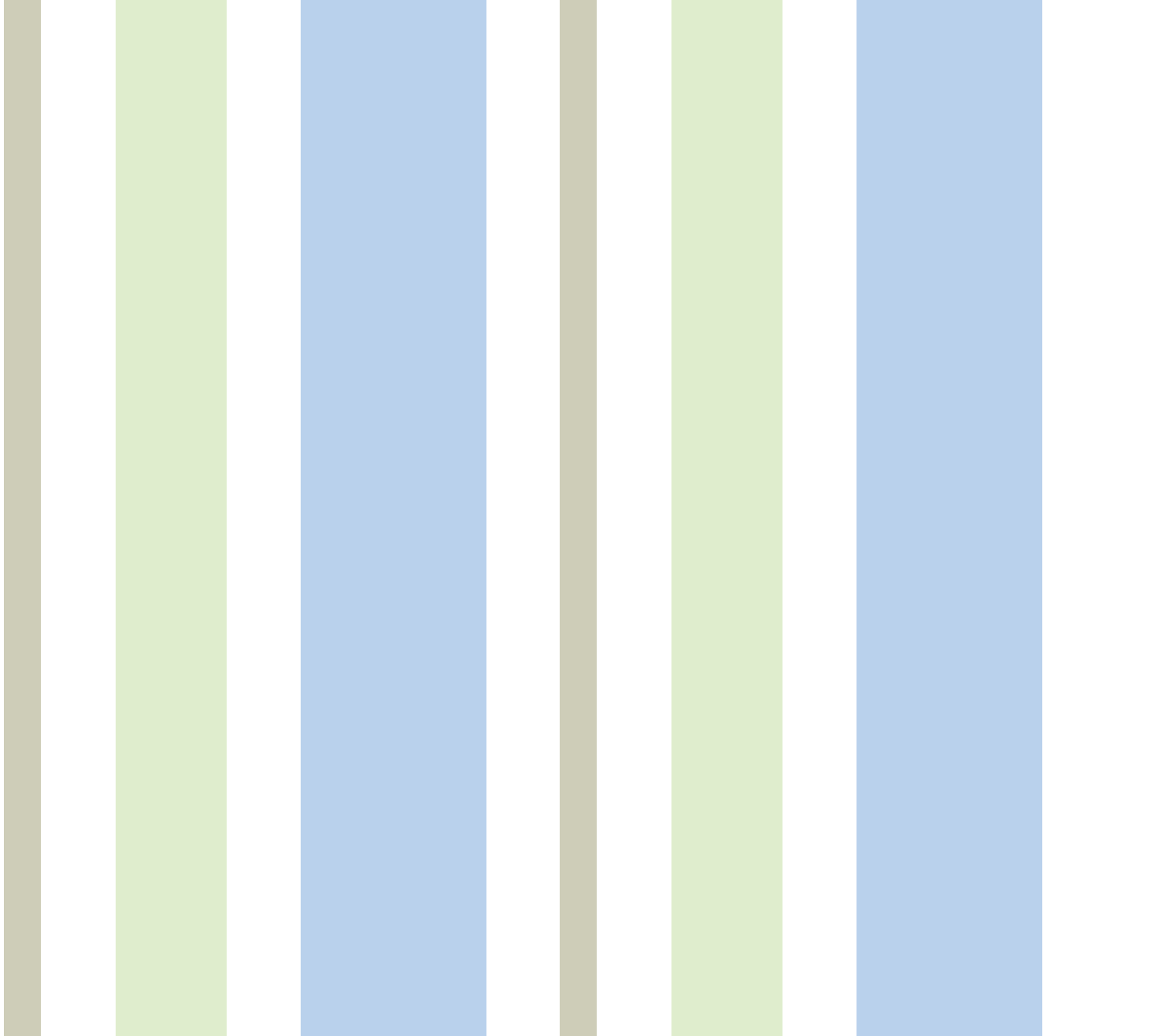
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Julie





Once again, welcome to the Childpros family!





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225 791 8224 • www.childpros.net