

# ReNEW Early Childhood Centers



## 2022 - 2023 Parent Handbook

### **ReNEW Early Childhood Center - Uptown**

3649 Laurel St • New Orleans, LA • 70115  
Phone: 504-762-1343  
[ecclleadership@renewschools.org](mailto:ecclleadership@renewschools.org)

### **ReNEW Early Childhood Center - New Orleans East**

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Phone: 504-762-1343  
[ecclleadership@renewschools.org](mailto:ecclleadership@renewschools.org)

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# PARENT HANDBOOK

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## About ReNEW Schools

### Mission and Vision

Choice is freedom! At ReNEW, we ensure that students are academically and emotionally prepared to access the full range of life choices that are the fundamental right of every child in the city.

### ReNEW Schools Directory

**ReNEW Laurel Elementary**

*Grades Served:* PreK – 8th  
*Founding Year:* 2010  
*Address:* 820 Jackson Avenue, 70130  
*Phone Number:* (504) 367-3307

**ReNEW Dolores T. Aaron**

*Grades Served:* PreK – 8th  
*Founding Year:* 2011  
*Address:* 10200 Curran Boulevard, 70126  
*Phone Number:* (504) 367-3307

**ReNEW Schaumburg Elementary**

*Grades Served:* PreK – 8th  
*Founding Year:* 2013  
*School Director:* Vasy McCoy  
*Address:* 9501 Grant St., 70127  
*Phone Number:* (504)-304-1532

**ReNEW Therapeutic Program**

*Grades Served:* 1 - 8  
*Founding Year:* 2011  
*Address:* 9501 Grant St. (on the campus of Schaumburg Elementary)  
*Phone Number:* (504) 367-3307

**ReNEW Early Childhood Center - Uptown**

*Grades Served:* 6 weeks- 3 years  
*Founding Year:* 2011  
*Center Director:* Monica Supak  
*Address:* 3649 Laurel Street, 70115  
*Phone Number:* (504) 762-1343  
*Email:* [ecleadership@renewschools.org](mailto:ecleadership@renewschools.org)

**ReNEW Early Childhood Center - New Orleans East**

*Grades Served:* 3 year olds  
*Founding Year:* 2019  
*Center Director:* Monica Supak  
*Address:* 8400 Morrison, 70127 (inside of Creative Kidz)  
*Phone Number:* (504) 762-1343 or (504) 485-3202  
*Email:* [ecleadership@renewschools.org](mailto:ecleadership@renewschools.org)



## About ReNEW Early Childhood Centers

ReNEW Early Childhood Centers Vision 2022-23	
Mission	
	In ReNEW Early Childhood Centers, teachers and students operate with respect, responsibility, enthusiasm, teamwork and grit. Through a balance of direct instruction and play based learning, students work toward learning targets in all developmental domains. This will ensure that students are academically and emotionally prepared to access the full range of life choices that are the fundamental right of every child in the city.
Big Goal	
	<b>By the end of the year ALL students will master 80% of the Early Learning and Development Standards for their age group, classroom academic goals, and/or their IFSP/IEP goals.</b>
Pillars of Excellence	
	<p><b>Be G.R.E.A.T!</b></p> <p><b>Grit</b> - Persevere when the work gets hard, working to solve problems independently, work to express self and emotions appropriately and effectively.</p> <p><b>Respect</b> - Treat others as you would like to be treated, learning and showing empathy, assuming the best in others.</p> <p><b>Enthusiasm</b> - Use a positive tone with and about all others including friends, teachers, and school.</p> <p><b>Accountability</b> - Comply with rules, routines, directions, and expectations.</p> <p><b>Teamwork</b> - Collaborate with classmates, ask for and give help, give and take feedback effectively, share ideas.</p>



### CLASS AGE ASSIGNMENTS

Room Title	Ages of Children*	Curriculum Used
Infant 1	6 weeks - 12 months	Frog Street
Infant 2	12 mon. - 24 months	Frog Street
Toddlers	24 mon. - 36 months	Frog Street
Preschool	36 months - 4 years	Creative Curriculum

### STAFF TO CHILD RATIOS

Age Range of students	Student to Staff Ratio
Infant 1	4:1
Infant 2	4:1
Toddlers	4:1
36-48 months (3 year olds)	10:1

### PROGRAM HOURS

ECC Program	Hours
ECC Uptown Infants & Toddlers	Before Care: 6:30 - 7:30 Morning Arrival: 7:30-8:30 Instructional Day: 8:30 - 4:00 Afternoon Dismissal: 4:00-4:30 After Care: 4:30 - 5:30
ECC Uptown PK3	Before Care: 6:30 - 7:30 Morning Arrival: 7:30-8:30 Instructional Day: 8:30 - 4:00 Afternoon Dismissal: 4:00-4:30 After Care: 4:30 - 5:30
ECC New Orleans East PK3	Before Care: 6:30 - 7:30 Morning Arrival: 7:30-8:30 Instructional Day: 8:30 - 4:00 Afternoon Dismissal: 4:00-4:30 After Care: 4:30 - 5:30



## Enrollment

Enrollment at ReNEW Early Childhood Centers is open to children who are infants through 3 years old. Enrollment shall be granted without regard to a child's race, color, creed, religion, national origin, gender, or disability; and without regard to a parent or guardian's race, color, creed, religion, age, national origin, gender, disability.

### **For publicly funded seats:**

All ReNEW Schools publicly funded seats follow the calendar and policies of the New Orleans Common Application Systems (referred to as OneApp or EnrollNOLA). There are no admissions requirements to obtain these seats (including prior academic performance, prior behavior record, special education status or language spoken). For more information on the Common Application System, please visit [www.enrollnola.org](http://www.enrollnola.org).

Application for a publicly funded spot at ReNEW Early Childhood Centers is completed through the OneApp process with EnrollNola and the Department of Education. Once a spot is granted from EnrollNola to a qualifying family, ReNEW Early Childhood Centers can provide registration paperwork to assigned families. Prior to being granted a spot in the center from EnrollNola, ReNEW Early Childhood Centers staff cannot enroll a child in a publicly funded spot.

Families that do not qualify for public funding can register directly with ReNEW Early Childhood Centers without a spot granted from EnrollNola. Please see the next page for tuition policies.

For all families enrolling, the registration packet must be complete before the first day of school in order for a student to start.

### **Non-publicly funded seats:**

Parents can apply for enrollment of their child in ReNEW Early Childhood Centers by contacting the Center Director to schedule a tour and complete the Enrollment Application.

**Initial enrollment is contingent upon receipt of the completed enrollment application, deposit, parent orientation attendance, immunization records and signed Parent Handbook receipt.**



Parents are required to notify the Director or Director Designee at ReNEW Early Childhood Centers immediately, should any of the information collected at the time of enrollment or any time thereafter change. Please see Tuition Policy for additional tuition information.

## Tuition

Tuition does not include fees for field trips, classroom supplies, or transportation. There is no credit given for vacations, scheduled school holidays, child illness, or for any mandatory closings, including, but not limited to, emergency situations or inclement weather.

### Payment Schedule

Payments are due on the first day of each calendar month. Tuition payments may be made using cash, check, or money order. Receipts will be given for tuition payments made by cash or credit card. All cash payments must be handed directly to the Director or the lead teacher. Parents will receive a receipt upon payment. Your canceled check will serve as your receipt for payments made by check. **There will be a \$25 fee charged for tuition checks returned by the bank. Returned Tuition checks will not be re-deposited.** Parents will be responsible for re-issuing a second check. If at any future time the bank returns a parent's check, all future tuition payments must be made by cash, certified check, or money order.

Age Group	Full Annual Tuition
0-2 Year Old Classrooms	\$9,900*
3-4 Year Old Classrooms	\$9,600*

**\*Tuition assistance is offered based on income so total tuition may vary.**

### Late Tuition Payments

There is no credit given for vacations, scheduled school holidays, child illness, or for any mandatory closings, including, but not limited to, emergency situations or inclement weather.

Non-payment of tuition is grounds for immediate dismissal from the program. Timely payments are essential for continued enrollment at ReNEW Early Childhood Centers; however, if you anticipate difficulty with paying on time, please discuss the matter with



the center Director immediately. If alternative arrangements for payment are approved you will be notified by the center Director.

### **Scholarship Programs**

ReNEW Early Childhood Centers offers a scholarship program to families who meet our qualification guidelines. For a copy of the scholarship application and guidelines please ask the Center Director.

### **Multiple Child Discounts**

ReNEW Early Childhood Centers offer a multiple child discount for one or more siblings enrolled during the same school year. The youngest sibling pays the full tuition rate and each additional child's tuition is discounted 25 dollars per month per child. Discounts are only applicable when tuition payments are made on time. The full tuition rate, plus any additional late fees will be charged when tuition payments are late as per the late tuition policy stated above. \*Tuition paid using tuition assistance or the sliding fee scale may not qualify for additional discounts.

## **COVID-19 Specific Guidance**

\*Guidance regarding Covid-specific protocol may change based on CDC guidance and/or school network guidance.

ReNEW Early Childhood Centers will follow guidelines disseminated from the Louisiana Department of Health for child care facilities regarding best practices for managing COVID-19. NOTE: These guidelines may change depending on the Centers for Disease Control (CDC) and Office of Public Health updates and as the state changes phases. Staff must take everyday precautions to prevent the spread of respiratory illness such as COVID-19 such as washing hands often, cleaning and disinfect frequently touched surfaces, avoiding close contact, covering coughs and sneezes and covering mouth and nose with cloth face masks.

### **COVID Guidance - Sick Children and Staff will be Required to Stay at Home**

Persons who have a fever of 100.4°F or above, or other signs of illness will not be admitted into the facility. Any student who becomes sick while at school will be placed in isolation and the parent will be called to immediately pick up the child. The child must be picked up from school within forty-five minutes of the phone call. If we are unable to make contact with the parent, emergency contacts indicated on the Master Card in the registration packet will be called. The parent will need to call or text the teacher 30 minutes upon arriving at the center and the teacher will bring the child out to the vehicle.





Staff will disinfect high-touch surfaces, such as door handles, light switches, faucets, toys and games that children play with on an hourly basis. Staff and children will wash their hands a minimum of every two hours. Sick children and staff or children and staff who have been exposed to COVID -19 may be required to quarantine in accordance with CDC and/or school network guidance.

### **COVID Guidance - Isolation Plan if a Child or Staff Member Becomes Sick Followed by Cleaning and Disinfecting Processes**

There will be a designated isolation room or area (such as a cot in a corner of the classroom) that will be used to isolate a sick child. ReNEW Early Childhood Centers will follow CDC guidelines on disinfecting the building if someone is sick. If a sick child has been isolated in the center, we will clean and disinfect surfaces in the isolation room or area after the sick child has gone home. Classroom windows will be opened to increase air circulation in the area. All areas used by the person who is sick, such as offices, bathrooms, and common areas will be cleaned and disinfected.

Children and staff must move in a single file line, one class at a time through entry and exit points. Children will be placed head to toe in order to further reduce the potential for viral spread. All special events such as field trips, family engagement events, festivals, and special performances are to take place outside.

### **COVID Guidance - Screen Children and Staff Upon Arrival**

Persons who have a fever of 100.4°F or above or other signs of illness must not be admitted to the facility. Children must be screened for fever upon arrival. Parents or the caregiver dropping the child off in the morning will be asked to confirm that the child has not been on fever-reducing medication in the last 24 hours and does not have shortness of breath, sore throat, rash (other than diaper rash), or a cough. Parents or caregivers dropping the child off in the morning will be asked if the child has been in close contact with someone with a confirmed case of COVID-19 in the last 14 days. Teachers will make a visual inspection of the child for signs of illness which could include flushed cheeks, rapid breathing or difficulty breathing, fatigue, rash (other than diaper rash), or extreme/unusual fussiness. Teachers will be screened for fever upon arrival and asked screening questions including if they have been in close contact with someone with a confirmed case of COVID-19 in the last 14 days.

### **COVID Guidance - Intensify Cleaning and Disinfecting Efforts**

A designated teacher will clean and disinfect surfaces, bathrooms, and objects that are frequently touched, such as doorknobs, light switches, classroom sink handles, countertops, toilet training potties, etc. Custodial staff will also be cleaning high touch areas at least twice per day. Children will not share toys with other classrooms unless they are washed and sanitized before being moved from one class to another. Teachers



will clean and sanitize toys at the end of every school day. Teachers will reduce the number of toys in classrooms. Toys that children have placed in their mouths or that are otherwise contaminated by body secretions or excretions will be set aside until they are cleaned by hand by a teacher wearing gloves during nap and at the end of the day. Children's books, like other paper-based materials, are not considered a high risk for transmission and do not need additional cleaning or disinfection procedures. Each child's bedding will be kept separate, and stored in individually labeled bins, cubbies or bags. Mats should be labeled for each child. Bedding that touches a child's skin should be cleaned at a minimum weekly.

### **COVID Guidance - Face Coverings for Staff and Students**

Based upon current guidance, face coverings are available but optional. We will continue to follow local guidance and update as necessary.

### **COVID Guidance - Ensure Health and Hygiene**

All children and staff must engage in hand hygiene at the following times:

- Arrival and exit of the facility and after breaks
- Before and after preparing food or drinks
- Before and after eating or handling food
- Before and after administering medication or medical ointment
- Before and after diapering
- After using the toilet or helping a child use the bathroom
- After coming in contact with bodily fluid
- After playing outdoors or in sand
- After handling garbage



## Parental Involvement

**For emergencies, we MUST have a working number for the family who can be reached immediately.**

### **Daily Participation by Families**

Families are expected to check their child's folder daily and return anything requested by the deadline. Families are also expected to return text messages or phone calls from the teacher by the end of the day they are made.

### **Additional Parental Participation**

Families will be invited to family/teacher conferences 3 times during the school year, November, March, and May. Conferences will follow our mastery assessments so that teachers can share strengths and areas for growth that teachers are noticing. Parents are expected to schedule a conference with their child's classroom teacher in each conference window. Teachers are flexible with the conference schedule in order to make this work for families. Missing 2 conferences without rescheduling prior to an appointment or failing to return phone calls will result in follow up from our school counselor.

Families will also be invited to at least one school event or field trip a month starting in September. Families are expected to participate in one school activity per quarter.

### **Field Trips**

ReNEW Early Childhood Centers may want to supplement the in-class curriculum with off premise field trips. Parents are required to give written permission for their child to attend each field trip. Notification of a field trip will be sent home in advance of the trip, with all pertinent trip information including, destination, date, time, reason for trip, cost, and mode of transportation. Accompanying the notification paper, teachers will include a permission slip to be filled out, signed, and returned to the teacher prior to the date of the trip. The field trip permission slip must be filled out completely and accurately, and all trip costs must be paid in advance in order for your child to attend. Some trips may have a fee that needs to be paid as well. If you are having trouble paying, let the Center Director or Director Designee know.

If parents wish to attend the trip with their child, they should discuss attending with the classroom teacher.

Family members are not permitted to ride the field trip bus with students due to liability with the bus company. Family members who attend field trips will meet the class at the



field trip location. Parents will not be permitted to transport any child, other than their own, on a ReNEW Early Childhood Centers sponsored trip unless a signed agreement is provided by the other family.

### **Volunteering**

If families are unable to attend an event, they may volunteer to support in the classroom at a time that is convenient for them. If a family has a special skill or family traditions to share, we encourage them to share this with the teacher to plan a time for a classroom presentation. This will greatly enhance the studies that teachers are planning and the experience of our students.

Any parent who volunteers in the classroom will be required to participate in all criminal background checks, as required by our licensing regulations. Any person, including parents, with felony convictions, sex offender convictions and/or open investigations into any criminal activities will not be permitted to volunteer in the classroom, or on field trips.

### **Birthdays and Celebrations**

If families desire, they may bring a small, store-bought edible treat for their child's birthday. There will need to be enough of this treat for each child in your child's class. Families must notify the Center Director of birthday plans at least 2 days in advance. Other holiday celebrations will be communicated via notices and messages sent home in advance.

## **Right to Immediate Access**

Parents of a child in our care are entitled to immediate access, without prior notice, to their child whenever they are in care at ReNEW Early Childhood Centers, as provided by law.

In cases where the child is the subject of a court order (e.g., Custody Order, Restraining Order, or Protection from Abuse Order) ReNEW Early Childhood Centers must be provided with a **Certified Copy** of the most recent order and all amendments thereto. The orders of the court will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for more liberal interpretation of the order.



**In the absence of a court order** on file with ReNEW Early Childhood Centers **both** parents shall be afforded equal access to their child as stipulated by law. ReNEW Early Childhood Centers can not, without a court order, limit the access of one parent by request of the other parent, regardless of the reason. If a situation presents itself where one parent does not want the other parent to have access to their child, ReNEW Early Childhood Centers suggest that the parent keep the child with them until a court order is issued, since our rights to retain your child are secondary to the other parent's right to immediate access. ReNEW Early Childhood Centers staff will contact the local police should a conflict arise.

Visitors are asked to schedule appointments with the center Director, and are allowed in the child care facility only at the discretion of the center Director. An employee of ReNEW Early Childhood Centers will accompany visitors at all times, throughout the center.

## Arrival and Dismissal Procedures

Families are required to notify the child's teacher or center Director of any special instructions or needs for the child's day. The parent must present the special instructions in the form of a letter and verbally discuss them with either the classroom teacher or Center Director. These special instructions include but are not limited to: Early Pick Up, Alternative Pick Up Person, health issues over the previous night which need to be observed and/or any general issues of concern which the child care providers should be aware of to best meet the needs of your child throughout the day.

### **Arrival**

Regular day student morning arrival is between 7:30am and 8:30am for both the Uptown Center and the New Orleans East Center. **Due to COVID-19 precautions**, parents will not be allowed in the building at any time. Parents have until 9:00 am to drop off their child. The only exception to arriving after 9:00am will be if the child has been to the doctor and has a doctor's excuse.

Bus Arrival: Eligible families will be given pick up and drop off times from Apple Bus Company. The time should be seen as approximate and buses may arrive 10 minutes before or after the provided time. Students will be transported to and dropped off at each center where our staff will be waiting for students to arrive on the bus and will use class lists to document all students who have arrived.

Family Drop off: Upon arrival at ReNEW Early Childhood Centers, the parents or the adult dropping the child off must sign the child into care on the sign-in sheet located in the



entryway to the center. Children are required to be escorted by their parent or the adult dropping them off, to the designated drop-off area. Children are required by law to be supervised at all times while in the child care facility. All students must be dropped off and in class by the time class begins. Our school door will be locked at 9:00 and students will not be allowed to enter late unless the parent provides a doctor's excuse.

### **Dismissal**

Dismissal is 4:00- 4:30 pm at both centers- Uptown and New Orleans East. After care for 4:30-5:30pm is available, if interested please contact the Center Director.

If a student is not picked up at dismissal, and they are not enrolled in the after care program, parents will be charged \$1.00 a minute for every minute they are late. If a child who is enrolled in after care is not picked up by the end of aftercare (1 hour after dismissal), DCFS will be called and the child will be brought to the nearest police station. In the event of early pick up, the parent/caregiver must notify the teacher at least thirty minutes prior to arriving at the center. Teachers and parents will sign students in and out for the school day.

Bus Dismissal: Staff at the ReNEW Early Childhood Centers will escort eligible students to the bus. Students will board the bus and personnel will document students who get on the bus. When students arrive at their bus stop, someone **MUST** be at the stop to receive the child. Times for arrival home will be provided by Apple Bus Company. \*See School Bus Expectations and Conduct below for additional policies regarding bus dismissal.

Family Pick Up: Parents or other authorized adults are required to sign their child out of care on the sign-out sheet located in the entry of the center. Once a parent signs their child out, the parent is then solely responsible for supervising their child while on agency premises. The parent may not allow a child to wander through the hallways, bathrooms, other classrooms and/or playground. Parents are required to handle all business issues prior to signing out their child, and are required to directly exit the building once they have signed their child out of care.

### **Emergency/Alternate Pick-up**

At enrollment, parents will be presented with an Emergency/Alternate Pick-up form. Parents are encouraged to include on this form any, and all persons who, in the course of events, may at one time be asked to pick-up their child from ReNEW Early Childhood Centers. In an emergency situation the child's parents will be called first. Families are expected to pick up a student within 45 minutes of the pick-up request. If families can not be reached, staff will call the persons listed on this form until someone can be reached.



Should the staff contact a parent, and the parent is unable to pick up the child, it is then the responsibility of the parent to arrange for their child to be picked up by someone on the emergency list within 45 minutes. Failure of the parent to make such arrangements may result in a mandated report of potential neglect.

Parents do not need to be listed on the Emergency Contact Form. The nature of the parental relationship affords the parents (in the absence of a court order indicating otherwise) the right to pick-up their child.

The persons on the Emergency/Alternate pick-up form will be required to provide Government issued photo ID prior to the agency releasing the child. There will be no exceptions to this rule. All changes and/or additions to the Emergency/Alternate Pick-up form must be made in writing and be dated and signed. Only custodial parents have the right to make changes or additions to this form.

ReNEW Early Childhood Centers reserves the right to refuse/ban any person listed on the Emergency/Alternate Contact Form for any reason, including but not limited to violations of the policies/procedures contained herein. It is the responsibility of the enrolling parent(s) to inform each person on the Emergency/Alternate Form of the policies/procedures contained herein.

#### **Person appearing to be impaired by drugs/alcohol at pick up**

The staff of ReNEW Early Childhood Centers will contact local police and/or the other custodial parent should a parent appear to the staff of ReNEW Early Childhood Centers to be under the influence of drugs and/or alcohol. The parent's right to immediate access does not permit the agency from denying a custodial parent access to their child even if the parent is or appears to be impaired. However, ReNEW Early Childhood Centers staff will delay the impaired parent as long as possible, while contacting the other parent, the local police, and/or Child Protective Services.

Any other authorized person who attempts to pick-up a child, and appears to the staff of ReNEW Early Childhood Centers to be under the influence of drugs and/or alcohol will be denied access to the child. The staff of ReNEW Early Childhood Centers will contact the child's parents, local police and/or Child Protective Services to notify them of the situation



## Dress Code

PK3 students in the ReNEW Early Childhood Centers will be required to wear uniforms daily. The school uniform consists of

- a ReNEW Early Childhood Program t-shirt,
- blue, khaki, or black pants
- two face masks due to COVID-19
- closed toe shoes (ideally not laces)

Parents are prohibited from dressing children in overalls, or clothing with difficult closures. These types of clothing present particular challenges for children in relation to toileting.

Coats, hats, gloves, scarves and winter boots must be provided in the winter months when necessary.

Children are not permitted to wear open toed, and/or open backed shoes. The most appropriate type of shoes for participation in school activities are rubber-soled, sneakers/tennis shoes.

Children ages 3 through 5 are required to have one seasonably and size appropriate complete change of clothing at the center at all times. Children under 3 years of age are required to have two seasonably and size appropriate, complete changes of clothing at the center at all times. A complete change of clothing includes, shirt, pants, underwear, socks, and shoes. Teachers will post reminders for parents to update changes of clothing as the weather begins to change but otherwise **parents should send a new outfit anytime a soiled outfit is sent home.**

All clothing items must be clearly labeled with the child's first and last name. This includes coats, hats, gloves, scarves, and boots. ReNEW Early Childhood Centers are not responsible for lost or damaged items of clothing.

### **Jewelry/Accessories**

Children are not permitted to wear jewelry or accessories of any kind. It is a safety hazard for your child as well as the other children enrolled in the program. In addition, ReNEW Early Childhood Centers will not be responsible for lost or stolen valuables. It is the parents' responsibility to enforce this policy with their children. Should a child come to school wearing any jewelry or accessories (hair accessories, such as bows and barrettes are permissible), parents will be required to take it with them, or to return to the school to remove the jewelry if it is discovered after the parent leaves.





### **Miscellaneous**

Parents are required to be dressed in appropriate clothing while at ReNEW Early Childhood Centers or involved in any ReNEW Early Childhood Centers sponsored events. Parents will also be required to wear a face mask when dropping off and picking up their child due to COVID-19 health concerns. Inappropriate clothing would include, revealing, extremely short, ripped/torn (in inappropriate places), and/or see-through articles of clothing. Anything with suggestive or vulgar language is prohibited.

## **Behavior Management**

**Discipline:** The ongoing positive process of helping children develop inner control so that they can manage their own behavior in an appropriate and acceptable manner by using corrective action to change the inappropriate behavior.

### **Prohibited Disciplinary Actions**

1. No child shall be subject to physical or corporal punishment which includes but is not limited to yelling, slapping, spanking, yanking, shaking, pinching, exposure to extreme temperatures or other measures producing physical pain, putting anything in the mouth of a child, requiring a child to exercise, or placing a child in an uncomfortable position.
2. Cruel, severe, unusual, or unnecessary punishment shall not be inflicted upon children.
3. Derogatory remarks shall not be made in the presence of children about family members of children in care or about children themselves.
4. No child shall be subject to verbal abuse, which includes but is not limited to using offensive or profane language, telling a child to “shut up”, or making derogatory remarks about children or family members of children in the presence of children.
5. No child or group of children shall be allowed to discipline another child.
6. No child shall be bullied by another child.
7. No child shall have active play time withheld for disciplinary purposes, except timeout for PK3 may be used during active play time for an infraction incurred during the playtime.
8. When a child is removed from the group for disciplinary reasons, he shall never be out of the sight of a staff member.
9. No child shall be subject to the threat of a prohibited action even if there is no intent to follow through with the threat
10. No child shall be deprived of meals or snacks or any part thereof for disciplinary reasons.



11. No child shall be restrained by devices such as high chairs or feeding tables for disciplinary purposes.

### **Positive Disciplinary Actions**

1. Clear, concise, age appropriate directions: Teacher preparation is the first step in disciplinary action. Children need clear expectations to be conveyed to them in order to be given a valid chance to make the right choice. These expectations should be conveyed through words AND modeling.
2. Reminders and redirection: Given the age and/or ability of our students, they will need reminders on making good choices. In any instance where a student has made an improper choice, that student should be redirected; told or showed a more positive behavior for the instance.
3. Natural Consequences: Often when students make a choice that was not the best one, there are natural consequences that do not require the enforcement of an adult. (ie. Knocking over a cup of water > having to clean up your mess.)
4. Removal from current setting: If a student has made a choice that was not positive in a certain center or setting, explain what happened and that the behavior is not one that is okay in that area. Continue to explain that, for that reason, that student needs to choose another area to explore. The child can be given another change in a specified time or may need to be finished with that activity for an extended period of time.
5. Selective ignoring: Selective ignoring means to ignore a child's demand for negative attention. While there are many behaviors that should not be ignored (aggression, safety concerns), many behaviors (whining and tantrums) are used to seek attention. By attending to inappropriate bids for attention, a caretaker inadvertently increases the likelihood of future occurrences.
6. Incentives: To increase a desired behavior, reinforcers can be used. A reinforcer is a desired item by a child and can be used to strengthen a desired behavior. It is important to pair all tangible reinforcements with positive verbal praise or encouragement.
7. Reward charts: Implement a reward chart to reinforce appropriate behavior. Identify desired behaviors and list the behaviors on the chart. Be sure to describe the desired behaviors in positive terms. When a student engages in the desired behavior, place a sticker, plus sign, or smiley face next to the item on the chart. At the end of the day, tally the number of stickers, plus signs, or smileys. While the marks on the chart may be salient enough for some children, others may need tangible incentives. You can connect a certain number of stickers, plus signs, or smileys with a predetermined incentive.
8. Time Out: In cases where a Behavior Intervention Plan needs to be made, students may need to be removed from the group for a period of time in order to calm down and prepare to make better choices. In this case, the student can be sent to a quiet area for the amount of minutes equal to their age. This may only



occur after the student has been told the choice they made and the choice that would have been better. After the specified time, the student can be given a chance to make better choices.

- Time out shall not be used for children under age two
- A time out shall take place within sight of staff
- The length of each time out shall be based on the age of the child and shall not exceed one minute per year of age

## Computers and Electronic Devices

### Electronic Devices

- a. Electronic device activities for children under age two are prohibited; and
- b. Bulletin 137 of Louisiana Licensing Regulations- time allowed for electronic device activities for children ages 2 and above shall not exceed 2 hours per day.
- c. ReNEW ECCs promote appropriate developmental practices and use of technology is very limited in our centers.

### Computer, Programs, Movies, and Video Games

- a. Computers that allow internet access by children will be equipped with monitoring or filtering software that limits access by children to inappropriate websites, e-mail, and instant messaging
- b. Programs, movies, and video games with violent or adult content, including but not limited to soap operas, television news, and sports programs aimed at audiences other than children, shall not be permitted in the presence of children.
- c. All television, video, DVD, or other programming shall be suitable for the youngest children present.
- d. "PG" programming or its television equivalent shall not be shown to children under age 5
- e. "PG" programming shall only be viewed by children age 5 and above and shall require written parental authorization.
- f. Any programming with a rating more restrictive than "PG" is prohibited.
- g. All video games shall be suitable for the youngest child with access to the games
- h. "E10+" rated games shall be permitted for children ages 10 years and older.
- i. "T" and "M" rated games are prohibited.



## Toys from Home

Due to the risk of damage, sharing issues, and loss, children are not permitted to bring in toys from home, unless specifically requested by the classroom teacher for use as part of the curriculum. Parents are responsible for enforcing this policy with their child. Parents are encouraged to consult the classroom teacher should they find their child is having difficulty with this policy.

If the parents fail repeatedly to enforce this policy with their children, the staff will call the parents and require that they come to the school and remove the toy.

## Transportation

For students who are eligible for special transportation, families will be required to sign a Transportation Agreement before students will be permitted on the bus. Any issue or complaint about the transportation company and services should be reported to the Center Director. The Center Director will handle all issues directly with the transportation company.

All other students will need to have arrangements made by their families to drop off and pick up daily as described in the previous policy.

### **Bus Pick-Up & Drop-Off Expectations for Families**

Bus times should be viewed as estimates, with a 10-minute window, and not an exact time. Students are not permitted to get off the bus by themselves so an adult (18 years or older) must be present to take them off of the bus.

If an emergency comes up that prevents an adult from being at the bus stop on time (home, door to door service), the adult **MUST call Apple Bus Company (504)241-4466**. If Apple Bus Company does not hear from a family and no one is at the stop to meet your child(ren), then the student will be brought back to school and a family member will be required to pick-up the student. If the student is not picked up by 5:00pm, then he/she will be taken to the New Orleans Police Station nearest the school. Here are the set of consequences that will occur if a parent is not at the stop:

- **1st Occurrence:** The family will receive a written notice.



- **2nd Occurrence:** The family will be required to attend a conference to discuss transportation needs. A written notice will be sent home and a family conference with the school will be required BEFORE the student is allowed back on the bus.
- **3rd Occurrence:** The family will be required to attend a conference, including the school social worker. The student's educational needs and safety will be discussed. A written notice will be sent home and a family conference with the school will be required BEFORE the student is allowed back on the bus.

## Emergency Closing and Inclement Weather Information

In the event of an emergency closing and/or inclement weather, parents will be notified of the closing by text message, social media, and television/news.

Should the school need to close in the middle of the day, the school staff will attempt to reach the child's parents first to arrange for pick up. Should the staff be unable to reach the parents, the persons listed on the emergency contact form will be called until pick up arrangements can be made. Staff will notify the parents or emergency contact person at the time of the call, of the pick up location should the children need to be evacuated from the child care center. Parents or emergency contact persons should report directly to the alternate location if one is indicated.

Should the center be required to close for any reason, tuition will not be refunded or reduced for closures.

## Health and Safety

\*The ReNEW Early Childhood Centers will comply with all policies found in the Louisiana Department of Health and Hospitals' (LDHH) **Title 51 (Public Health--Sanitary Code), Part XXI, Chapters 3 and 5.**

### **Pre-Enrollment Requirements**

Each parent is required to complete a pre-enrollment packet of information for each child enrolled in ReNEW Early Childhood Centers. This packet is to be returned to the center's office prior to the child's first day of attendance. All children are required to have a complete up to date immunization record on file at ReNEW Early Childhood



Centers. This is per our licensing regulations. If you have chosen not to have your child immunized, please ask the Center Director for an immunization waiver form. Immunizations may be waived for certain reasons. Please discuss this with the Center Director to determine whether you have the right to be enrolled and not have your child immunized. Parents are required to have a waiver on file in place of an immunization record, so that the center can maintain compliance with licensing regulations.

### **Children With Severe Allergies**

For the safety of your child, parents are required to provide a signed copy of the “Authorization For Emergency Care for Children with Severe Allergies” form, detailing any allergies, food or otherwise, from which their child suffers, at the time of enrollment or when the allergy is discovered. This form must be completely filled out by the child’s physician and parent(s) or legal guardian(s), and must be updated every six months, or more frequently, as needed. In addition to this form, parents must provide a copy of any additional physician’s orders and procedural guidelines relating to the prevention and treatment of the child’s allergy. This form can be obtained by request from the Center Director.

Parents must also execute a “Release and Waiver of Liability for Administering Emergency Treatment to Children with Severe Allergies” form. This form releases ReNEW Early Childhood Centers from liability for administering treatment to children with severe allergies and taking other necessary actions set forth in the “Authorization for Emergency Care for Children with Severe Allergies” form, provided ReNEW Early Childhood Centers exercises reasonable care in taking such actions.

Any medication required to treat an allergic reaction must be provided in accordance with the Medication Policy detailed herein.



### Communicable Diseases

ReNEW Early Childhood Centers follows all health/communicable disease policies as outlined in the LDHH Title 51, Part XXI, Chapter 3 and American Academy of Pediatrics Model Health Policies and Procedures Manual. In addition, ReNEW Early Childhood Centers will follow COVID-19 CDC and school network guidance until further notice.

Illness/Symptom	Exclude Until
Meningococcal disease ( <i>Neisseria meningitis</i> )	Well and proof of non-carriage <sup>1</sup>
Hib disease ( <i>Haemophilus influenza</i> )	Well and proof of non-carriage <sup>1</sup>
Diarrhea (two or more loose stool, or over and above what is normal for that child)	Diarrhea resolved or is controlled (contained in diaper or toilet)
Fever of unknown origin (100.4°F oral) and some behavioral signs of illness	Fever resolved or cleared by child's physician/health department
Chicken pox	Skin lesions (blisters) all scabbed over
Hepatitis A	One week after illness started and fever resolved
AIDS (or HIV infection)	Until child's health, neurologic development, behavior, and immune status is deemed appropriate (on a case-by-case basis) by qualified persons, including the child's physician <sup>2</sup> chosen by the child's parent, guardian and the Center Director
Undiagnosed generalized rash	Well or cleared by child's physician as non-contagious
Any child with a sudden onset of vomiting, irritability or excessive sleepiness	Evaluated and cleared by child's physician

Parents are required to pick up an ill child within 45 minutes of notification by phone. If a parent is reached, but can not pick their child up within 45 minutes, it becomes the parent's responsibility to arrange for alternate pick up with someone listed on the child's emergency contact form. The staff will not continue to call those listed on the emergency contact list once a parent is reached. If a parent can not be reached, the staff will begin to call the people listed on the emergency contact form, until arrangements can be made for the child to be picked up.

Children will be excluded from participation in the program if they exhibit symptoms of any communicable disease. They will not be permitted to return to the program until



they are no longer contagious. Guidelines for determining the contagious period for a specific illness are based on the standards provided in the LDHH Title 51, Part XXI, Chapter 3. Children must present a doctor's note stating they are no longer contagious and can return to the program, or other proof that symptoms have been resolved. Children will be excluded from participation in the program if they exhibit a green mucus runny nose and/or congested cough for one full week. They will not be permitted to return to the program until they present a doctor's note. ReNEW Early Childhood Centers reserves the right to refuse to allow a child to return if the Center Director or designee believes the child to be too ill to participate in the program.

Children excluded from the program due to a fever may not return to the program until they are either cleared by the child's physician, or are fever free without fever-reducing medication, for 24 hours. If your child is sent home due to a fever, he/she is not permitted to return to the program for 24 hours, at a minimum. A fever is defined as a temperature reading on a thermometer of at least 100.4 degrees Fahrenheit or more.

Children are required to be excluded from the program for loose bowels or diarrhea which occur 2 or more times in a 24 hours period of time. If your child is sent home due to loose bowels/diarrhea, he/she is not permitted to return to the program for 24 hours, at a minimum. Children may return to the program when normal bowel movements resume.

Children's noses shall be blown or wiped with disposable, one-use tissues that are discarded in a plastic lined and covered garbage container. Children with draining or oozing cuts or sores shall be covered.

If your child will be absent due to illness, we request that you notify the Center Director. This enables our faculty to keep track of any illnesses, which may occur at our school. This information will only be shared with faculty on a "need to know" basis. If your child has a communicable disease, we ask that you share the diagnosis with the center Director, so that the parents of the children in the school may be notified that a communicable disease is present. Once again, only the communicable disease information will be shared. ReNEW Early Childhood Centers will take all measures necessary to protect your child's confidentiality. You are not required to disclose this information by law, and your continued enrollment will not be based on your decision to share, (or not) the reason for your child's absence from school.





## **Biting**

ReNEW Early Childhood Centers recognizes that biting is a developmentally appropriate behavior for children in the infant through 2 ½ year old classrooms. Parents with children in these classrooms should expect that their children may be bit, or will bite another child. The staff understands that parents are concerned and can be upset when their child is involved in a biting incident. We ask that you remember this is a developmentally appropriate behavior, and that the staff is working to identify situations which provoke, or elicit this behavior so it can be prevented in the future. The staff will not punish, or harshly discipline children in the younger classrooms for biting behavior; they will simply redirect the children to different activities in separate areas of the classroom. Parents are expected to work with staff to identify methods and strategies to curb this behavior. Uncooperative parents will have their child's services terminated.

Children older than 3 years of age, may occasionally be involved in a biting incident. For children in this age group who bite, the staff will use the discipline procedures outlined in the discipline section of this handbook, as well as observe the child to determine what provokes or elicits this inappropriate behavior. Parents are expected to cooperate with staff to help their child control this behavior. Uncooperative parents will have their child's service terminated. Furthermore, children in the older age groups, who bite 3 times in a school year will have their services terminated since the safety of all the children in the program is of the utmost concern of ReNEW Early Childhood Centers.

Parents will be notified by incident/accident report that a biting incident occurred during the course of the day. The staff may not discuss with either parent the identity of the other child involved in the incident. This information is considered to be confidential and can not be disclosed. The staff of ReNEW Early Childhood Centers can not discuss the medical history of any child involved in a biting incident with the other party. It is recommended that any child involved in a biting incident be seen by their family physician if the parents are concerned about communicable diseases possibly resulting from the biting incident.

## **Dispensing Medication**

If a student needs medication, ReNEW Early Childhood Centers will only dispense over-the-counter and/or prescription medication that is in original, labeled containers, and is accompanied by the ReNEW "Medication Order" form completed by your child's physician with explicit dosage and administration instructions. ReNEW Early Childhood Centers will only give medication to the child for whom the "Medication Order" form is completed by a physician and for whom the medication container is labeled. One "Medication Order" form per course of treatment is required. If a child, for example, is to be given a course of antibiotics for 10 days, the "Medication Order" form must identify the dates that the medication is to be given.



ReNEW Early Childhood Centers will dispense over-the-counter, fever reducing/pain medication (ex. Children’s Tylenol, Children’s Motrin) on an as needed basis, with a “Medication Order” form detailing the recommended reasons for administration and appropriate dosage. Parents are required to supply an unopened bottle of the fever reducing/pain medication clearly labeled with their child’s name. (One Medication Order form and bottle of fever reducing/pain medication is required per child.) Prior to administering fever reducing/pain medication, staff will contact a parent or person listed on emergency contact form, if a parent can not be reached, to inform them of our need to administer the medication. Staff will also inform the parent or emergency contact person if it is necessary for the child to be picked up due to illness. Refer to the policy listed above regarding picking up ill children.

Parents are responsible for ensuring that all prescription medication is properly labeled by a pharmacist and replaced prior to the expiration date.

### **Fire/Emergency Drills**

ReNEW Early Childhood Centers conduct monthly fire and emergency/evacuation drills. Parents, staff and children will not be made aware of drill dates or times, as this is the most effective way to assess the effectiveness of fire and emergency/evacuation plans.

During a fire/emergency drill or real fire/emergency situation, parents may not sign children into or out of the centers. Parents must wait until the drill is complete and children have returned to the building to sign their child into or out of the centers. Parents may feel free to wait with the child’s class in the designated safe-zone outside of the building until the drill is complete.

Signing in during a fire/emergency: In the event of a real fire/emergency situation, the Director or Designee will inform each classroom teacher that the school will be closing. At this time any parents waiting to sign their child in will have to leave the premises with their child. All other parents or emergency contact persons will be notified by telephone of the situation. As with the sick child pick up policy, children must be picked up within 45 minutes of the telephone call.

Signing out during a fire/emergency: Parents wishing to sign their child out of the program during a fire/emergency drill or real fire/emergency situation are expected to have patience with the staff as they are trying to maintain order during an often hectic and dangerous situation. If the center is in the midst of a fire/emergency drill, parents will be required to wait until the drill is completed and the staff and children are returned to the building to sign their child out of the program. If the center is having a real fire/emergency situation, parents will be asked to wait until the Director or Designee has



accounted for all staff and children and gives the staff permission to release children. Once again, it is important for parents and staff to work together, remain calm, and cooperate with the fire/emergency personnel and center administration during these important and critical situations.

### **Alternate Safe Location**

Should the administration of ReNEW Early Childhood Centers or any emergency services personnel determine the building which houses the child care agency to be too dangerous to be occupied, the staff and children will be taken to a secure location in accordance with our Emergency Plan. Once the children are assembled here, the staff will begin contacting parents or emergency contact persons for pick up. As stated before, children must be picked up within 45 minutes of the telephone call.

See Emergency Plan for additional Emergency Procedures.

### **Incident/Accident Reports**

Should your child be involved in an incident/accident during the course of the school day, a staff member will complete an Incident/Accident Report. The Incident/Accident Report will be placed in a sealed envelope and put in the child's cubby.

Parents or persons designated to pick up the child are required to sign any incident/accident reports from the day at pick-up. The classroom teacher will be able to briefly discuss the matter with you at pick-up. However, should you feel it necessary to have an in depth discussion or meeting, it is most appropriate to schedule the meeting for a later date because the teacher is responsible for supervising the remaining children in the classroom. A telephone conference may be scheduled for later in the day or for the next day at nap/rest time if the parent(s) is unable to meet at the center during the course of the day.

Should a person other than the parent or one designated to pick up the child, a parent or person designated to act "in loco parentis" must sign the Incident/Accident Report and return a copy to the Center Director within 24 hours. Failure to sign and return an Incident/Accident in this time period will result in your child's exclusion from the program until such time as the Report is returned signed.

### **Peanut, Nut and Shellfish Free Center**

Due to the extreme nature of allergic reactions to peanuts, products containing peanuts, nuts, and shellfish in some children, ReNEW Early Childhood Centers prohibits peanuts, nuts, foods containing peanut and nut products, and shellfish on ReNEW Early Childhood Centers property, and/or at ReNEW Early Childhood Centers sponsored events. These allergies can be so severe that exposure can result in an anaphylactic



reaction. An allergic child can have a reaction from simply smelling nuts on someone's breath, or touching nut oil residue left on a countertop, not only from consuming nuts or nut products.

When providing food, parents are responsible for providing foods that are nut, nut product, and shellfish free for their child's lunch and/or snack. Foods brought from home for breakfast and/or lunch must be able to be warmed in a microwave for no longer than one minute. Any snacks brought from home will be kept in the students school bag until the end of the school day. We have included for your reference a list of acceptable food items that are nut and shellfish free. However, this is only a partial listing of foods. There are many acceptable food items that are shellfish, nut, and nut product free in stores. The important thing to remember is to read the label of every food item you send to school with your child. Many foods which we do not think of as containing nuts, or nut products have in fact been made in the same factories as nut containing foods and are therefore considered to be contaminated. When reading the label look at not only the ingredients listed, but for statements such as, "may contain traces of nuts." For example, Plain Chocolate M & M's have this statement on the label.

Due to the possibility of cross-contamination, (this occurs when one food is prepared with items previously used to prepare foods with nuts, or nut products), ReNEW Early Childhood Centers does not allow homemade snacks at the center. While ReNEW Early Childhood Centers understands that parents enjoy providing homemade snacks for birthdays and holidays, we must be mindful of the safety of all children enrolled at ReNEW Early Childhood Centers.

Since ReNEW Early Childhood Centers is a shellfish and nut free environment, parents can purchase the items to make homemade snacks and make arrangements with the classroom teacher to make the snacks as part of a classroom lesson. Only ReNEW Early Childhood Centers utensils, bowls, and bakeware may be used to prepare these foods.

### **Firearms And Weapons**

At no time is any person permitted to carry any type of Firearm, Ammunition and/or Weapon on agency property for any reason. Violation of this policy will result in immediate dismissal from the program.



## Confidentiality

Within ReNEW Early Childhood Centers confidential and sensitive information will only be shared with employees of ReNEW Early Childhood Centers who have a “need to know” in order to most appropriately and safely care for your child. Confidential and sensitive information about faculty, other parents and/or children will not be shared with parents, at ReNEW Early Childhood Centers strives to protect everyone’s right of privacy. Confidential information includes, but is not limited to: names, addresses, phone numbers, disability information, and HIV/AIDS status or other health related information of anyone associated with ReNEW Early Childhood Centers.

Outside of ReNEW Early Childhood Centers, confidential and sensitive information about a child will only be shared when the parent of the child has given express written consent, except where otherwise provided for by law. Parents will be provided with a document detailing the information that is to be shared outside of ReNEW Early Childhood Centers persons with whom the information will be shared, and the reason(s) for sharing the information.

Any parent who violates the Confidentiality policy will not be permitted on agency property thereafter. Refer to the policy regarding Parents Right to Immediate Access for additional information regarding dis-enrollment of a child when a parent is prohibited from accessing agency property.

Our Confidentiality Policy protects every child’s privacy. Employees of ReNEW Early Childhood Centers are strictly prohibited from discussing anything about another child with you.

## Mandated Reporting and Suspected Child Abuse and/or Neglect

Under the Child Protective Services Act, mandated reporters are required to immediately report any **suspicion** of abuse or neglect to the appropriate authorities. The employees of ReNEW Early Childhood Centers are considered mandated reporters, under this law. The employees of ReNEW Early Childhood Centers are not required to discuss their suspicions with parents or the Center Director prior to reporting the matter to the appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior or condition prior to making a report. Under the Act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or



neglect. We at ReNEW Early Childhood Centers take this responsibility very seriously and will make all warranted reports to the appropriate authorities. The Child Protective Services Act is designed to protect the welfare and best interest of all children.

As mandated reporters, the staff of ReNEW Early Childhood Centers can not be held liable for reports made to Child Protective Services which are determined to be unfounded, provided the report was made in “good faith.”

Causes for reporting suspected child abuse or neglect include, but are not limited to:

- ◆ Unusual bruising, marks, or cuts on the child’s body
- ◆ Severe verbal reprimands
- ◆ Improper clothing relating to size, cleanliness, season
- ◆ Transporting a child without appropriate child restraints (e.g. car seats, seat belts)
- ◆ Dropping off or picking up a child while under the influence of illegal drugs or alcohol
- ◆ Not providing appropriate meals including a drink for your child
- ◆ Leaving a child unattended for any amount of time
- ◆ Failure to attend to the special needs of a child
- ◆ Sending a sick child to school over medicated to hide symptoms, which would typically require the child to be kept at home until symptoms subside.
- ◆ Children who exhibit behavior consistent with an abusive situation

## Court Orders Affecting Enrolled Children

In cases where an enrolled child is the subject of a court order (ex... Custody Order, Restraining Order, or Protection from Abuse Order) ReNEW Early Childhood Centers must be provided with a **Certified Copy** of the most recent order and all amendments thereto. The orders of the court will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for more liberal interpretation of the order.

**In the absence of a court order on file with ReNEW Early Childhood Centers administration, both parents shall be afforded equal access to their child as stipulated by law.** ReNEW Early Childhood Centers cannot, without a court order, limit the access of one parent by request of the other parent, regardless of the reason. If a situation presents itself, where one parent does not want the other parent to have access to their child, ReNEW Early Childhood Centers suggest that the parent keep the child with them until a court order is issued.



If conflicting court orders are presented, the most recently dated court order will be followed.

Once presented with a Protection from Abuse Order or a Restraining Order, ReNEW Early Childhood Centers are obligated to follow the order for the entire period it is in effect. Employees of ReNEW Early Childhood Centers cannot, at the request of anyone, except the issuing judge, allow a Protection from Abuse Order and/or a Restraining Order to be violated. ReNEW Early Childhood Centers will report any violations of these orders to the court.

## Withdrawal

Two weeks written notice is required when withdrawing a child for any reason. If the proper notice is given, any unused tuition and deposit will be refunded within thirty days of the withdrawal. If the required notice is not given, parents will be charged tuition for two additional weeks and will not have their deposit refunded.

The parents and child, following their last day of enrollment, are not permitted to re-enter agency property without prior permission of the Center Director. A withdrawn child and his/her parents are required to call and request an appointment with the Center Director if they wish to return to agency property following the last day of enrollment at ReNEW Early Childhood Centers. Appointments are made at the discretion of the Center Director and are not a right of the withdrawn child or parent.

Parents who wish to change their child's days or times of enrollment at ReNEW Early Childhood Centers, must submit a request to do so two weeks in advance of the proposed change. If applicable, schedule changes will be reflected in subsequent tuition payments.

The Center Director will notify the parents in writing if the new schedule is available. A schedule change will not be considered to be final until a new fee agreement is signed. If the schedule change requires an additional deposit and/or registration fee, the change will also be contingent upon payment of these monies. If the requested schedule is not available parents may choose to continue with the current schedule until such time as the requested schedule becomes available, or may choose to withdraw their child from the program. The date the request for the Center Director receives the schedule change will be used to toll the two weeks notice required for withdrawal.



## Complaint Policy

If there is a complaint regarding the operation of the center in compliance with Louisiana Department of Education Licensing Regulations, families can reach out to:

**Louisiana Department of Education Licensing Division**

Mailing Address: P.O. Box 4294 Baton Rouge, LA 70821

Phone: (225) 342-9905

Email: [ldelicensing@ls.gov](mailto:ldelicensing@ls.gov)

You may also contact Stacy Marino, Director of Early Childhood Programs, [smarino@renewschools.org](mailto:smarino@renewschools.org) to attempt to resolve your complaint.

## Disclosure of Licensing Information Policy

The Department of Education Licensing Division is the licensing authority for this center. Information regarding licensing surveys, inspections, regulations, and early learning centers is available from their website: [louisianabelieves.com](http://louisianabelieves.com)





## ACKNOWLEDGEMENT OF RECEIPT OF PARENT HANDBOOK

I, \_\_\_\_\_ (Parent/Guardian Name) have received and read the ReNEW Early Childhood Centers Handbook. I understand the policies and procedures given to me and agree to adhere to all school policies.

Please note: The ReNEW Early Childhood Centers Handbook policies and procedures are subject to change to reflect the needs of the program, children, and families we serve.

We may also make changes or modifications to our policies if required by our licensing agency. ReNEW Early Childhood Centers will inform families of changes taking place in a timely fashion.

Please complete and sign this form and return it to the ReNEW Early Childhood Centers Director.

**Child/ren's Printed Name:** \_\_\_\_\_

**Parent/Guardian's Printed Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_