Joy In Learning Child Care Centers

Dear Parents,

I would like to welcome you to the Joy In Learning family. For more than 25 years, JIL has been in business to serve the needs of working families by offering quality child care in a small home-like environment.

Through the years, the staff of Joy In Learning has watched many children grow and graduate - from preschool to high school. I find it very rewarding when these children not only come back to visit, but also work at the center and in many cases choose to send their young children to the same place they went as kids.

I thank you for allowing Joy In Learning the opportunity to care for your child.

Sincerely,

Owner
# Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose and Objectives</td>
<td>4</td>
</tr>
<tr>
<td>General Information</td>
<td>5</td>
</tr>
<tr>
<td>Registration Packet</td>
<td>5</td>
</tr>
<tr>
<td>Registration Fees</td>
<td>5</td>
</tr>
<tr>
<td>Other Fees</td>
<td>5</td>
</tr>
<tr>
<td>Child’s Personal Items Provided by Parents</td>
<td>5</td>
</tr>
<tr>
<td>Clothing</td>
<td>5</td>
</tr>
<tr>
<td>Arrival and Departure Procedures</td>
<td>6</td>
</tr>
<tr>
<td>Hours of Operation</td>
<td>6</td>
</tr>
<tr>
<td>Arrivals and Departures</td>
<td>6</td>
</tr>
<tr>
<td>Sign-In/Sign-Out Procedures</td>
<td>6</td>
</tr>
<tr>
<td>Center Closings</td>
<td>6</td>
</tr>
<tr>
<td>Emergency</td>
<td>6</td>
</tr>
<tr>
<td>Holidays</td>
<td>6</td>
</tr>
<tr>
<td>Professional Training Days</td>
<td>7</td>
</tr>
<tr>
<td>Late Pick Up Policy</td>
<td>7</td>
</tr>
<tr>
<td>Discipline Procedures for All Children</td>
<td>7</td>
</tr>
<tr>
<td>Biting</td>
<td>8</td>
</tr>
<tr>
<td>Dismissal Policy</td>
<td>8</td>
</tr>
<tr>
<td>Child Custody/Court Procedures</td>
<td>8</td>
</tr>
<tr>
<td>Confidentiality of Student Records</td>
<td>8</td>
</tr>
<tr>
<td>Authorized Release of Child</td>
<td>8</td>
</tr>
<tr>
<td>Custodial and Non-Custodial Parents</td>
<td>8</td>
</tr>
<tr>
<td>Testifying in Court</td>
<td>9</td>
</tr>
<tr>
<td>Other Information</td>
<td>9</td>
</tr>
<tr>
<td>Smoking Policy</td>
<td>9</td>
</tr>
<tr>
<td>Fire Drills</td>
<td>9</td>
</tr>
<tr>
<td>Trips</td>
<td>9</td>
</tr>
<tr>
<td>Withdrawals</td>
<td>9</td>
</tr>
<tr>
<td>Meals</td>
<td>9</td>
</tr>
<tr>
<td>Breakfast</td>
<td>9</td>
</tr>
<tr>
<td>Lunch</td>
<td>10</td>
</tr>
<tr>
<td>Snacks</td>
<td>10</td>
</tr>
<tr>
<td>Tuition Payments</td>
<td>10</td>
</tr>
</tbody>
</table>
Discounts .................................................................................................................. 11
Vacations .................................................................................................................. 11
Illnesses .................................................................................................................. 11

Illness and Injuries .................................................................................................. 11
Health Procedures ................................................................................................... 11
Communicable Diseases ......................................................................................... 11
Lice ............................................................................................................................ 12
Rashes ...................................................................................................................... 12
Runny Nose (with colored discharge) ................................................................. 12
Conjunctivitis .......................................................................................................... 12
Fever ......................................................................................................................... 12
Diarhea .................................................................................................................... 12
Medications ............................................................................................................. 12
Injuries ...................................................................................................................... 12

Infants and Toddlers .............................................................................................. 13
Nursery School (2s and 3s) and Preschool (4s) ................................................. 14

Before/After School Care ....................................................................................... 15
Behavior .................................................................................................................. 15
Fighting ................................................................................................................... 15
Full Days ................................................................................................................. 15
Late Openings/Early Dismissals .......................................................................... 15
Summer Camp ........................................................................................................ 15
Summer Camp Activity Fee ............................................................................... 15

Questions and Answers ......................................................................................... 16
Parents’ Notes ........................................................................................................ 16
Purpose and Objectives

It is the purpose of the Joy In Learning Child Care Centers to enhance the total growth and development of each child through the general and specific techniques of enrichment designed to:

1. Promote physical adeptness (i.e., running, climbing, balancing).
2. Encourage emotional development (i.e., expressiveness, self sufficiency, acceptance, positive discipline).
3. Enhance social competence (i.e., consideration for others, cooperation, relating to adults as well as peers.)
4. Provide opportunities for cognitive learning (i.e., ideas, words, colors, numbers, problem-solving)

The objectives of the Joy In Learning Child Care Centers are to:

1. Demonstrate, through example, opportunity and informal conversation the Joy inherent In all Learning.
2. Provide an atmosphere of respect and caring for young children and each other. The ultimate goal is to enhance the child’s self esteem while facilitating his or her potential for optimal personal development.
3. Schedule a balanced day of activity, rest, nourishment, and creative involvement.
4. Supply materials and equipment conducive to learning about self, family, community, environment, math and science, music and art, literature, and architecture.

At Joy In Learning, we believe that our centers will serve as a basic support for the family. Our role is to enhance and expand the parent’s relationship with the child through a program rich in tolerance, encouragement, and acceptance.

Joy In Learning does not discriminate on the basis of race, color, sex, age, national origin, religion, or disability.
General Information

Registration Packet

At registration, a packet of information is provided to you. This packet should contain all medical and center forms that must be completed and submitted to the Director before your child’s first day. The following forms are included:

1. Immunization
2. Health Inventory (physical)
3. Health Inventory Addendum (required for children younger than six; Parents must submit form within 30 days)
4. All About Me
5. Emergency Card (2 copies)
7. Tuition Agreement Form

Registration Fees

Upon registering your child with Joy In Learning Child Care Centers, a one-time, non-refundable registration fee per child is required. For children between the ages of 8 weeks and 10 years old, the registration fee is $50. After the registration fee has been paid, spaces cannot be held for more than two weeks.

Other Fees

Accident Insurance Fee: This is an annual fee of $24.00 that will be collected at the time of registration. This fee is prorated quarterly for the purpose of collection and refunds. Future accident insurance payments will be billed in December for the subsequent year. This cost insures your child/children for any accidents or mishaps that may occur at the Center or on any Center related trip that would require professional medical treatment (emergency room visits, etc.).

Activity Fee: This fee is billed and collected twice each year: January and September. This non-refundable fee provides your child (depending on classroom) with annual center fieldtrips, events, and classroom activities. *There is no activity fee for children 8 weeks to 23 months. Activity Fees will apply to Panda children upon turning 24 months, and moving into the next classroom.

Child’s Personal Items Provided by Parents

1. A complete change of clothes (clothes should be suited for the appropriate season)
2. A sheet, blanket, and bag for storage (paper/plastic bags are not acceptable). The Center is not responsible for cleaning items. Parents are to take these items home on their last day of the week and return these items on their first day back.
3. A lunch container
4. Diapers and wipes (if applicable)
5. For Infants & Toddlers only: Formula/Milk/Juice; Bottles/Sippy cups; Meals/ Snacks

The Center is not responsible for items your child/children bring to the Center. Toy guns, swords, or play weapons of any type are prohibited.

Clothing

It is recommended that children wear play clothes and tennis shoes to Joy In Learning. Daily activities
include both active and messy play. Open toed sandals or shoes are discouraged. However, if they are worn, they must be secured properly around the ankles. For safety reasons, flip flops are not allowed. Children need to feel comfortable enough to enjoy themselves without worrying about the condition of their clothes. Please remember to dress them appropriately for the season and outside play (i.e. hats and mittens in the winter, free flowing light garments in the summer).

Note: All items should be labeled with the child’s name.

**Arrival and Departure Procedures**

**Hours of Operation**

Hours of operation are Monday through Friday 6:30 a.m. to 6:00 p.m. at Glen Burnie, Marley Park and Whispering Woods; 6:30 a.m. to 6:30 p.m. at the Columbia location. **A late pick up fee will be charged if picking up your child after the Center’s closing time.** (See Late Pick Up Policy)

**Arrivals and Departures**

It is requested that parents whose child or children will be absent, or arriving after 9:00 am, to please call and notify the Center. A parent, guardian, or authorized adult is required to escort the child/children in and out of the classroom. No child will be allowed to enter or leave without adult supervision, regardless of the child’s age.

**Sign-In/Sign-Out Procedures**

Parents are required to sign-in and sign-out their children in the sign-in/sign-out book located in each classroom. Infant parents will sign in and out in two places – on the child’s personal “Infant and Toddler Daily Report” and on the classroom sign-in/sign-out sheet.

**Center Closings**

**Emergency**

*Joy In Learning* reserves the right to close its Centers when it is deemed necessary. A decision to close will be based on the best interests of the children, parents, and staff. Parents are still liable for full tuition. The Center does not follow the county school system in regards to closings. However, the Preschool Program, which runs in the morning hours during the months of August through June, follows the local County School system closings. Should inclement weather and/or unforeseen natural/manmade disasters become known prior to a Center’s opening, parents and staff can listen to WBAL Radio 11 (1100 on the AM dial) for closing and/or late openings. Announcements may differ according to Center locations. Please listen for your child’s *Joy In Learning* location to be announced/posted. The Center will notify the radio station no later than 6:00 am of its status. You may also check the *Joy In Learning* website, or call the Business Office.

In the event that inclement weather and/or natural/manmade disaster becomes known after the Center is already open and a decision is made to close early, parents will be notified by phone not less than three hours before the early closing time. Parents picking their child/children up after the announced early closing time will be charged a Late Pick Up Fee.

**Holidays**

* New Year’s Day  * **Christmas Holidays (December 24, 25, & 26)**

* Memorial Day  * Fourth of July  * Thanksgiving Day and the Friday after Labor Day  **

* When this holiday falls on a Saturday or Sunday the Center will be closed either the Friday before or the Monday following the holiday.
** Christmas Holidays consist of December 24, 25, and 26th. Since these days vary each year the actual holiday closings will be announced yearly. 

Parents are still responsible for the full tuition when the center is closed for holidays.

**Professional Training Days**

Joy In Learning will be closed two days for Professional Training Days. The specific dates will be announced in August of each calendar year. Parents are still responsible for the full tuition during Professional Training Days.

**Late Pick Up Policy**

Your child’s caregivers would like to leave when the center closes. In the event you arrive to pick-up your child after the center’s closing time, a late pick up fee will be assessed for each 15 minute increment you are late. We understand things happen and situations arise, however, staff members are officially off the time clock when the center closes. For safety reasons, company policy requires two staff members to remain with any child/children, after the Center closes. Personal babysitting cannot take place on Joy In Learning property.

Any family picking their child/children up past closing hours (6:00 p.m. for Glen Burnie, Marley Park, and Whispering Woods and 6:30 p.m. for Columbia) will be charged a $20.00 fee for each 15 minutes their child/children are in the Center. Please keep in mind that any family still in the building after 6:00 p.m. (Glen Burnie, Marley Park, and Whispering Woods) will be charged. Any family still in the building after 6:30 p.m. in the Columbia Center will be charged a late pick up fee.

Any family with seven late pick-ups may be subject to dismissal. Records will be kept for a 1 year period (January - December) at which time new records will be kept.

All late pick up fees must be paid in full with (or before) your next tuition payment date or your child will not be allowed to return to the Center.

**Late Pick Up Fees**

(for Glen Burnie, Marley Park, & Whispering Woods)            
(for Columbia location)                                        

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<th>Time</th>
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<td>6:30 p.m. - 6:44 p.m.</td>
<td>$20.00</td>
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<tr>
<td>6:15 p.m. - 6:29 p.m.</td>
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<td>6:45 p.m. - 6:59 p.m.</td>
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<tr>
<td>6:30 p.m. - 6:44 p.m.</td>
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<td>7:00 p.m. - 7:14 p.m.</td>
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<tr>
<td>6:45 p.m. - 6:59 p.m.</td>
<td>$80.00</td>
<td>7:15 p.m. - 7:29 p.m.</td>
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Etc.                                               
Etc.                                               

Failure to abide by the JIL policies may result in dismissal from the Center and forfeiture of all fees.

**Discipline Procedures for All Children**

Each case depends on the child, other children, and the environment (home and Center). Therefore, each case will be considered individually. A positive approach to correcting the behavior will be used.

1. The child will be told why the behavior is unacceptable (safety, health, manners).
2. If the behavior continues, the environment will be changed (toys and items will be removed, children separated).
3. If the behavior still continues, the child or children will have a sit down rest period away from the other children.
4. If the behavior persists, parents will be notified at pick up time.
5. Should a child’s behavior become uncontrollable, the Center Director will notify the parents
immediately, so that the parent can either speak with the child or make arrangements for the child to be picked up.

6. If the behavior becomes a serious problem, a conference will be scheduled with the Center Director and staff. Together we will evaluate and attempt to correct the behavior.

7. Should the behavior become severe, alternative childcare arrangements may need to be made for the child. (See Dismissal Policy)

Corporal punishment, humiliation, and embarrassment will not be used as forms of discipline.

**Biting**

Although biting is a behavior that sometimes occurs in a child care setting, **Joy In Learning** considers it a serious matter. We address this behavior by: 1) The bitten child is cared for and the bite is cleaned with soap and water; ice is applied. 2) An accident report is written for both children and both parents are notified. As in the case with all incidents between children, names are not disclosed. 3) A written log book is kept of the biter, which the parent(s) are informed.

**Dismissal Policy**

Should the decision be made that the child and the Center are not compatible, the parent may be given up to, but not in excess of, a two week period in order to make other childcare arrangements. This does not apply to non-payment dismissals.

**Child Custody/Court Procedures**

**Confidentiality of Student Records**

Your child/children records are open only to your child’s teacher, the Director, the Owner, and authorized employees of Maryland’s State Licensing Agency.

**Authorized Release of Child**

The Center will only release a child to a parent, legal guardian, or an individual authorized by the parent and/or legal guardian listed on the emergency information card. Staff members reserve the right to ask for identification from any person trying to pick up a child from the Center. If an individual is listed on the emergency card, and produces proper identification, the child may be released from the center without a confirmation call to the parent.

The Center does not make it a practice to accept authorized pick up changes over the phone, except in emergencies. Under these circumstances, a return confirmation call from a staff person to the parent may be necessary.

As a parent, you must submit in writing the new authorized persons information (name, address, telephone number) to be added to the list. In cases in which an authorized pick up person is to be deleted, please contact the Center Director.

**Custodial and Non-Custodial Parents**

Unless a specified custody agreement, signed by a judge and on file in the center, the non-custodial parents will have the right to information about their child/children. This means that non-custodial parents will be informed of all school activities, classroom concerns, and information about their child. This practice is beneficial to children in order to help them feel that both parents are taking an active role in their childcare experience.
Testifying in Court

If you request an employee of Joy In Learning to appear in court or testify for the purpose of a child custody hearing, a service charge of $150.00 per 4 hours will be required. The charge is per staff member needed and must be paid in full at least 10 days prior to each court date.

Other Information

Smoking Policy

Joy In Learning is a SMOKE-FREE property. Smoking is not permitted anywhere on the premises. Thank you in advance for your cooperation.

Fire Drills

Fire Drills are held at least once a month. Fire Drill logs are posted in each classroom along with evacuation plans.

Trips

With the exception of the Infant/Toddler classrooms, all Joy In Learning Centers will have the opportunity to attend field trips. Due to company policy on child/adult ratios, trips are subject to parent participation. The child/adult ratios are: two year olds: 2 to 1; three and four year olds: 4 to 1. The Grizzly ratio is 10 to 1. Should any classroom not be able to meet child/adult ratios, that class may cancel the trip.

Withdrawals

In the event your child withdraws from Joy In Learning, we ask that parents please give the Director a two (2) week written notice. A portion of the Accident Insurance fee is refundable with a notice of withdrawal. Any family wishing to return will be required to re-register (if spaces are available) and will be responsible for all enrollment fees. A child is considered withdrawn if the child is absent for four (4) or more consecutive days, and the center has not been contacted. To re-enroll, all registration fees will need to be paid again.

Meals

Meals/snacks are a part of the daily schedule at each center. Eating times are posted on the Parent Information Board in each classroom. Please keep in mind that classrooms need to adhere to these times, under normal circumstances. If your child is not present when the meal/snack is scheduled, it is the parent’s responsibility to see that the child/children are fed.

Breakfast

Breakfast is an optional service offered at Joy In Learning. Breakfast consists of cereal served with milk or juice. The times vary according to location, please check with the Center Director for exact times. The cost for breakfast is $1.00 for each day and a monthly tracking system is kept on each child. Children will be served breakfast if they request it and the parent will be billed at the end of each month. Parents, who do not wish their child to participate in the breakfast program, are asked to put your request in writing.

The Center will accept ready-to-eat breakfast food (bagels, muffins, donuts, etc...) sent in by the parent (if it is sent during breakfast times). However, if any Joy In Learning condiments, food, drink, or tableware is used in order to complete the breakfast, the breakfast fee of $1.00 will be applied.
Lunch

The parent provides lunches. The Center will provide milk with lunch. All Centers are equipped with microwave ovens. Parents are welcome to send in food that is pre-cooked and needs only to be reheated (no longer than 1 minute). Food must be in microwave safe containers. Food containers must be labeled with the child’s name. Parents should let the staff member who greets them in the morning know that their child has a hot lunch. Staff are not responsible for washing any lunch containers. If a child has no lunch for the day and parent contact is unsuccessful, a lunch will be provided to your child at the cost of $10.00.

Snacks

Snacks will be provided twice a day by the Center. The snack menu is approved by the Maryland State Department of Education Office of Child Care. The snack menu will be posted on the Parent Information Boards in each classroom. The Center reserves the right to change the daily snack, in which case, the change will be posted on the parent board.

Children are permitted to share a store bought snack (cupcakes, cake, ice cream, etc) as a special snack for birthdays. Please check with the Center Director to coordinate this snack and find out if there are any food allergies in the classroom.

Infants & Toddlers (8 weeks to 24 months): Parents are to provide formula/milk/ juice in bottles or sippy cups. Parents are also to provide ALL snacks and meals. This is a licensing requirement by the State of Maryland.

Tuition Payments

Joy In Learning Child Care’s Business Office Number: 410-760-3809

When paying by check, please print the dates that the check is covering and the child’s name on the check. If your payment includes other fees (i.e. breakfast, insurance, full-days, etc.) please specify that on your check. Make all checks payable to Joy In Learning, Inc. All check payments can be made by depositing it in the Center’s Tuition Box located near each entrance. For those parents paying by check, your cancelled check will be your receipt. If a receipt for a check payment is needed, please notify a staff member and one will be given at your request. There will be a $35.00 charge for all returned checks.

For cash payments, please see a staff member so they may provide you with a receipt. Please have exact amount when paying with cash; staff members are not able to provide change. Joy In Learning is not responsible for any cash payments without proof of a receipt.

For families wishing to pay bi-weekly or monthly, please contact the business office.

Billing statements will be distributed on Wednesday evening of each week. Tuition payments are billed the week prior to attending the Center. This payment will cover child care for the following week. Families have until 9:00 am Monday of the current week to pay for that week with cash, or check. After 9:00 am on Monday, all payments are subject to a $10.00 late fee. A family’s tuition account is considered in arrears if payment is not received by the close of business on Monday.

If your child/children, for any reason, miss a day(s), you are still liable for the full tuition for that week.

All payments made after 9:00 am on Monday may not be reflected on your Wednesday statement.

Keep in mind, if the center is closed on a Monday, tuition payments are due on the next business day the center is open. Each family will be allowed five late fees per year (January through December). Any family who accrues six late fees may be subject to dismissal from the Center. If a family’s tuition is in arrears, that family will receive a Pay-to-Stay Notice and your child/children will not be allowed to return to the Center until your account is paid in full and current.

A family may get a Pay-To-Stay Notice for one or more of the following reasons:
1. Families that are in arrears with their tuition payment.

2. Families who owe for two months worth of the following payments:
   - Breakfast or Full Days

3. Families who have not paid for the following by the due date:
   - Accident Insurance
   - Activity Fees
   - Returned Check Fee
   - Summer Grizzly Activity Fee
   - Late Pick-Up Fee

**Discounts**

**Vacations**

When the Center is notified at least two weeks in advance, the Center will reduce each full week (2, 3, or 5 day enrollment) for vacation by 20% when the tuition is paid in advance. The vacation discount will be applied when payment is received in advance for the discounted week. Vacation forms, available from the staff, should be filled out by the parent and returned to a staff member. Your tuition account must be in good standing to receive the vacation rate.

**Illnesses**

If a child misses four or more consecutive days due to the same illness, tuition for that week will be reduced by 20% if a doctor’s note is presented.

**Illness and Injuries**

**Health Procedures**

A sick child SHOULD NOT be brought to the Center. Health regulations prohibit the admittance of any child into the Center who exhibits one or more illness. The following are the most common, but not limited to:

- Communicable diseases (chicken pox, roseola, mumps, etc.)
- Lice
- Conjunctivitis (discharge from eyes or ears)
- Rash
- Runny nose with colored discharge (dark yellow/green)
- Vomiting/stomach ache/Diarrhea
- Fever of 101°F, or higher

Please keep in mind that Joy In Learning staff are not medical doctors, nurses, or physician’s assistants. JIL staff are encouraged to err on the side of caution and communicate with parents when making a decision about an illness or injury.

Joy In Learning cannot leave a child unattended inside. We cannot honor requests that children stay inside during outside time. If your child cannot go outside, then it is best that he/she stays at home.

**Communicable Diseases**

It is Joy In Learning’s intention that all communicable disease cases be handled on an individual basis, with an emphasis placed on the total care and safety of the entire center. The parent/guardian of the ill child will be notified immediately. THE CHILD MAY NOT RETURN TO THE CENTER UNTIL SUCH TIME AS A DOCTOR’S RELEASE FORM ALLOWS THE CHILD TO RETURN TO THE CENTER. If it is found to be necessary, other families and the County Health Department will be notified of the communicable disease.
Lice
We maintain a policy of No Lice, No Nits. No Lice, No Nits means that, if one “louse” or one “nit” (egg) is found on a child’s body or hair areas, they must be picked up from the Center immediately. Upon returning to the Center, a staff member must check the child for the absence of nits and/or lice. Please allow yourself enough time for the staff to examine your child. This policy is recommended by the Health Department and is the best way to reduce the spread of lice.

Rashes
If a rash or type of irritation is noticed and seems suspicious in nature, the parent will be contacted immediately. It will then be determined if the child will need to be picked up by the parent and if medical treatment will be required before returning to the Center.

Runny Nose (with colored discharge)
Each case will be handled individually. A parent will be contacted if the symptoms persist and/or other symptoms accompany the runny nose (i.e. coughing, fever, nausea, vomiting, and stomach ache). Depending on the symptoms, the Center may ask that your child be picked up.

Conjunctivitis
No child will be admitted to the Center if they have or are suspected of having conjunctivitis. If a child shows symptoms of the illness while at the Center the parent(s) will be contacted and asked to pick up their child from the center. Although symptoms of allergies or colds can be mistaken for conjunctivitis, it is the Center’s responsibility to treat all illnesses with caution. Conjunctivitis must be treated by a physician and a doctor’s note must be given to the Center upon the child’s return.

Fever
In the event of a fever, a parent/guardian will be notified if the child’s temperature is 100°F or higher. If the fever reaches 101°F or higher, the parent will be asked to make arrangements for the child to be picked up from the Center within one hour. Our Center policy is that a child must be fever free for at least 24 hours before returning to the Center. Sometimes an illness is still contagious after the symptoms disappear because the medication is masking them. Persistent fever will require a written notice from the child’s doctor stating that your child is no longer contagious, and should be presented upon your child’s return to the Center.

Diarrhea
After a second occurrence the parent will be contacted and asked to pick up their child from the Center. The parent may be contacted earlier than the second time if other symptoms accompany the diarrhea or the child no longer has appropriate clothing to wear. In the event a child returns to the center the following day, and has one more occurrence of diarrhea, the parents will be called to pick up the child.

Medications
Joy In Learning Staff may only administer medication to a child with a written statement from the doctor, addressed to Joy In Learning. This includes aspirin, over-the-counter cough syrups, prescription medications, etc. THERE WILL BE NO EXCEPTIONS. Also, a Child Care Medication Form must be filled out and signed by the parent. When a child is on medication, all first doses of medication must be given to the child by the parent.

Injuries
It is required that parents/guardians contact the Center within 24 hours of an accident in which a child/children sustained an injury at Joy In Learning that needed medical treatment. If an accident or
mishap does occur, that requires professional medical treatment, an insurance claim form will be provided.

**Infants and Toddlers**

In order to best serve your child’s daily needs, you will need to supply the following items, labeled clearly with your child’s name, when your child attends:

- Diapers and wipes
- Formula/Milk/Juice with Bottles/Sippy cups
- 2 sets of clothes, appropriate for the season
- Several bibs/burp cloths
- Blanket to wrap or cover your child

When entering the Infant and Toddler classrooms, parents need to take a moment to remove shoes (please, no bare feet). Shoes worn outside or outdoors are not permitted in the baby rooms.

Only parents or guardians are permitted to enter the Infant and Toddler classrooms. We ask that friends and extended family wait outside the baby room, and view through the windows.

Parents are required by regulation to provide all food for children under the age of two. Send bottles already prepared with lids. Please label all bottles, cups, and food items with your child’s name and the date. Take home all foods that are not in commercially sealed packages, as according to licensing regulations, these items must be discarded if left at the Center.

Your child will be assigned a crib/cot and a cubby once enrolled. The crib/cot is to be used by your child and will not be shared with another child. Feel free to bring in pictures for staff to decorate the outside of your child’s crib. The Infant/Toddler registration fee covers the cost of the special crib sheets. Crib sheets will be provided by Joy In Learning, and will be laundered weekly at the center.

If your child requires any type of medication, ointment, or drops, child care regulations require a medication form to be filled out and signed by the parent and the child’s pediatrician. Please keep this in mind as staff members are not permitted to use any over the counter or prescribed medication without proper consent.

Upon entering or exiting the classroom, all parents are required to sign children in and out each day. Additional info you wish to share with your child’s primary caregiver may be written on your child’s personal information sheet.

Each day you will receive a snapshot of your child’s day. Caregivers will take the time to record information about eating habits, urination/bowel movements, general disposition, and ways your child was stimulated. Please look for these notes daily. If you notice anything new with your child, please share with your caregiver. If supplies (diapers, wipes, clothes, etc.) are running low, you will also receive notification here.
Nursery School (2s and 3s) and Preschool (4s)

Morning only preschool is offered for 4 year olds. The morning only preschool programs vary according to the Center. The Glen Burnie and Whispering Woods Center's hours are 8:30 to 11:00 a.m.; Marley Park hours are 8:45 to 11:15 a.m.; and the Columbia Center hours are 9:00 to 11:30 a.m. The preschool programs run from August through June and follow the local County School System. Parents picking up their child/children after the time preschool ends will be charged the late pick up fee. Preschool fees are paid from September to May.

For children attending the center fulltime, part-time, or for morning preschool only, the Nursery and Preschool programs support a curriculum rich in fostering language and literacy development. Each week, children explore themes, incorporating the Seven Domains of Learning (Language and Literacy, Mathematics, Science, Social Studies, Art, Music, and Physical Development) through variety and hands-on exploration. Children also have the opportunity to complete educational learning activities on classroom computers. Through a program rich in literacy, Joy In Learning strives daily to prepare each child for success in Kindergarten.

Each Fall, Joy In Learning Centers designates weekly themes to be covered throughout the school year as defined by MSDE. These themes may be found on the company’s website: www.joyinlearningchildcare.com, in monthly newsletters, and on weekly lesson plans posted on the Parent Information Boards in each classroom. Daily classroom schedules are also posted on the Parent Information Boards in each classroom.
Behavior

It is expected that School Age children, while attending J.I.L., display their best manners, be respectful to others, and be courteous to their peers and the staff. Behaviors such as the use of profanity, obscenities (verbal or non-verbal), physical contact (kicking, pushing, etc.), misuse of classroom materials, etc. will not be tolerated and may result in the following:

- **1st incident** - receive a written incident report and parent(s) will be notified.
- **2nd incident** - receive a written incident report, parent(s) will be notified, and you may be asked to pick your child up at that time. If the incident occurs at the end of the day the child may be suspended for the next day.
- **3rd incident** - A possible 2 day suspension and a mandatory Parent/Director Conference will be scheduled before the child may return to any **Joy In Learning** Center.

If a **third incident** occurs, the possibility of **Dismissal from the Center** may be considered.

Fighting

Fighting will result in an automatic suspension from the Center. It is considered fighting when a staff member has to physically separate the children and/or an injury does occur. **Joy In Learning** will consider all incidents individually. Any behavioral concerns will be addressed in a fair and factual manner in order to determine a proper course of action.

Full Days

If your child attends **Joy In Learning** on days when the County Public Schools are closed, an additional fee will be charged for childcare. (See Rate Sheet)

Late Openings/Early Dismissals

If your child’s school has a 2 hour or less early dismissal/delayed opening school day, there will be no additional charge on that day. If the early dismissal/delayed opening is more than 2 hours, an additional fee for that day will be applied. Parents will be billed accordingly at the end of each month. (See Rate Sheet, Full Days)

Summer Camp

During the summer, **Joy In Learning** provides a structured summer program comprised of fun themes to meet the social, physical, emotional, and cognitive needs of each child. Activities involve technology, arts and crafts, fieldtrips, and water play. A detailed schedule of planned activities and events will be provided to all school age families participating in the summer program.

Summer Camp Activity Fee

Before the program begins, a non-refundable Activity Fee will be required. The price of the Activity Fee is determined and will be announced in early April. Prices are based upon fieldtrips, activities, and transportation costs for these trips and activities. Fieldtrips and activities are scheduled for all children enrolled. Parents are not able to pick or choose which trips or activities their child (children) will attend.
Questions and Answers

Some frequently asked questions about Joy In Learning

Q. How long has Joy In Learning been in operation?
A. Joy In Learning has been providing childcare services to children and their families since 1983.
   - November 1983 - Incorporated
   - January 1984 - Glen Burnie center opened, licensed capacity 18
   - January 1985 - GB center expanded, licensed capacity 38
   - October 1985 - Acquired Marley Park center (formally Tiny Tots), licensed capacity 36
   - July 1990 - Acquired Whispering Woods center (formally Mulberry Bush), licensed capacity 38
   - September 1990 - Opened Security center, licensed capacity 40
   - January 1992 - Sold Security center (now Child Care Academy)
   - November 1997 - Expanded Whispering Woods center, licensed capacity 66
   - January 1998 - Opened Severna Park center, licensed capacity 40
   - August 1998 - Acquired Columbia center (formally KinderCare), licensed capacity 96
   - March 1999 - Sold Severna Park center
   - November 2003 - 20 year Anniversary
   - May 2007 – Columbia center is renovated to provide care for Infants/Toddlers, capacity 94
   - January 2008 – Joy In Learning celebrates 25 years

Q. What is the current enrollment capacity at all your locations?
A. Glen Burnie Park  60 children
   Marley Park        36 children
   Whispering Woods  66 children
   Columbia          94 children

Q. May I come and look at your facilities?
A. Yes, we have an open door policy. We are here to serve the community and we consider the time well spent in showing you around.

Q. Who is available in the Business Office to answer questions?
A. The Business Office is located next to the Glen Burnie Center. Ms. Patti is the Administrative Director, handling tuition accounts, purchase of care, and processing payments. Ms. Caryle is the Executive Director, monitoring MSDE regulations, licensing requirements, staff, and the curriculum. Mr. Dennis is the Facilities and Maintenance Director, taking care of center maintenance, JIL vehicles, and special projects. To reach the Business Office, please call (410) 760-3809. Feel free to leave a message if we are unable to take your call, and we will get back to you as soon as possible.

To reach the Business Office, links are also available on our website, [www.joyinlearningchildcare.com](http://www.joyinlearningchildcare.com) or E-mail to: joyinlearning2@aol.com.

Parents’ Notes
Why Hands On?

I tried to teach a child with books;
He gave me only puzzled looks.
I tried to teach a child with words;
They passed him by often unheard.
Despairingly, I turned aside;
“How shall I teach this child,” I cried?
Into my hand he put the key;
“Come,” he said, “Play with me.”

~Author unknown