

DANVILLE COMMUNITY SCHOOL CORPORATION

# LITTLE WARRIOR LEARNING CENTER

A PLACE TO PLAY, LEARN AND GROW

## 2023-2024

### Preschooler-Parent Handbook

The mission of Little Warrior Learning Center is to provide educational and **play-based** opportunities that enable children to **develop new skills** while **building peer relations** and **growing into individual learners**.



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## LWLC Contact Information

For more information on Little Warrior Learning Center (LWLC) contact the LWLC Office at (317)745.2610 or email [LittleWarriorOffice@danville.k12.in.us](mailto:LittleWarriorOffice@danville.k12.in.us).

All LWLC staff are employed by the Danville Community School Corporation. As public school employees, all staff are subject to Criminal History Checks and are trained in Nonviolent Crisis Intervention.

### LWLC Office

Mailing Address:  
398 Urban St.  
Danville, IN 46122

### LWLC Website

<https://www.danville.k12.in.us/site/Default.aspx?PageID=559>

### LWLC Preschool Director

Ceara Jackson  
[cjackson@danville.k12.in.us](mailto:cjackson@danville.k12.in.us)  
(317)745.2610 ext. 5006

## Hours of Operation

The hours of operation will be 7:00 a.m. to 6:00 p.m. daily, with instructional time ranging from 8:00 a.m. to 2:10 p.m. The instructional hours are designed around North Elementary's range of school start/ending times.

## Enrollment Requirements

All children must be toilet trained in order to attend LWLC. Occasional accidents may happen, but repeated wet/soiled pants take away from the academic goals of our program.

Three-year-old Enrollment Requirements:

- All children must be age three by August 1. Birth certificates must be provided before registration will be accepted.

Pre-K Enrollment Requirements:

- All children must be age 4 before August 1. Birth certificates must be provided before registration will be accepted.

## LWLC Program Registration Process and Documentation

Register for LWLC online at <https://www.danville.k12.in.us>. Click on the Register Now link. If you are new to the Danville Community School Corporation you will need to set up an account first. If you are a current Danville Community School Corporation family and do not know your username and password you will need to contact the North Elementary office prior to registering. All families will access the Parent Portal to register, make information changes and to access account information. All new program enrollees will go into "pending". The LWLC office will check for program openings and to make sure your account is paid in full before you will be invited by email to continue registration. For registration questions email Ceara Jackson at [cjackson@danville.k12.in.us](mailto:cjackson@danville.k12.in.us) or call (317)745.2610. For billing questions email Lindsay Baranyi at [lbaranyi@danville.k12.in.us](mailto:lbaranyi@danville.k12.in.us) or call (317)745.2610.

## Program Costs

Included in the cost of the program is a nonrefundable annual consumable fee due at the time of registration. There is no credit given for days not used during the school year. The payment schedule is over a ten month period from August to May. Program costs are represented in the chart below:

Program	Daily Price	Days	Annual	Months	Regular Monthly	Weeks	Regular Weekly
5 Day w/ Care	39	184	7,176.00	10	717.60	38	188.84
5 Day w/o Care	35	184	6,440.00	10	644.00	38	169.47
3 Day w/ Care	39	109	4,251.00	10	425.10	38	111.87
3 Day w/o Care	35	109	3,815.00	10	381.50	38	100.39
2 Day w/ Care	39	75	2,925.00	10	292.50	38	76.97
2 Day w/o Care	35	75	2,625.00	10	262.50	38	69.08
Half Day	24	75	1,800.00	10	180.00		
<b>STAFF DISCOUNT 15%</b>							
Program	Daily Price	Discount	Annual w/ discount	Months	Discounted Monthly	Weeks	Discounted Weekly
5 Day w/ Care	39	15%	6,099.60	10	609.96	38	160.52
5 Day w/o Care	35	15%	5,474.00	10	547.40	38	144.05
3 Day w/ Care	39	15%	3,613.35	10	361.34	38	95.09
3 Day w/o Care	35	15%	3,242.75	10	324.28	38	85.34
2 Day w/ Care	39	15%	2,486.25	10	248.63	38	65.43
2 Day w/o Care	35	15%	2,231.25	10	223.13	38	58.72
Half Day	24	15%	1,530.00	10	153.00		
<b>SCHOLARSHIP 10%</b>							
Program	Daily Price	Discount	Annual w/ discount	Months	Discounted Monthly	Weeks	Discounted Weekly
5 Day w/ Care	39	10%	6,458.40	10	645.84	38	169.96
5 Day w/o Care	35	10%	5,796.00	10	579.60	38	152.53
3 Day w/ Care	39	10%	3,825.90	10	382.59	38	100.68
3 Day w/o Care	35	10%	3,433.50	10	343.35	38	90.36
2 Day w/ Care	39	10%	2,632.50	10	263.25	38	69.28
2 Day w/o Care	35	10%	2,362.50	10	236.25	38	62.17
Half Day	24	10%	1,620.00	10	162.00		
<b>Developmental Preschool and LWLC</b>							
Program	Daily Rate	Days	Annual w/ discount	Months	Discounted Monthly	Weeks	Discounted Weekly
5 Day w/ Care	31	184	5,704.00	10	570.40	38	150.11
5 Day w/o Care	25	184	4,600.00	10	460.00	38	121.05
3 Day w/ Care	31	109	3,379.00	10	337.90	38	88.92
3 Day w/o Care	25	109	2,725.00	10	272.50	38	71.71
2 Day w/ Care	31	75	2,325.00	10	232.50	38	61.18
2 Day w/o Care	25	75	1,875.00	10	187.50	38	49.34

## Options and Deadlines

LWLC's fee structure is designed over a 10 month period. Payments for all LWLC programming are due weekly, monthly, or annually. The amount your account is billed will remain constant based on the chosen option on the Financial Agreement Form. Families can choose to pay via QuickBooks or pay cash or check directly to North Elementary's front office. QuickBooks accepts Visa, MasterCard, and e-check and checks can be made payable to North Elementary. If at any time a family would like to change their payment arrangement, it is their responsibility to submit a new Financial Agreement Form.

## Late Payments or Insufficient Funds

After two weeks, a \$35 late fee will be assessed for all accounts that are not paid in full. If an account becomes one month behind, termination of services will occur until payment has been arranged. All accounts must be paid in full before the next school year in order for any child in the family to be accepted into any LWLC program. Uncollected fees will be turned over to our collection agency. Contact the LWLC director to make payment arrangements if needed. If a personal check is returned for insufficient funds or account closure, a \$20.00 returned-check fee will be assessed in addition to the full amount of the check. If two checks are returned for one account, LWLC will require future payments to be made with cash or online via Parent Portal.

## Student Extended Leave

Student enrollment cannot be put on hold due to family travel. When you enroll your child in a LWLC program, you are securing their spot for the entire school year. If unenrolled from the program you will have to re-register and there is no guarantee the spot will be available when you return.

## Withdrawal Procedures

If a parent voluntarily withdraws his/her child prior to the end of the school year, the parent must notify the Preschool Director in writing at least two weeks in advance. In the event a child withdraws from Little Warrior Learning Center, all outstanding fees will become due immediately. Following the two week notice, the current month's tuition will be calculated and parent notified. If a refund of tuition is due, the parent must request the refund. The registration fee is nonrefundable.

## Scholarship Assistance

LWLC has a limited number of need-based scholarships available each year which will be awarded to qualifying families. In order to apply for scholarship assistance, families should follow the steps below. If you feel you are eligible, contact the LWLC office for a scholarship application or click the link below to print the application. Follow the instructions on the application. Families who apply for a scholarship for LWLC must provide proof that parents or guardians are employed or are full-time students. If financial assistance is awarded the LWLC account must remain paid up to date. If not, services will be canceled after two delinquent months and future enrollment will be denied. No LWLC scholarship assistance applications will be accepted after June 1st.

<https://www.danville.k12.in.us/cms/lib/IN01906580/Centricity/Domain/199/LWLC%20Scholarship%20Application.pdf>

## Preschool Attendance

Preschool classroom enrollment is limited due to state student to adult ratio guidelines. We anticipate waiting lists for families who want their child registered into our preschool program. Therefore, we cannot approve a family who wants to suspend tuition payments and hold their child's spot so that they can take an extended vacation. If you unregister, the spot will be filled. If a spot is available when the family returns you will be required to pay the registration fee to enroll the child again.

## Drop-off/Pick-up Procedures

The drop-off and pick-up location will vary depending on the time of day. If arrangements change, you must contact North Elementary's front office prior to 1:30 p.m. so that the message delivery can be guaranteed. Please review the following information:

7:00 am - 7:20 am and 7:45 am - 8:00 am - Enter the LWLC entrance at North Elementary. Please park and walk your child through the LWLC entrance.

7:20 am - 7:45 am - Please use the North Elementary car rider line to drop your child off. Your child will exit your vehicle, be guided through the LWLC entrance by staff, and checked in by a LWLC employee.

11:00 am to 11:05 am - Please use the North Elementary car rider line to pick up your child. Your child will exit the LWLC entrance and be guided to your car by a LWLC employee.

2:10 pm - 2:30 pm - Please use the North Elementary car rider line to pick up your child. Your child will exit North Elementary upon your arrival and be guided to your car by an adult. At this time, you can then help buckle your child in before safely pulling away.

2:30 pm - 6:00 pm - Please park along the curb in the front of North Elementary, call the LWLC phone number to let staff know you have arrived, walk to door 1 and meet your child inside the North Elementary vestibule.

## Late Drop-off/Early Pick-up Procedures

To drop your Little Warrior off after 8:00 am or pick up your Little Warrior before 2:10 pm please go to the North Elementary main office to sign them in or out for the day.

## Late Pick-up Policy

A late fee will be applied for every minute past 6:00 p.m. 1st Occurrence: \$1.00/min/per child; 2nd Occurrence: \$2.00/min/per child; 3rd Occurrence: \$3.00/min/per child, etc. Dollar amounts increase as the number of late times increases. If you are running late or have an emergency please call the preschool and communicate with the site lead. If the lead has not heard from the parent they will attempt to reach them and/or the emergency contact. If there has been no communication by 6:30 p.m. the LWLC Director will be called and possibly local emergency personnel as well. The LWLC Director has the right to remove families from the program who have become habitual abusers of the 6:00 p.m. pick-up policy.

## Breakfast, Lunch, and Snack Options

Little Warrior Learning Center children have the option to purchase a school breakfast and lunch or students can opt to bring a sack lunch from home. Breakfast and lunch prices are not included in tuition fees. To purchase breakfast or lunch parents have the option to send in cash or check, payable to North Elementary, separate from LWLC tuition payment. In addition, parents can also pay lunch fees through their Parent Portal. Please note a convenience fee will be applied each time a Food Service fee is made using Infinite Campus.

Student Breakfast	\$0.50	Student Lunch	\$3.15
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### IMPORTANT NOTE:

On January 13, 2014, a charging policy was approved by our school board of \$10, which will allow children to charge 2 paid breakfasts and 2 paid lunches. After this, a student will be given a peanut butter & jelly sandwich, milk, and juice. Any unpaid meal balances will roll over to the following school year.

School breakfast and lunch will not be provided when the Danville Community School Corporation is not in session, therefore each child will need to pack their meals on the following days: August 9, August 10, December 17, May 27

The students will have an A.M. and P.M. snack each day. The snack costs are included in LWLC monthly fees. Please contact your child's teacher if your child has a food allergy, specific diet, or you would like to provide your child with snacks from home.

## **Rest Time**

Rest time is scheduled for approximately 90 minutes after lunch time. During rest time children are allowed to have a pillow, stuffed animal, and/or blanket from home. These items will be kept on their personal cot in their classroom during rest time and stored in 10 Gallon Size Ziploc Bags throughout the week. Your child is expected to take their belongings home each Friday for cleaning in the Ziploc bag and return the items on Monday in the Ziploc bag as well.

## **Family Communication**

Throughout the year, families will receive communication, via email, from their child's LWLC Lead, the LWLC Preschool Director, and the North Elementary building principal. These updates will contain information on classroom activities, special events, and upcoming celebrations. Please know that all LWLC Leads are encouraged to promote open lines of communication with our families. Two way communication is imperative, as we strive to create an environment in which your child can be optimally successful. If you have concerns, please discuss these directly with your child's teacher before contacting administration.

The Director of LWLC and all LWLC Lead Instructors will also utilize ParentSquare for all parent communication. Additionally, LWLC Leads will utilize communication folders that will keep you informed about your child and his/her classroom on a daily basis. Parents should use the folder provided or ParentSquare to convey questions to the teacher or assistants, share information about possible problems (lack of sleep the night before, unusual behavior, important changes at home, etc.). The provided folder is expected to be sent to school every day in the child's backpack. Parents are expected to check the daily log each evening for information, messages, and talking points with your child.

## **Attire**

As LWLC's philosophy of education centers on an active classroom environment, we strongly recommend that children come dressed in clothing appropriate for activity. Children will run, experience sensory input, and participate in group time that will require them to be physically active every day at LWLC. We recommend that children come to school each day dressed in play clothes and sneakers for their safety and well-being while at LWLC.

It is also required that a change of underwear, top, and bottom remain in your child's cubby at LWLC. Though we don't anticipate needing this extra clothing on a regular basis, accidents do happen. We recommend that a set of clothes with their name clearly marked be sent with your child to school on the first day of their LWLC experience in a gallon sized ziplock bag. These clothes will be kept in your child's cubby until needed.

A standard sized backpack without wheels is recommended to help carry items from home to school and back. The backpack will be checked every day for notes or items from home. Be certain to place your child's name on all items.

## **Outdoor Activity**

Children will go outside twice a day as often as possible. LWLC staff will make the determination as to whether outdoor play is appropriate based on weather conditions and precipitation. If the temperature is 20 degrees fahrenheit or below, children will not be permitted to go outside. Children should bring snow pants/suits, boots, hats, gloves/mittens, coats, and any other snow apparel with them to school each day during the winter.

## Personal Belongings

Other than comfort items for rest time, necessary supplies for class, a sippy cup for water, or items specifically requested by our classroom teachers, we ask that children do not bring personal belongings with them to preschool.

## Birthdays

LWLC staff will work to ensure that each child's birthday is recognized. In order to align with North Elementary's policy, parents will be permitted to send in store bought birthday celebration treats. Parents must coordinate the total number of treats, student allergy awareness, and a celebration time with their child's LWLC Lead Instructor.

## Supply List

LWLC's annual supply list can be found on our website.

## Curriculum

LWLC will utilize [High Scope](#), [Handwriting Without Tears](#), and [Second Step](#) curriculum to implement the academic component of the day. These researched based curriculums align with the [Foundations of Indiana Academic Standards for Young Children from Birth to Age 5](#) as posted on the Department of Education website, and addresses the following areas:

1. Language, Literacy and Communication
2. Social and Emotional Development
3. Physical Development, Health, and Well-being
4. Math, Science and Technology, Social Studies, and Arts

Daily activity offerings will include:

Creative Arts	Sensory and Inquiry
Blocks	Literature
Dramatic Play	Music and Movement
Sensory Activities	Snack
Fine Motor Play	Outdoor Play

The classroom teacher will strive to maintain a balance between:

Child directed and teacher directed activity	Program goals and children's interests
Structure and flexibility	Security and risk-taking
Group needs and individual needs	Familiarity and challenge

Extended childcare activities are also offered to our full day preschool students. The extended child care portion of the day will include developmentally appropriate play opportunities. Students will have an opportunity to participate in the following types of structured activities:

Outdoor Play	Sensory Activities
Arts and Crafts	Gross Motor Skill Activities
Games	Dramatic Play
Snacks	Thematic Centers



## **Assessments**

Progress reports will be sent home up to 3 times per year (beginning of year, middle of year, and end of year) so that parents can see their child's progress. Parents are not permitted to observe during evaluations in order to minimize disruption and also so that the child is observed in their consistent preschool setting.

## **Behavior Management**

Each LWLC Lead Instructor utilizes positive behavior support in their classroom. Children ages 3-5 are still learning routines and rules of being in school. Expected behaviors are reinforced with positive praise and recognition. Research shows this type of reinforcement as the most effective way to create a classroom environment conducive to student learning.

While it is our hope children will respond positively and be too engaged in learning to misbehave, on rare occasions consequences may be needed. Some examples of consequences may include time out, loss of a privilege, and in more extreme cases parent contact and/or conferencing with the Director of LWLC.

## **Volunteer and Visitor Policy**

Family members who wish to volunteer at their child's school must complete a Full Criminal History check. Family members who wish to visit their child's school (i.e. lunch visit, birthday celebration, etc) will complete a Safe Visitor Scan with their license in the school office during each visit. A Full Criminal History check form can be found on the district website. This form must be filled out and reviewed in order for parents to participate during in-house field trips, classroom volunteering, or any activity where one would have unsupervised contact with our student population.

Volunteer times may only occur during the scheduled preschool day from 8:00 am - 2:20 pm. Volunteers must contact their child's preschool lead to make arrangements to set up a volunteer time. Volunteers will not be permitted to come to the classroom unless they have made prior arrangements with the lead instructor. Activities assigned to volunteers will also be determined by the preschool lead instructors.

If at any time a volunteer notices inappropriate or concerning behaviors of other students, they should notify the teacher or classroom staff. These students are to be addressed by preschool personnel only.

Due to concern about the safety and protection of our children, we require all visitors to check in at the North Elementary main office and receive a visitor's badge before going to any part of the preschool or school building. Please note that your driver's license will be required to enter the school building.

## **Inclement Weather Policy**

Situations such as inclement weather may make it necessary for school to be closed. In the event this should happen, LWLC will follow the following inclement weather policies:

### **School Closing**

If the Danville Community School Corporation is closed due to weather, LWLC will run normal hours unless there are county or statewide travel restrictions.

### **2-Hour Delays**

If the Danville Community School Corporation is on a 2-hour delay due to weather, LWLC will run normal hours unless there are county or statewide travel restrictions.

### Snow Make-up Days

If the Danville Community School Corporation requires a snow make-up day(s) and LWLC has no days to make-up, LWLC families will be provided the opportunity to sign-up their child up for childcare at a daily rate of \$36.

## Health and Safety Guidelines

### Illness

Students should not attend school if they have had a temperature of 100 degrees or above, have vomited, have had diarrhea, have had discharge in or around the eye, or have had an undiagnosed skin rash in the past 24 hours. **They must be fever free, without aid of medication, for 24 hours before returning to school.** Please remember to call the school and report your students' absences if they are ill, or send a note defining the illness upon their return.

If your child develops symptoms of an infectious disease such as mumps, measles, chicken pox, conjunctivitis, or impetigo please call the Danville North Elementary nurse. Furthermore, if your child appears ill or becomes sick at school, the teacher will assess the condition, take his/her temperature, and notify the parent immediately. The child will be separated from the group and comfortably cared for and supervised until parents arrive.

If your child is going to be absent due to illness, please contact the Danville North Elementary front office at 317.745.2610 with your child's name, class, and reason for absence. If your child was absent from school due to illness and received an antibiotic from his/her family doctor, he/she should receive the treatment for at least 24-hours before returning to school.

### Immunizations

When a student enrolls in the Danville Community School Corporation for the first time or any subsequent time at any level, the parents must show either that the student has been immunized or that a current religious or medical waiver is on file. Parents must provide DCSC with complete immunization records prior to the beginning of the school year. This is for the safety of all students and in accordance with Indiana state law. *Any questions about immunizations should be directed to the school nurse.* ISDH preschool (3-5 year olds) immunization requirements are as follows:

- 3 Hep B (Hepatitis B)
- 4 DTaP (Diphtheria, Tetanus & Pertussis)
- 3 Polio (Inactivated Polio)
- 1 MMR (Measles, Mumps, Rubella)
- 1 Varicella
- 2 Hep A

If you have chosen to exercise your waiver and not fully immunize your child, it is your responsibility to be completely knowledgeable on the symptoms of any diseases your child has not been vaccinated for. If you choose to exercise your right to an immunization waiver and your child exhibits any of the symptoms of these diseases, you must notify the Preschool Director immediately and keep your child out of school until your family doctor, in conjunction with the State of Indiana Department of Health, determines it is safe for your child to return.

### Medication Procedures

Whenever possible, we ask that all medicine be given to children at home. We understand that this is not always possible. If medication must be administered during the school day, the following policy applies:

**Prescription Medicine:** When it is necessary for a child to take prescription medicine during school, Indiana rules and regulations must be followed. No early morning (before 10 am) or later afternoon (after 2 pm) medications will be dispensed by preschool staff. Parents will be responsible for the first dosage and any late afternoon dosages. No medication will be given or dispensed by the school nurse or any other school employee without written consent by the child's legal guardian and the child's physician. The original prescription container can act as the physician's permission. Medication prescribed for any child must be brought to the North Elementary front office and left in the clinic in the original container bearing the pharmacy label which shows the following information:

- Prescription numbers

- Date filled
- Physician's name
- Child's name
- Directions for use

**Non-Prescription Medicine:** Over-the-counter medication cannot be administered or dispensed without written permission from the child's legal guardian. Parents will complete a form providing the name of the medication, dosage, time to be given, and date to discontinue. Over-the-counter medication must be brought to the North Elementary clinic and kept there in the original container bearing the child's name.

It is vitally important that each student's enrollment includes an emergency contact. This is a number at which someone can be reached in case of an emergency when the parent is not immediately reachable. Arrangements should also be made by parents for a place where we may send a child who becomes ill at school. A parent must sign these forms.

### **Restrictions and/or Food Allergies**

The preschool staff should have a record of the student's allergies and medical needs. Parents of students whose activities are to be restricted in any way should file a doctor's statement with the Preschool Director.

If your child has a specific food allergy that you would want the school cafeteria to be aware of, you must notify the Preschool Director, Food Service Director, and your child's teacher in writing. If there is a need to substitute the appropriate food/beverage item for a specific food allergy, please submit the following in writing:

1. An identification of the medical or other special dietary conditions which restrict the child's diet.
2. The food or foods to be omitted from the child's diet.
3. The food or choice of foods to be substituted. A recognized medical authority must sign a permission note for this substitution. If you have any questions regarding food allergies, please contact the Danville Food Service Director, Stephanie Stuemke at 317.745.0366.

### **Accidents and Injuries**

Minor scrapes and bumps will receive appropriate first aid. If an emergency injury or illness occurs, parents will be contacted immediately. It is important that all emergency contacts and phone numbers are up to date at all times. Please call the Preschool Director or the North Elementary front office with any changes as they occur.

### **Head Lice**

While incidences are infrequent, a student may become infested with head lice. When a student is discovered to have lice, the school nurse or Preschool Director's designee shall follow these guidelines:

1. The parent will be notified, and the child will be sent home for treatment. The parent will be given written instructions on ways to treat head lice and to prevent further outbreaks. These instructions will include steps for killing the lice and removing the nits (eggs).
2. The child's classroom will be inspected and treated if necessary.
3. The child's cubby will be inspected and treated if necessary.
4. The child's siblings will also be checked for head lice. If siblings attend another school, the school will be notified so the above procedures can be followed.
5. The parent must accompany the child back to school the next day after treatment so he/she can be re-checked for head lice. If more lice are found, the parent must take the child home for an additional treatment.

NOTE: Unfortunately, nits (eggs) found after treatment have not always represented dead eggs and lice infestation has reoccurred. It is important to follow the guidelines to remove the nits.

### **Toilet Training**

LWLC expects that your child is toilet trained. Your child should be able to use the restroom and wash his/her hands independently. Families may be denied continued enrollment and registration fee will not be refunded if repeated toilet accidents occur.

### **Safety and Security Guidelines**

For the safety and security of Little Warrior Learning Center students and staff, the preschool door will be locked at all times. Children must be accompanied to the preschool area and be signed in/out upon arrival and departure. A camera

security system is installed at entrances and throughout the school building to enhance protection of our students and staff. Please let the teacher know ahead of time if we should expect an unfamiliar face to come for your child.

### **Release of Children**

LWLC will only release children to their parents and the people that have been authorized on their emergency and pick up authorization form. If a child has a protective order, a copy must be in that child's file in the North Elementary front office. It is the responsibility of the parent to inform a person that may be unfamiliar with our preschool that they will be required to present identification before a child will be released to them.

### **Emergency Drills and Procedures**

Fire and tornado evacuation plans are posted in each classroom. Fire drills are practiced one time each month and tornado drills are practiced one time each semester. Lockdown drills occur throughout the year.

### **Child Abuse**

As required by law, any staff member who has reasonable cause to know or suspect that a child has been subjected to abuse, must immediately report such a fact to the county department of social services or local law enforcement agencies. Child abuse is generally defined as non-accidental, physical or mental injury, caused by the acts of omissions of the child's parents or caretakers, including physical abuse, neglect, emotional maltreatment and sexual abuse.

### **Photographs**

From time to time during the school year, our website staff, teachers or school personnel will take pictures, video, and audio of groups of students during their school activities and may post them to the DCSC/LWLC website/Facebook or include them in newsletters, etc. If parents do NOT want their child's picture posted temporarily on the website (without names) or used in newsletters, they must indicate their decision to the Director of Little Warrior Learning Center.

## **Parent Complaints and Concerns**

Concerns and complaints of parents shall be handled by the director of the preschool program. However, such concerns may be carried to the Superintendent if they cannot be resolved at the preschool level. The School Board will review all unsolved problems that need to be brought to its attention.

The Board recognizes that situations may arise in the operation of the schools which are of concern to parents or the public. Such concerns are best dealt with through communication with appropriate staff members and officers such as the faculty, principals, the central office, and the Board.

The Board considers it the obligation of employees of the schools to entertain the questions of parents or the public and to respond appropriately.

The following guidelines are suggested as the proper procedure to be followed by persons with questions or complaints:

1. Matters concerning individual students should first be addressed to the teacher.
2. Unsettled matters from (1) above or problems and questions concerning individual schools should be directed to the principal of the school.
3. Unsettled matters from (2) above or problems and questions concerning the school should be directed to the Superintendent.
4. Matters concerning food services should be directed to the Director of Food Services, as appropriate.
5. Unsettled matters from (4) above should be directed to the Superintendent or his/her designee.
6. If the matter cannot be settled satisfactorily by the Superintendent or his/her designee, it should be brought to the Board of Education. Questions and comments submitted to the President of the Board in letter form will be brought to the attention of the entire Board.

The Board will endeavor to investigate written complaints filed with the President, and respond to the complaining party in a reasonable time. Complaints concerning employees may necessarily need to be handled in an executive session.