



## LITTLE ARROWS CHILD CARE, LLC

### PARENT HANDBOOK

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#### WELCOME

Dear Parents and Families,

Welcome to **Little Arrows Child Care, LLC!**

We sincerely thank you for entrusting us with the care and development of your child. We understand that choosing a childcare provider is one of the most important decisions you will make, and we are honored to be part of your child's journey.

At Little Arrows Child Care, LLC, we are committed to providing a **safe, structured, and nurturing environment** that supports your child's growth academically, socially, emotionally, and physically. Our program is designed to meet the highest standards set by the State of Arizona while also creating a warm, family-centered atmosphere.

What you can expect from us:

- A **licensed and regulated program** through the Arizona Department of Health Services
- A **safe, clean, and developmentally appropriate environment**
- **Experienced and trained staff** who genuinely care about children
- **Structured learning through play-based curriculum**
- **Consistent communication** and partnership with families

We believe that parents are our partners. Together, we can create a strong foundation for your child's future.

Thank you again for choosing Little Arrows Child Care, LLC.

With appreciation,

Sharon Wynn Walker

**Administration**

Little Arrows Child Care, LLC

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#### MISSION, VISION, AND PHILOSOPHY

**Mission:**

To provide high-quality childcare that promotes safety, learning, and family partnership.

**Vision:**

To become a trusted leader in childcare services within Mesa, Arizona.

**Philosophy:**

Children learn best through structured play, nurturing relationships, and consistent routines.

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**1. Description and Classification of Child Care Services**

Little Arrows Childcare provides licensed, center-based childcare in the following service classifications, as applicable to the facility license and approved capacity:

- Full-day care and part-day care.
  - Infant care; One-year-old care; and Two-year-old care.
  - Care for three-year-old, four-year-old, and five-year-old children.
  - School-age childcare, including before-school, after-school, school-break, and summer programming when offered.
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**2. Hours of Operation**

The facility normally operates Monday through Friday from 6:00 a.m. to 12:00 a.m. The facility is closed on posted holidays, emergency closure days, and other dates announced in advance. Parents will receive notice of planned closures. Emergency or weather-related closures will be communicated as soon as practicable. Closed holidays as follows:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas

Parents will be notified of any additional closures in advance.

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### **3. Facility Address and Telephone**

810 E Southern Ave, Mesa, Arizona 85204. Facility telephone: (480) 810-3388. Parents must keep their current home address, telephone number, email address, employer information, emergency contacts, and authorized pickup list on file.

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### **4. Child Enrollment and Disenrollment Procedures**

Enrollment is completed only after the facility accepts the child, required records are received, fees are paid or arrangements are approved, and a start date is confirmed. Admission is subject to available space, age group, staffing, and the facility's ability to meet the child's needs safely.

- Before attendance, the parent must submit a complete enrollment/emergency information record, immunization documentation or lawful exemption, health and special-needs information, emergency contacts, authorized pickup information, signed permissions, and all other records required by law or the facility.
  - Parents shall notify the facility promptly of changes to contact, custody, medical, allergy, medication, or authorized-release information.
  - To disenroll voluntarily, a parent must provide two-week written notice. Tuition and other charges remain due throughout the notice period.
  - At disenrollment, the parent must pay any balance, retrieve the child's belongings and medication, and update any final records requested by the facility.
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### **5. Charges, Fees, and Payment Requirements**

Current tuition, registration, activity fees, late-payment, late-pickup, returned-payment, and other approved fees are listed in the facility's posted fee schedule and enrollment agreement.

- Tuition amount and due date: Weekly, or Monthly in advance (Every Monday)
  - Registration/supply fee: \$100.00 per child
  - Annual Re-Registration Fees: \$50.00
  - Annual Supply Fee: \$75.00
  - Late-payment or returned-payment fee: \$35.00
  - Late-pickup fee after 12:00am : \$5.00 per minute/per child
  - Refund, credit, subsidy, vacation, absence, and closure terms: No Refunds
  - Parents are responsible for all charges not paid by DES, other subsidy programs, or a third party. Payment arrangements must be approved in writing.
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## **6. Child Admission and Release Requirements**

Each child must be dropped off and signed in and out each day. Parents/Guardians must sign in and out each day using the facility's attendance system. A child will be released only to a parent or to an individual authorized by the parent in writing or as otherwise permitted by Arizona law. Staff will request government-issued photo identification and will not release a child when identity or authorization cannot be verified.

- Parents must escort the child to the designated staff member and ensure staff is aware of the child's arrival. A child may not be dropped off outside or left unattended.
  - Court orders affecting custody or release must be provided to the facility. The facility will follow the most current enforceable order on file.
  - A child who appears ill or who meets an exclusion condition may be denied admission or sent home according to the illness policy.
  - If an authorized person appears unable to transport the child safely, staff will contact another authorized person and may contact emergency services or law enforcement when necessary to protect the child.
  - School-age children will not be permitted to leave the facility unaccompanied.
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## **7. Positive, Age-Appropriate Discipline Guidelines and Methods**

Little Arrows uses positive guidance with clear, developmentally appropriate, and consistently applied expectations. Staff teaches and model safe behavior, acknowledges appropriate choices, redirects children, offer choices, help children identify feelings, support problem solving, adjusts the classroom environment, and provides a calm supervised space when a child needs help regulating.

- Expectations and guidance will relate to the child's age, development, individual needs, and the behavior involved.
  - Staff will communicate respectfully and will partner with parents when repeated behavior requires an individualized support plan.
  - Prohibited practices include corporal punishment; shaking, biting, hitting, pinching, or rough handling; humiliation, ridicule, threats, intimidation, or abusive language; withholding food, water, sleep, toileting, or required care; punishment for toileting accidents; and any discipline that is cruel, frightening, unsafe, or unrelated to the behavior.
  - Children will remain supervised. Separation, when needed, will be less than two minutes, age-appropriate, and intended to support regulation—not humiliation or isolation.
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## **8. Transportation/ Field Trip Procedures**

Little Arrows Childcare may provide transportation for approved center activities, school transportation, and field trips. Transportation will be provided only with written permission from

the child's parent or legal guardian. Permission forms will include the destination, date, departure and return times, method of transportation, and any special instructions.

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## **9. Parent Responsibilities and Participation**

Parents and guardians are partners in maintaining a safe, respectful, and effective childcare program. Parents are responsible for:

- Providing complete, accurate, and current enrollment, emergency, health, custody, and authorized-release information.
  - Signing the child in and out, meeting arrival/pickup deadlines, and contacting the facility about absences or schedule changes.
  - Paying charges on time and complying with the enrollment agreement and facility policies.
  - Supplying labeled clothing, diapers, comfort items, medication (if needed), or other approved items needed by the child.
  - Keeping an ill child home, responding promptly when contacted, and arranging timely pickup when required.
  - Communicating respectfully with staff and other families; protecting confidentiality; and raising concerns first with the classroom teacher and then the director.
  - Reviewing notices, menus, reports, and policy updates; attending conferences when requested; and participating in events or activities when able. Participation is encouraged but is not required unless stated in an individualized plan.
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## **10. General Description of Activities and Programs**

The program provides a balanced daily schedule of child-initiated and teacher-guided experiences. Activities are adapted for development, ability, culture, interests, and individual needs.

- Language, literacy, books, music, movement, art, sensory exploration, early mathematics, science, social studies, dramatic play, construction, and fine/gross motor experiences.
  - Indoor and outdoor active play, quiet choices, meals and snacks, rest or sleep, toileting/diapering, self-help routines, and transitions.
  - Infant care is based on individual feeding, sleeping, diapering, floor-play, and responsive caregiving needs.
  - Preschool learning through play, routines, small/large group experiences, and school-readiness activities.
  - School-age enrichment, homework support when offered, recreation, clubs/projects, and before/after-school or school-break activities.
  - Meals are prepared or heated on-site using approved precooked foods and equipment; no raw meat, poultry, or fish is cooked or prepared on-site.
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## **11. Liability Insurance**

Little Arrows maintains general liability that exceeds the required limits. Documentation of the school's liability insurance coverage is available for review on-site.

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## **12. Medication Administration Procedures**

Little Arrows may administer prescription medication only when the facility has accepted the medication and received all required written authorization and instructions. The director designates in writing the staff members responsible for medication administration.

- Medication must be in the original prescription or manufacturer container, be unexpired, and be labeled with the child's first and last name. Prescription medication must include pharmacy instructions.
  - Medication will be administered only according to the written authorization and label directions. Directions that differ from the label require appropriate written health-care-provider instructions.
  - Each administration will be documented with the child's name, medication, amount, date, time, and administering staff member's signature.
  - Medication will be stored locked or otherwise inaccessible to children and refrigerated when required. Emergency medication will be readily available to authorized staff while remaining inaccessible to children.
  - Unused or expired medication will be returned to the parent or disposed of as permitted by law. The facility does not stock medication for routine administration for children.
  - Parents must provide written health plans and emergency medication for allergies, asthma, seizures, diabetes, or other special health-care needs before care begins when required.
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## **13. Accident and Emergency Procedures**

The facility maintains written accidents, evacuation, shelter-in-place, lockdown, relocation, communication, reunification, and continuity procedures. Staff receive emergency instruction and participate in required drills. Emergency plans, rosters, child emergency records, first-aid supplies, communication devices, and necessary medication are kept accessible to staff.

- Staff will provide first aid within the scope of their training, protect other children, and contact the parents as soon as practicable.
- For serious or potentially serious condition, staff will call 911, provide first aid/CPR as trained, notify the parents, and arrange emergency transport. A staff member will remain with the child as required until the parent or emergency contact assumes responsibility.
- Accidents, injuries, and emergency events will be documented. Reports and Department notifications will be completed when required.
- Parents must maintain reachable emergency contacts and promptly pick up a child when requested.

- During an evacuation or relocation, children will be moved to the posted primary or alternate location and released only through the facility’s reunification process.

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#### 14. Inspection Reports Available On-Site

Current licensing, fire, gas (if applicable), health, and other required inspection reports are maintained on the facility premises and are available for review as required. Parents may request assistance from the director in locating the reports.

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#### 15. Arizona Department of Health Services Regulation

Little Arrows Childcare is regulated by the Arizona Department of Health Services (ADHS), Bureau of Child Care Licensing. Parents may contact the Department regarding licensing information or concerns.

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| Agency    | Arizona Department of Health Services,<br>Bureau of Child Care Licensing                                       |
| Address   | 150 North 18th Avenue, Suite 400,<br>Phoenix, Arizona 85007                                                    |
| Telephone | (602) 364-2539   Toll-free: 1-800-615-8555                                                                     |
| Website   | <a href="http://www.azdhs.gov/licensing/childcare-facilities">www.azdhs.gov/licensing/childcare-facilities</a> |

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#### 16. Pesticide Application Procedures

Pesticides will be used monthly and in accordance with applicable law and label directions. At least 48 hours before a planned pesticide application on facility premises, Little Arrows will make written pesticide information available to parents upon request and provide required notice.

- Available information will include the product brand, concentration, application rate, use restrictions, scheduled date and time, pesticide label, pesticide business licensee’s name and telephone number, and licensed applicator’s name.
- Applications will be scheduled when children are not on-site to reduce children’s exposure.
- Emergency applications will be handled and communicated as permitted by law. Records and notices will be retained as required.

## **17. Parental Access to the Premises**

A parent has access, during hours of operation, to the areas on the facility premises where the parent's enrolled child is receiving childcare services. For child safety, all visitors must follow sign-in, identification, security, supervision, confidentiality, health, and emergency procedures. Access may be reasonably managed during emergencies, lockdowns, restricted health conditions, or when necessary to protect children's safety and privacy.

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## **18. Suspension and Expulsion Policy and Procedures**

Little Arrows is committed to preventing suspension and expulsion whenever safe and reasonably possible. Clear, appropriate, and consistent expectations will be communicated to children and parents. A child will not be suspended or expelled solely because of disability, developmental delay, language, culture, toileting status, or behavior that can be safely addressed through reasonable support.

- Prevention strategies may include observation and documentation; family conferences; review of routines, environment, triggers, supervision, and teaching strategies; consistent positive guidance; an individualized support or safety plan; reasonable accommodations; and, with parental consent when required, consultation with health, behavioral, early intervention, special education, or other support professionals.
  - The facility will give the parent written notice of serious or repeated concerns, the strategies attempted, requested parent actions, review dates, and possible next steps. Immediate temporary removal may occur when the child's presence creates a serious and immediate safety risk that cannot be managed with available staff and support.
  - If suspension is necessary, it will be as brief as reasonably possible, documented in writing, and paired with a plan for safe return whenever feasible.
  - Expulsion or involuntary disenrollment will be considered only after reasonable prevention strategies have been attempted, unless immediate action is required for safety, unlawful conduct, material misrepresentation, nonpayment, repeated failure to pick up, or a parent's serious violation of facility policies.
  - Before expulsion, when practicable, the director will meet with the parent, provide written reasons and an effective date, identify prior interventions, and offer reasonable transition information or referrals. The parent may submit a written request for review to the licensee within ten business days.
  - The facility will document decisions and apply this policy consistently and without unlawful discrimination. Required reports to licensing or other authorities will be made.
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## **. ADHS Empower Plus Policy**

Little Arrows Childcare is committed to following the Arizona Department of Health Services Empower Plus standards. We promote children's lifelong health and well-being by providing:

- Daily physical activity and limited screen time.
- Safe outdoor play and sun-protection practices.
- A breastfeeding-friendly environment.
- Healthy meals, snacks, drinking water, and limited fruit juice.
- Family-style dining when developmentally appropriate.
- Oral-health education and activities.
- Annual Empower training for staff.
- A tobacco-, nicotine-, vaping-, and smoke-free facility.
- Positive social-emotional learning and age-appropriate behavior support.
- Inclusive practices that allow children of different ages and abilities to participate.

These practices will be included in daily routines, staff training, family communication, menus, lesson plans, and facility procedures. The policy will be reviewed annually and updated when ADHS requirements change.



## **POLICY ACKNOWLEDGEMENT OF PARENT HANDBOOK**

I acknowledge that I have received, read and understand the policies of Little Arrows Child Care, LLC. I understand and agree to follow the policies in this handbook.

**Parent/Guardian Name:** \_\_\_\_\_

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

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