

Frequently Asked Questions

Enrollment

Application: After an application and fee is received, administration will notify families of acceptance. When classrooms are full, families will be placed on the waiting list and will be notified via phone/email when openings are available in the order the application was received.

Enrollment: Once a family is accepted we must receive all required enrollment forms and updated immunizations before a child may attend (we cannot accept a child who is not current on vaccinations).

Tuition/Fees: All fees are non-refundable (if a child is not brought for care or cannot attend due to incomplete immunizations).

- \$50 One-time application fee
- Tuition is due on the 1st of each month
- Invoices are emailed out 2 weeks prior to the due date



Child-to-Teacher Ratios & Classroom Size

There are state requirements for child-to-teacher ratios as well as group sizes per age group. We are required to abide by these rules as a licensed childcare facility.

	<u>Child: Teacher</u> <u>Ratio</u>	<u>Group</u> <u>Max</u>
Infant (0-24mos)	4:1	12
Toddler/PreK (2-3yrs)	8:1	12
Primary (4-6yrs)	10:1	24

Outdoor Play

All of our children (weather permitting) spend quality time outdoors everyday.

Our older classrooms (2-6 year olds) recess times are from approximately 10:30am-11:30am & 3:30pm-4:30pm on most days.

Infants go out as we can accommodate their needs.

Parents are expected to provide appropriate outside gear, rain, snow, or shine!



Sickness Policy



We take the health of your children and our staff very seriously so that we can all thrive in a healthy environment. Some of the reasons for child or staff exclusions are: COVID symptoms, fever of 100.4*+, vomiting, diarrhea, skin infections/rashes, head lice, and not adequately immunized for age as required.

Snack and Lunches

Families provide their child with a cold or hot lunch each day. Hearts and Hands does not provide lunch.

Toddler, Preschool, Primary:

- Morning snack is provided by the parents
- We will provide a nutritious afternoon snack
- Hot lunches may be brought (labelled) in a glass dish to be warmed up in the oven (we have too many children in each class to be able to warm lunches in the microwave).



Infants:

- Parents provide their child with all food/milk needs
- Hot lunches are warmed in the microwave

Discipline

If a student has difficulty following the rules of the classroom, personal attention/distraction/removal from the situation are typical approaches we use and find successful.

We focus on giving the child new choices on how to respond to their emotion to allow them to have a successful outcome.

Time-in rather than time-out, with a lot of education on self regulation and respect for others. Cozy Corner/Peace Corner are used to allow children to show their emotions while giving them a safe place to reflect and calm their bodies.