

LeGrande Learning Center of North Hickory

Parent Handbook

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Hours: Monday–Friday, 6:00 AM–6:00 PM

Ages: 6 weeks – 11 years old

Preschool

Philosophy

At LeGrande Learning Center, we believe every child deserves the opportunity to grow and learn in a warm and welcoming environment with caring, experienced, and educated individuals who focus on each child's needs. We provide developmentally appropriate activities, positive interactions, and supervision while promoting diversity, values, and creativity. We believe our educators should work together with the entire family to ensure a child's success, because family involvement and support strengthen growth and potential.

Hours of Operation

LeGrande Learning Center is open year-round, Monday through Friday from 6:00 AM to 6:00 PM. We provide full-day early education and childcare programs. Our staff follows operational procedures that comply with state regulations to ensure your child's safety. A safe and secure environment supports healthy learning.

Arrival Cut-Off Time: 9:30 AM

Our day is structured so children receive the greatest benefit from the program when they arrive before 9:30 AM.

- If your child has a doctor or dentist appointment, please schedule it early in the morning.
 - If you arrive after 10:30 AM, your child will not be permitted to stay because it disrupts the classroom schedule.
 - Breakfast is served until 8:40 AM, so children needing breakfast should arrive before 8:30 AM.
 - If you do not notify us before 8:30 AM that your child will be arriving late and you arrive after 9:30 AM, your child may not stay that day.
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Enrollment

At enrollment, families must complete the registration form and enrollment packet. The registration fee and first week's tuition are due on the first day. LeGrande Learning Center accepts enrollment regardless of race, religion, color, sex, or national origin.

Creative Curriculum

Our Creative Curriculum provides a balance between learning and play, encouraging discovery and guidance through daily activities, routines, and transitions that support children's physical, social, emotional, and intellectual development. We also use the North Carolina Foundations for Early Learning and Development, which establish goals for school readiness and highlight the benefits of intentional, goal-directed teaching.

Physical Activity

Our playgrounds are equipped with modern materials designed for age-appropriate physical development. Outdoor areas are divided by age groups and are regularly inspected and maintained to meet and exceed national standards.

Nutrition

Our nutrition program includes balanced and healthy breakfasts, lunches, and snacks prepared on-site by trained staff following USDA guidelines.

- If your child has allergies, medical documentation must be provided and placed in the child's file.
 - Outside food and lunchboxes are not permitted.
 - If your child has special dietary needs, please speak with the director and cook.
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Cleaning Procedures

Infants

- Toys are sanitized daily.
- Sheets and blankets are washed daily.

Children Ages 1–5

- Toys are sanitized daily and bleach-cleaned weekly.
- Sheets and blankets are washed weekly.

All Classrooms

- Swept, mopped, and disinfected twice daily.
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Registration, Tuition, and Payment Methods

The registration fee and first week's tuition are required at enrollment.

Tuition Payments

Tuition guarantees your child's space in their assigned classroom. To maintain quality programs and qualified staff, tuition is due even when a child is absent.

- Tuition may be paid weekly or monthly.
- Weekly payments are due Friday for the upcoming week.
- If full tuition is not paid by 6:00 PM Monday, a \$25 late fee will apply.
- We accept cash, checks, money orders, and VISA/MasterCard.
- Outstanding balances may result in loss of enrollment.

Holidays are already included in tuition costs, so no credit is given for holiday closures. Tuition remains due during unexpected closures or emergencies.

Late Pick-Up Policy

If a child remains after operating hours:

1. Staff will first attempt to contact parents.
2. Emergency contacts will then be called.
3. If a child remains at the center for more than 10 hours, a \$5.00 fee will be added.
4. If no family members can be reached, we are required to contact appropriate authorities.

Parents arriving after closing time will be charged **\$2.00 per minute per child**, due immediately at pick-up.

Withdrawal Policy

- No refunds or cancellations are given for absences, holidays, closures, withdrawals, or expulsions.
- A written two-week notice is required for withdrawal.
- Verbal notices are not accepted.
- Tuition and fees must still be paid during the notice period.
- Re-enrollment requires a new registration fee and depends on space availability.

If a child is absent for two consecutive weeks without notifying the director, the child will be considered withdrawn and their space may be filled.

Expulsion Policy

In some cases, a child may not adjust well to the private preschool environment. We will make every effort to support the family, but LeGrande Learning Center reserves the right to expel a student if necessary after a reasonable adjustment period or at any time during enrollment at the discretion of administration.

Vacation Credit

Full-time students attending five days per week for one consecutive year may receive one week of vacation credit.

- Vacation must be a full Monday–Friday week.
 - Single days do not qualify.
 - Written notice must be given one week in advance.
 - Verbal notice is not accepted.
 - Vacation credits do not roll over year to year.
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Open Door Policy

Parents are welcome to visit before enrollment and may observe classrooms at any time. Conferences with teachers may also be requested whenever needed.

ADA Policy

The Americans with Disabilities Act (ADA) of 1990 prohibits discrimination against individuals with disabilities. Childcare centers may not deny admission to a child because of a disability.

Child-to-Teacher Ratios

We always maintain North Carolina Department of Health and Human Services ratios. During opening and closing hours, children may move classrooms to balance staffing needs. If staffing shortages occur, parents will be notified through the parent app and may choose to pick up their child.

Discipline and Behavior Policy

We believe in positive reinforcement and respectful interactions. When children receive understanding and nonviolent guidance, they develop self-esteem, problem-solving skills, and self-discipline.

We DO:

- Praise, reward, and encourage.
- Set clear limits and explain expectations.
- Respect individual differences.
- Model appropriate behavior.
- Accept mistakes as part of learning.
- Listen and provide alternatives.
- Use natural and logical consequences.
- Treat children respectfully.
- Redirect minor behaviors.
- Use supervised “time apart” only for children age 2+ (1 minute per year of age).

We DO NOT:

- Use physical punishment.
 - Yell, threaten, shame, or verbally abuse.
 - Punish toileting accidents.
 - Withhold food or rest.
 - Leave children unsupervised.
 - Isolate children in closed spaces.
 - Allow children to discipline other children.
 - Criticize families or cultures.
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Video Surveillance

The center uses security cameras during operating hours.

- Only administration and owners have access to recordings.

- Recordings may be shared with authorities during official investigations.
 - Parents do not have direct access to recordings to protect all children's privacy.
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Mandatory Reporting Law

Under North Carolina law (7B-301), anyone who suspects child abuse, neglect, or maltreatment must report it to the county Department of Social Services. Failure to report may result in a Class 1 misdemeanor.

Shaken Baby Syndrome Policy

We believe preventing, recognizing, and reporting Shaken Baby Syndrome/Abusive Head Trauma is essential for child safety and development.

Staff are trained to:

- Recognize warning signs.
- Respond immediately.
- Contact emergency services and parents.
- Report suspected abuse.
- Use calming and prevention techniques.

All staff receive SBS/AHT training within the first two weeks of employment.

Medication Policy

We administer:

- Prescription medications required 3+ times daily
- Emergency medications

- Certain over-the-counter items when symptoms are present

Requirements:

- Medication must be in the original container.
- Child's name and instructions must be clearly labeled.
- Parents must complete a Medication Authorization Form.

Emergency allergy medications require an Emergency Action Plan before administration.

Weapons Policy

For safety reasons, no weapons are allowed on campus at any time, including:

- Firearms
- Pellet or air guns
- Knives
- Pepper spray
- Toy weapons

This policy includes off-duty law enforcement officers.

Transportation Policy

LeGrande Learning transports children to and from school and maintains:

- Transportation schedules
- Driver license information
- Attendance records

Parents must:

- Provide written authorization for transportation.
- Notify the center of schedule changes.
- Give five days' written notice for transportation changes.

A \$5 fee may apply if parents fail to notify the center about school pick-up changes.

Safe Sleep Policy

To reduce the risk of SIDS and sleep-related infant deaths:

- Babies under 12 months are always placed on their backs to sleep unless medically exempt.
- Staff visually check sleeping infants every 15 minutes.
- Rooms are kept between 68–75°F.
- Babies receive supervised tummy time daily.
- Approved cribs are used.
- No blankets, pillows, toys, or unsafe sleep items are allowed in cribs.
- Babies are not allowed to sleep in swings, car seats, or strollers.

Parents receive a copy of the safe sleep policy before enrollment.