



Parent Handbook

Little Hands Big Hearts Learning Center

Handbook Edition: 2026

Print-Friendly Format

Family Policies

Reconstructed for 2026 Use

Rebuilt from the prior parent handbook PDF and reformatted into clean HTML for reading, printing, and PDF export. Branding and visible handbook date labels have been updated to **Little Hands Big Hearts Learning Center** and **2026**.

Center Information: 8119 East 12th St., Tulsa, OK 74112 | (918) 938-6998

This handbook summarizes expectations, procedures, and family-facing policies for enrollment and daily care.

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1. General Information

Operating Hours

Little Hands Big Hearts Learning Center is open Monday through Friday from 6:00 AM to 5:30 PM, except on posted holidays. Parents are allowed 30 minutes before their work schedule to drop off and 30 minutes after work to pick up their children.

Mission, Philosophy, Principles, and Goals

Little Hands Big Hearts Learning Center is committed to providing a nurturing and loving atmosphere where children learn and grow physically, socially, emotionally, and intellectually. The center aims to provide excellent care, a balanced curriculum, healthy meals and snacks, and age-appropriate large motor opportunities both indoors and outdoors.

The mission is to provide exceptional child care services to the surrounding community through learning programs, physical activities, nutritional meal service, and safe, reliable transportation for school needs and field trips. Families should feel welcome and confident that their child will receive attentive care from people who truly care.

The educational program is based on sound child development principles. Children are supported at their own pace while building self-worth, confidence, basic skills, and readiness to succeed in school. Staff development is treated as an ongoing process supported by workshops, guest speakers, discussion, coursework, and observation.

Core Values

- **Appreciation:** Showing gratitude to children, families, and one another for everyday contributions.
- **Honesty:** Acting with integrity and communicating transparently with families and coworkers.
- **Growth:** Supporting developmental milestones and continuous improvement for both children and staff.
- **Humor:** Valuing laughter, joy, and a positive atmosphere each day.
- **Teamwork:** Building collaborative partnerships among employees and with families.
- **Professionalism:** Upholding high child care standards and serving the community with excellence.

Curriculum

The center uses curriculum aligned with Oklahoma Early Learning Guidelines and supports literacy, development, and school readiness. Assessment methods may include performance-based tools, curriculum-based assessments, and screenings. Families may complete enrollment forms that include developmental history, family involvement, and other relevant family information.

2. General Policies

Open Door Policy

Parents and legal guardians are welcome to visit their child at any time, subject to any court orders that restrict or prohibit visitation.

Confidentiality

The center respects the privacy of families and keeps information confidential. Staff are trained on confidentiality requirements during orientation.

Holiday Closures

The center is generally closed on the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and the following day
- Christmas Eve and Christmas Day, unless otherwise posted

Discipline Guidelines and Procedures

The center provides an environment where discipline occurs naturally through support, encouragement, and clear boundaries. Staff use positive guidance methods to encourage appropriate behavior and preserve each child's dignity.

- Redirect the child to a new activity.
- Provide a brief, appropriate time away from an activity when needed.
- Use a related consequence that matches the situation.
- Give children an opportunity to correct behavior before being referred to the office for further support.

Pets and Animals

Pets and animals are not generally onsite. Families will be notified in advance of any special event or demonstration involving animals.

3. Enrollment and Billing

Enrollment Procedures

On or before the first day of enrollment, families must turn in a completed enrollment packet to the office. The packet may include:

- A completed enrollment form with medical information and allergies
- A copy of current immunization records
- Completed screening consent forms for speech, developmental testing, hearing and vision, physical therapy, or occupational therapy
- A signed parent handbook acknowledgment

Children's Records, Health, and Immunization Schedules

Children's files must be complete with all required forms and updated immunization schedules. A copy of immunization records is required at enrollment and annually thereafter whenever updates occur.

Billing Policies

- Enrollment fees are due upon registration or as designated by management.
- A one-time registration fee is charged: \$50 for one child or \$75 per family.
- If the enrollment fee is not paid within the designated timeframe, the child may be disenrolled.
- Weekly payments are due at the beginning of each week.
- Copays are due on or before the 15th of each month.
- Payments made after the 15th may incur a late fee of 15% of the co-payment or payment amount.
- If payment is not made by the 20th, the child may be disenrolled.
- The source handbook lists accepted payments as cash, check, credit card, or money order, with card payments made through Brightwheel.
- A \$15 fee is charged for returned checks.
- A \$5 processing fee is charged for manual swipe claims completed by the front office.
- Families with zero copayment may not have a balance greater than \$100.
- Families with copayments may not have a balance greater than their co-payment amount.
- Private-pay families may not have a balance greater than two weeks of tuition.

For DHS families, missed swipes that exceed 10 days may be charged to the family account. Children must be swiped in on arrival to remain for the day.

Vacation, Late Pick-Up, and Tax Forms

Families are responsible for weekly tuition whether a child is absent or not. Each family receives two weeks of vacation per year, used by the week, and should notify the office at least one week in advance.

A late fee of \$1 per minute is charged after 5:30 PM. The fee is due before the next drop-off or will be added to the account balance. If no authorized person can be reached by 6:00 PM, the Tulsa Police Department may be contacted.

Families with balances greater than \$100, their co-payment amount, or two weeks of tuition may not receive annual tax information until the balance is brought current.

Disenrollment

Disenrollment may occur when a child is absent for a week without notice. The center operates as a full-time program, and children are allowed five absent days per month. Children who exceed five absent days in a month may be considered part-time and may be disenrolled.

To return after disenrollment, families may be required to pay any outstanding balance in full and pay the annual enrollment fee again.

4. Drop-Off and Pick-Up

Child Drop-Off and Pick-Up Procedures

For child safety and peace of mind, the following procedures apply:

- Drop-off times are from 6:00 AM to 9:30 AM, Monday through Friday.
- The list of persons authorized to pick up a child must remain current and accurate.
- Changes in custody or guardianship must be supported by a court order specifying legal custody.
- Parents and guardians must come into the facility to drop off or pick up their child.
- Photo ID is required for anyone picking up a child.
- No child will be released to anyone not authorized by the enrolling parent or guardian.
- If a person picking up a child appears impaired or unable to provide safe transportation, management may arrange alternate transportation at the parent's expense.
- Families must enter and exit through the front door.
- Please do not block the driveway or park in a way that interferes with van access.

5. Health and Daily Care

Child Health

Children should attend only when healthy enough to participate fully in indoor and outdoor activities. Children may not attend if they have a contagious condition, a fever, or other symptoms that prevent normal participation.

- Temperature of 100.4 degrees or higher
- Vomiting or diarrhea
- Sore or discharging eyes or ears
- Any undiagnosed rash
- Any other illness that affects participation or poses a health concern

If a child is sent home due to illness, the child may return only after being fever-free without medication for 24 hours. Emergency contacts must remain current and available.

The source handbook also states that the center may not accept children carrying third-hand smoke odor because of the health impact on others in the building.

Medications

Medication may be administered only when required documentation is provided.

- Written permission from a parent or guardian on the medication administration form
- Medication labeled by a pharmacist with dosage and time of administration
- No first doses given at the center
- Up-to-date information about food or drug allergies

Emergency medication for chronic illness or allergies may be kept in the classroom with physician documentation and family authorization. Families should keep the Director and teachers informed of any changes in emergency treatment plans.

Proper Clothing and Attire

Children should wear comfortable, weather-appropriate clothing and sturdy shoes suitable for active play, art, water, mud, climbing, and running. Each child should have at least one extra change of clothing. Center clothing sent home should be returned the next day or a replacement fee may apply.

Younger children should not arrive in sleepers or pajamas because even the youngest children may go outside and need appropriate clothing and shoes. Please label coats, jackets, and other belongings. The center is not responsible for items that are lost or stolen.

Toilet Training

When a child is developmentally ready, staff will work with families to create consistency between home and school. Children entering the 3-year-old classroom must be completely potty trained in order to move up. New enrollments for the 3-year-old classroom must also be potty trained.

Cleanliness

The center maintains a high standard of cleanliness and sanitation. Rooms are cleaned daily, changing stations are disinfected after each use, preventive pest control is conducted regularly, filters are changed, and toys and play areas are disinfected. Children are taught frequent handwashing and healthy hygiene habits.

Nap and Rest Time

All children are provided a rest period each afternoon in accordance with Oklahoma guidelines. Younger children may rest on cots, while school-age children may be offered quiet activities. Staff working with infants are trained on infant safe sleep practices.

Food and Nutrition

The center provides breakfast, lunch, and an afternoon snack and participates in the Federal Food Program. Outside food is generally not allowed unless it is prepackaged and sufficient to share with the class. Menus are posted weekly.

Teachers serve meals family style with children, and families are welcome to enjoy lunch with their child if they notify staff in advance. Breast milk may be provided for infants and stored in the infant room refrigerator or freezer. Mothers are welcome to breastfeed in the infant room.

Special Accommodations

The center makes every effort to accommodate children with differing abilities and needs on an individual basis. Teachers, parents, and management work together to support each child while respecting confidentiality and sensitivity. If a child requires full-time one-on-one support, the center may not be able to meet that need.

Allergies

Families must communicate all allergies during enrollment and explain them in detail to teachers. Staff and families will agree on steps to keep the child safe. Allergy information is kept confidential while still being accessible to classroom and kitchen staff who need it for safe care and meal service.

Outdoor Activities and Physical Play

The center provides several secure outdoor play areas and daily outdoor opportunities for gross motor development when weather permits. The source handbook states that children generally go outside when the temperature is above 40 degrees and appropriate clothing is available.

Field Trips and Other Activities

Off-site activities and field trips are treated as part of children's development. Families receive advance notice when a class is planning a trip. Signed parent permission is obtained in advance and retained as required. Staff follow strict attendance tracking procedures, and vehicles receive final walkthroughs after each trip.

The source handbook also notes that school-age children may participate in community outreach or contribution activities such as age-appropriate helping tasks at the center.

Reporting Child Absences

Families must notify the office in advance when a child will be absent, on vacation, or following a schedule change. Families in before- or after-school programs should notify the center at least two hours in advance if a child does not need to be picked up. A \$5 fee may apply when no notice is given.

6. Family Engagement

Inclusion of Children with Special Needs

The center recognizes that some children may have special needs or temporary situations that require added support. Every effort is made to meet those needs while maintaining a healthy and safe environment for all children. The center does not discriminate against any family, including families of children with disabilities.

Engagement

The source handbook references Brightwheel as the primary platform used to track attendance, share daily updates, communicate reminders, and send emergency notifications. Family participation is valued, and the center welcomes ideas, concerns, comments, suggestions, and classroom involvement.

Families are encouraged to schedule conversations with teachers, attend conferences, and participate in special programs, celebrations, workshops, and volunteer opportunities.

Parent Resource Center and Surveys

The Parent Resource Center is located in the lobby and contains schedules, forms, announcements, and community information. Families may also be invited to complete annual family surveys to support ongoing program quality improvements.

Diversity

Parents and guardians are invited to share their culture, traditions, talents, and skills. Families are encouraged to provide relevant cultural or family information during enrollment and throughout their child's time in care.

Child Transitions

Classroom transitions are based on developmental readiness and chronological age. Teachers work with the child, the next classroom, and the family to make transitions as smooth as possible.

7. Safety and Emergency Procedures

Safety

Child safety is the center's top concern. The center participates in regular fire, tornado, and disaster drills. Evacuation plans are posted in classrooms, and staff participate in lockdown, evacuation, and relocation training as required.

Disaster Plan

The center maintains a disaster plan designed to:

- Reduce injury, loss, and destruction
- Keep children and staff healthy and safe
- Provide child care services again as soon as possible after an emergency or disaster
- Support recovery for children, families, and staff

The emergency plan is kept in the office and reviewed annually. During emergencies, the Owner, Center Director, and Assistant Director account for the location of each child and staff member.

8. Resources and Resolution

Parent Resources and Community Support

Families are given information about community social services, health care options, emergency needs assistance, and tuition payment alternatives when available.

Parent Conflict Resolution Policy

When a concern arises regarding a child, the first step is to discuss it with the Master Teacher in the child's classroom. If more support is needed, one of the center directors will work with the family to help resolve the issue.

Questions or concerns about policies should be discussed directly with center leadership.

Children Conflict Resolution Policy

If a child is in conflict with another child, the source handbook directs children toward these basic steps with teacher support:

- Say the word "STOP" loudly enough for others, including the teacher, to hear.
- Walk away and tell the teacher what happened so the teacher can help resolve the conflict.
- Do not put hands on another child.
- Bullying, hitting, and disrespect toward teachers will not be tolerated and may result in suspension or termination from the program.

Reporting Abuse and Neglect

All child care staff are mandated reporters of child abuse and neglect. Staff who suspect abuse or neglect must notify the Director immediately so that Child Protective Services can be contacted as necessary. Staff complete child abuse and neglect training upon hire and annually thereafter.

Appendix A: Potty Training Guidance

The original handbook included a long potty training article in its appendix. The guidance below reconstructs the key content in a cleaner reference format for families.

When a Child May Be Ready

- Can walk to and sit on the toilet
- Can pull clothing down and back up
- Can stay dry for up to two hours
- Can follow simple directions
- Can communicate when they need to go
- Shows interest in underwear or using the toilet

Getting Started

- Choose simple, positive toilet-related words.
- Introduce a potty chair or child-friendly toilet routine.
- Schedule regular potty breaks, including after naps and first thing in the morning.
- Use praise, patience, and consistency.

Helpful Teaching Tips

- Watch for signals such as squirming, squatting, or holding the genital area.
- Dress children in easy-to-remove clothing.
- Teach hygiene, including handwashing and front-to-back wiping for girls.
- Transition from diapers to training pants or underwear after repeated daytime success.

Accidents and Nighttime Training

- Stay calm and avoid punishment or shame.
- Keep extra clothing and underwear available.
- Nighttime dryness often takes longer than daytime training.
- If the child resists or progress stalls, pause and try again later.

Receipt of Handbook

I confirm that I have read and understand the **Little Hands Big Hearts Learning Center Parent Handbook**, including the guidelines, procedures, and policies described in this edition. By signing below, I agree to comply with these procedures and policies and understand that questions or concerns should be directed to the Director.

Parent or Legal Guardian Name: _____

Parent or Legal Guardian Signature: _____

Date Signed: _____

Changes in Policy

This handbook supersedes prior parent handbooks, policies, procedures, practices, and memos on the subjects covered here. At a minimum, the handbook should be reviewed annually, and families are expected to acknowledge receipt and understanding of updated editions.

Handbook Revision Log

Visible handbook branding and date labels have been updated for the 2026 edition. Use this log for future updates and family acknowledgment tracking.

Revision Date	Change Summary	Family Acknowledgment
2026	HTML reconstruction created from the prior parent handbook PDF and updated to Little Hands Big Hearts Learning Center branding.	