

Little Lumineers Parent Handbook

Welcome to Little Lumineers

Welcome to Little Lumineers Learning & Care! We're committed to providing a safe, structured, and nurturing environment for every child. Please read this handbook carefully. These policies ensure clear communication, legal protection, and a consistent standard of care.

Hours & Communication

Care is available 24 hours a day by enrollment schedule. Our business hours for communication and response are 8:00 AM to 6:00 PM, Monday through Friday. Messages received outside these hours will be returned the next business day unless urgent. Please allow up to 24 hours for non-urgent responses.

Payments & Fees

- Payment is due every Monday morning for the current week.
- Accepted: Cash, Zelle (+4% fee for debit card payments).
- No refunds. Two-week written notice required to terminate care.
- Full-time = 3 or more days/week.
- Sibling discounts may apply depending on number of children enrolled and care schedule.

Late Pick-Up Policy

- A 15-minute grace period is allowed after your child's scheduled pick-up time.
- With communication, grace may be extended to 30 minutes.
- After grace period: \$1 per minute late fee applies. No exceptions.
- After 1 hour with no contact: emergency contacts will be called.
- After 3 hours with no response: child may be considered abandoned and CPS will be contacted.

Illness & Medication Policy

Children exhibiting signs of illness (fever over 100.4°F, vomiting, diarrhea, persistent cough, rash,

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etc.) must stay home. Children must be symptom-free for 24-48 hours before returning. Prescription medication must be provided in original containers with dosage instructions. We reserve the right to request a doctor's note.

Discipline Policy & Escalation

We use redirection, positive reinforcement, and calm correction for minor behavioral issues. However, safety and respect are non-negotiable. The following steps will be taken for aggressive or disruptive behavior:

1. Verbal Warning + Incident Report
2. Parent/Guardian Conference
3. Written Behavior Plan (if applicable)
4. Temporary Suspension (1-3 days)
5. Permanent Dismissal from the program

Hitting, biting, bullying, or repeated disruption will not be tolerated. Physical safety of all children comes first.

Supplies & Meals

Parents must provide diapers, wipes, change of clothes, and any specialty items (bottles, formula, pacifiers, etc.). All children will be fed breakfast, lunch, dinner, and snacks based on their care schedule. Please notify staff of all allergies. Meals follow nutrition guidelines.

Field Trips & Outdoor Play

We provide outdoor play daily, weather permitting. We aim to do off-site field trips every other week, including safe, age-appropriate locations like Jordan Park, Malibu Splash, or Chuck E. Cheese. Trip participation is optional, and home-based care will be available for those not attending. All children are transported in a private van with booster seats and adult supervision. A signed permission form is required.

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Emergencies & Safety

Emergency drills are conducted regularly. In case of actual emergency (weather, fire, power loss), children will be relocated to a designated safe zone and families will be notified. We follow state and county procedures for shelter-in-place and evacuation. Emergency contact information must remain up to date.

Parent Conduct & Boundaries

We expect respectful, honest communication between staff and parents. Threatening language, harassment, or refusal to follow policies may result in immediate termination of services. All requests, questions, and concerns should be directed to Latoya during business hours. Let's work together as a team for your child's success.

Contact Information

Phone: 470-504-5498

Email: intake@littlelumineers.com (placeholder)

Location: 1249 Avington Glen Dr, Lawrenceville, GA 30045