General Program Information

Everyday details about the program, home, and daily life

Effective: September 2026 | Reviewed Annually

The following general policies and procedures help ensure smooth communication, safety, organization, and a positive experience for all families enrolled at Country Lane Early Learning.

Attendance & Communication

- Parents are required to notify the provider by 8:00 a.m. if their child will be absent for the day.
- Parents or authorized guardians must sign children in and out daily using Totter.io Care Pro, either on the kiosk tablet located near the entrance or on a personal device. Completing sign-in and sign-out is the parent or guardian's responsibility.
- Families are responsible for keeping all contact information current, including phone numbers, addresses, emergency contacts, and other important information.
- Parents are encouraged to communicate openly with the provider regarding questions, concerns, schedule changes, or important family updates.
- Open communication and partnership between families and caregivers help support the best possible experience for each child.

Safety & Licensing Requirements

- Smoking, vaping, alcohol, illegal substances, and weapons are not permitted anywhere on the childcare premises.
- Fire drills are conducted quarterly in accordance with childcare licensing and safety requirements.
- As required under Utah Code Title 80, Chapter 2, Part 6, the provider is a mandated reporter and will report any suspected child abuse or neglect to the appropriate authorities.
- Any physical therapy or specialized medical treatments recommended by a healthcare provider remain the responsibility of the child's parent or guardian.
- Country Lane Early Learning follows Utah State childcare licensing regulations and safety standards (Utah Admin. Code R430-90) and is licensed by the Utah Office of Licensing, License Number F10-13482.

Parent Conferences & Program Updates

- Parent/provider conferences are held twice each year, typically in January and July.
- Families will receive regular newsletters and program updates throughout the year.
- Newsletters may include important reminders, program announcements, holiday closures, provider days off, upcoming events, and classroom information.
- Parents are responsible for reviewing all newsletters and communications provided.

Open Door Policy

- Country Lane Early Learning maintains an open-door policy for enrolled families during childcare hours.
- Parents are asked to notify the provider upon arrival before entering the childcare space.
- Families are welcome to communicate with the provider throughout the day as needed.
- If the provider is unable to answer immediately due to supervising children, messages and calls will be returned as soon as possible.

Arrival & Departure Entrance

- Families are asked to use the designated basement entrance for daily drop-off and pick-up unless otherwise instructed.

Questions & Program Contact

Questions about attendance, communication, or program policies may be directed to: Sara Kingston, Program Coordinator/Director, sara@countrylaneearlylearning.com, (435) 255-8499.

Thank you for helping us maintain a safe, organized, respectful, and positive childcare environment. Strong communication and partnership between families and caregivers help create the best possible experience for every child.