

NANA'S HOUSE CHILD CARE CENTER, INC.

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ROCK HILL, NY 12775

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WWW.NANASHOUSECHILDCARE.ORG

Hours of Operation: 7:00am-6:00pm

2019 PARENT POLICIES

The following are the 2019 policies for Nana's House. effective April 1, 2019. Please keep these policies for easy reference. To ensure that your child receives the highest quality of care, it is required everyone follow these guiding principles.

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Mission Statement & School Philosophy

It is our goal at Nana's House Child Care Center, Inc. to make each child feel safe and secure, while exposing them to appropriate developmental skills and building a positive self-concept. We encourage children to take risks and learn from their mistakes in both academic and social settings. We use a positive behavior approach, which consists of specific praise, modeling appropriate behaviors, and providing children with acceptable choices. We teach children to develop behavior habits and attitudes that will allow them to interact well with others in school and throughout life. At Nana's House Child Care Center, Inc. we strive to prepare our children for the next step they will be taking- whether it be moving from the infant room to the toddler room, or leaving our program to move onto elementary school.

Nana's House Child Care Center, Inc. uses a thematic curriculum that is child centered, aligning to NYS Early Learning Guidelines through playful learning. Experiences are differentiated based on the abilities and interests of children in the classrooms. Teachers provide children with opportunities to explore their multiple intelligences and develop in the areas of language, emergent literacy, mathematics, science, technology, gross motor, fine motor, creative expression, art, music, health, safety, social emotional, and social studies. We provide children with the tools they need to be successful and encourage them to use these tools in a way that works best for them. Throughout every child's experience at Nana's House, it is our goal that families feel supported and nurtured in their child rearing efforts.

Assessments of Children

PROCEDURES: Nana's House Child Care Center, Inc. tracks developmental milestones at 2 months, 4 months, 6 months, 9 months, 1 year, 1 ½ years, 2 years, 3 years, 4 years and 5 years. Head teachers are responsible for conducting these developmental checks. They will then place a copy in the child's folder and give a copy to the parent/guardian. Children will be assessed in the areas of social/emotional, language/communication, cognitive (learning, thinking, problem-solving), and movement/physical development.

Additional assessments reflecting classroom content can be conducted at the discretion of the child's head teacher. Copies of any additional assessments must be placed in the child's folder and given to the parent/guardian.

PURPOSE: These developmental checks serve many purposes. They give us clues about a child's development and alert teachers and parents in the instance that there is a sign of a developmental delay. Teachers can reflect on the developmental milestones and each child's accomplishments in order to affectively differentiate lesson plans to meet the developmental needs of each child in their care.

FAMILY INVOLVEMENT: Developmental checks and additional assessment results are shared with families upon completion and then discussed further during parent/teacher conferences in January/February and May/June. In the instance that a parent would like a conference during any other time, arrangements can be made with the classroom head teacher. During conferences, teachers and families will discuss questions and concerns regarding the child, as well as develop common goals for the child in the future. All teaching teams are required to meet weekly for at least 60 minutes in order to interpret and use developmental check results to align the curriculum and teaching practices to meet the interests and needs of the children.

*For non-English speaking children, every attempt is made to conduct the individually administered assessment by a person who speaks the child's language. At conferences where non-English speaking families are present, every attempt will be made to have a translator present.

CONFIDENTIALITY: All assessments and information regarding a child and their family will be kept confidential, with access only being granted to administration at Nana's House Child Care Center, Inc. as well as teaching staff responsible for the child. Copies of developmental checks and assessments will be kept in the child's folder. Parents/guardians will be granted access to all information regarding their child at any time it is requested. Under no circumstances will staff be allowed to share information regarding a child with another family in the center or any individual in the outside community. The violation of privacy and confidentiality will result in immediate termination of the staff member.

Attendance

Please notify Nana's House Child Care Center, Inc. by 9:00am via the Brightwheel App if your child will be absent. We are licensed to handle a certain number of children per day, distributed among the various classrooms in specific ratios.

Therefore, we cannot grant make up days or swap days as a result of absence. In the instance that a child needs an extra day of care, this request must be submitted to the office. Approval will be granted only if there is availability and you will be charged the extra day rate.

Behavior Management

Our staff members help children develop self control and learn acceptable forms of social behavior through the use of positive discipline, including, but not limited to redirection, focusing on "do" rather than "don't", offering choices, encouraging children to use friendly words rather than physical acts, praising positive behavior, and modeling desired behaviors and setting examples. Teachers will continually assess the classroom environment so that it positively impacts children's behavior. They will listen to children and respond to their needs proactively to achieve goals. Children will be kept engaged with activities to help prevent conflict. Preschool and school age children will be involved in the development of classroom rules to help give them ownership.

A child may only be disciplined by a staff member. All rules will be applied consistently and appropriately to the ages of the children and their developmental levels and abilities. Any discipline used will relate to the child's actions and be handled without prolonged delay. A child may be separated briefly from the group, but only long enough to gain self-control and must be in view of, supervised and supported by a staff member. The use of corporal punishment is prohibited. The use of room isolation is prohibited. Food or rest cannot be used or withheld as a punishment or reward. Methods of interaction that punish, demean, or humiliate a child are prohibited. Any abuse or maltreatment of a child, either as an incident of discipline or otherwise, is absolutely prohibited. Physical restraint is prohibited.

Teaching staff monitor behaviors closely and keep objective anecdotal records on conflicts that arise in the classroom and how resolutions are being carried out. When a child's behavior is a concern enough to require anecdotal notes, the parents will be notified of the concerns. If behaviors occur consistently that are disruptive to the rest of the children in the program, the teaching staff meets with the director to create a strategy. Every occurrence is charted, including the behavior, the location, time, participants, behaviors, staff present, and circumstance. After two weeks if behaviors persist with no improvement, the teachers and director will invite the family in to brainstorm a possible intervention and create an individualized written behavior plan. At the conference with parents, it will be discussed that a follow up meeting, usually two weeks later, will determine whether or not the child may have to be removed from the center and they will be assisted in making a contingency plan. If it appears to be in the best interest of the child, center, and other children that the child leaves the center for the duration of the disruptive behavior, the parents will be given a two week notice from administration. In the instance that the behaviors are severe and present safety concerns, parents will be notified immediately and it will be at

the discretion of the director if the child's behavior warrants immediate removal from the program. At this point, any tuition paid in advance will be pro-rated and returned to the parent/ guardian.

Biting

A child biting another child is one of the most common and most difficult behaviors in childcare. It can occur without warning, is difficult to defend against, and provokes strong emotional responses in the biter, the victim, the parents, and the caregivers involved. For many toddlers, the biting stage is just a passing problem. Toddlers are in the process of learning what is socially acceptable and what is not. They discover that biting is a sure-fire way to get the response they want. However, they often grow out of this stage by feeling the disapproval of the adults nearby and eventually learn other ways of gaining possession of objects or expressing difficult feelings.

For some children, biting may become a persistent or chronic problem. They may bite for a variety of reasons: teething, frustration, boredom, inadequate language skills, stress or change in the environment, feeling threatened, or to feel a sense of power.

When a child is bitten, the biter is immediately removed with no emotion using the words "biting is not okay- it hurts." The teacher avoids any immediate response that reinforces the biting or calls attention to the biter. The caring attention is focused on the victim. The biter is redirected to other play and talked to on a level the child can understand. "I can see that you want that truck, but I can't let you hurt your friend. We don't put our teeth on people." Immediately after the biting occurs, the victim is separated from the biter, comforted by the teacher, and first aid is administered. The incident is recorded in the classroom observation notebook and the parents of the biter are notified at pick up. An incident report is written and given to the victim's family.

If biting continues, and a child bites a single child 3 times over the course of 30 days, the teaching staff meets with the director to create a strategy. Every occurrence is charted, including attempted bites, and the location, time, participants, behaviors, staff present, and circumstances are all indicated. Every attempt will be made to "shadow" a child who has a tendency to bite. Non-biting responses to situations will be taught and modeled and appropriate behavior will be reinforced.

Teachers and administration will work together as partners with parents of both biting children and frequent victims to keep all informed. A conference will be held with the parents of the biting child to develop a written plan of action and a follow up conference will be scheduled. The parents of the biting child will be prepared at the meeting that the child may have to be removed from the center and they will be assisted in making a contingency plan. If following the written plan of action, the biting occurs 3 or more times over the following 30 days to a single child, it will be deemed in the best interest of the child, center, and other children that the child leave the center for the duration of the biting stage. Parents of the biter will receive a written two-week notice.

Board of Directors

Our volunteer board of directors is a body of elected members who jointly manage the activities of our organization. The Board of Directors meet once per month except during the summer months.

Brightwheel App

Brightwheel is an App for iOS and Android devices that allows teachers to manage classrooms, observe students, and stay in touch with families. A Brightwheel Permission form must be completed for parents to be sent an invite to participate. Throughout the day, teachers will log feedings (infants & toddlers), diaper changes/toileting (infants & toddlers), nap times, learning activities, incidents, and medications to keep parents updated. Classrooms are required to post daily to update parents on what learning is occurring in the classroom.

Child Abuse & Mandated Reporting

In accordance with the Social Services Law, child day care center staff must report any suspected incidents of child abuse and maltreatment concerning a child receiving child daycare to the Statewide Central Register of Child Abuse and Maltreatment, or cause such a report to be made, when such staff have reasonable cause to suspect that a child coming before them in their capacity as child day care center workers is an abused or maltreated child.

Any individual who is convicted of a sex offense involving a child will not have access to the center.

Confidentiality/ Babysitting

All information provided by parents is kept confidential and only referenced by administration and teachers with direct responsibility for a child. Information is never to be shared with other families, nor should actual names be used when discussing concerns regarding a child in an area where parents are passing through or may overhear conversations.

If babysitting for families outside of the center, a waiver of liability form must be completed by both the employee babysitting and the family the employee is babysitting for. Additionally, under no circumstances will an employee be allowed to transport an enrolled child to or from the center, regardless of whether or not a waiver of liability is on file. Any information shared that can be considered gossip or slander, or that breaks confidentiality policies, will result in disciplinary action involving that staff member. It is strongly discouraged that staff exchange contact information with a family, but if required due to babysitting responsibilities, please note that all employees will be held to the highest of standards in maintaining a professional relationship. Any communication about a child while at Nana's House Child Care Center, Inc. should be done directly through Brightwheel, the teacher's email, or on the school telephone, not via personal texts/ calls.

We discourage parent-teacher cell phone and texting communication.

Diapering/ Potty Training

Diapering: For children still in diapers, they will be changed every two hours and more frequently as necessary. Parents must supply diapers, wipes, and ointments and will be notified when diapering supplies are getting low so that they may be replenished. Please note that diaper creams or lotions require a topical medication consent form to be signed by the parent.

Potty Training: Teachers will begin potty training when parents have decided to start at home. The potty training process should start between 2 years old and 2 ½ years old. When potty training starts, it's best to not use pull-ups, as they send mixed messages to your child. Instead, prepare a bag for accidents with at least 5 pairs of underwear, socks, shirts, pants, and even extra shoes. The key to successful potty training is consistency at home and school. Children MUST be fully potty trained before entering the preschool program. Children will receive assistance in wiping until they can independently wipe, as per the parent.

Soiled Clothing: For preschool and pre-k children who may have soiled their clothing, the teacher will encourage the child in doing the best they can to change themselves. They will be provided wipes if necessary. The soiled clothes will be put in a labeled bag to be taken home. Soiled underwear will not be rinsed, but instead placed in a tied bag to bring home for laundering. If underwear are badly soiled by a BM, they will be bagged and disposed of. Your child's extra clothing will be used when available. If there is no extra clothing, spare clothes from the school's extra clothing box will be used. Please be sure to return any borrowed clothing in a clean condition on the next day. Additionally, if your child has worn their extra clothing home, make sure to send in a new change of clothing when they return to school, so that their extra clothing bin can be re-stocked.

Discrimination

Nana's House Child Care Center, Inc. does not discriminate on the basis of race, creed, color, age, sex, gender, sexual orientation, national origin, religion, disability, medical condition, marital status, or veteran status. Nana's House Child Care Center, Inc. does not tolerate verbal, written or physical conduct that shows hostility or aversion towards a person and has the purpose or effect of creating an intimidating, hostile or offensive environment.

Dress Code

Comfortable, weather appropriate clothing, should be worn to school. Flip-flops, clogs, and open-toed sandals are not safe on the playground and may not be worn to school. If it is determined that your child's shoes are unsafe for climbing and running, their outdoor play will be limited. Children's jewelry is not permitted in school; **this includes earrings on infants that do not have safety backs, and any other jewelry that can be deemed a choking hazard.** We know girls enjoy wearing dresses and skirts, but if they are not wearing tights, please have them wear shorts or leggings under the skirt or dress. Additionally, please do not send your children to school in clothing that you don't want to get dirty. Our children are busy exploring all day and expecting them to remain unstained all day is unrealistic and puts unnecessary stress on our teachers! A spare change of seasonal clothing, including socks and underwear must be kept in the classroom at all times. In the winter, you will be asked to send in snow attire and in the summer, you will be asked to send in sprinkler/ water play attire.

Emergency Procedures

Each month the center is required to conduct a fire drill with all the students and staff. All of the children stop what they are doing, line up and proceed out a predetermined emergency exit route (each classroom has two different routes). The teacher takes the classroom binder with all student information and parent contact information, and first aid bag. Students are all accounted for upon leaving the classroom and reaching the designated meeting point. Once the fire drill is complete, students are escorted back to the classroom to resume the day as usual.

Twice a year, the center conducts sheltering in place drills. This is done to practice in case an emergency occurs that prevents staff and children from leaving the building. Parents will be notified in advance as to when this drill will be conducted. During the drill, teachers will provide children with various quiet activities (i.e. puzzles, coloring, games, etc). In all emergencies, staff are made aware of the potential situation, and extra food and water are always on site should everyone have to remain at the center for an extended period of time.

In the event that our staff and students need to evacuate the building and are not able to return to the inside of the facility, our center has two relocation sites. The relocation sites for our center are posted in the main office. Parents will receive a phone call from a center employee in the instance that a situation of this sort occurs and which location they may pick their child up from.

Feeding for Children

Parents are responsible for providing meals for their children while at school. Nana's House Child Care Center, Inc. will provide breakfast cereal and milk upon arrival, if needed, as well as milk at lunchtime and water throughout the day. Any food that needs to be kept cold must be in a lunch box with an ice pack. No food will be heated, therefore any food that needs to be warm, must be kept in a thermos. **THIS INCLUDES INFANTS.** **For children younger than 4 years old, the following foods will not be offered: hot dogs (whole or sliced into rounds), whole grapes, nuts, popcorn, raw peas and hard pretzels, chunks of raw carrots or meat larger than can be swallowed whole.** Food with expired dates will be discarded. Classrooms will become PEANUT FREE on an as needed basis, and parents will be notified in advance.

Infants- Infants who are unable to sit are held for bottle-feeding. All others sit or are held to be fed. Infants will not be given bottles while in their cribs, nor will they be given bottles or sippy cups to carry while crawling or walking. Fluids are offered in a cup with a straw as soon as parents and teachers decide the child is developmentally ready, and usually before transitioning to the Toddler program. All milk, formula and human milk will be prepared as per the **infant feeding schedule** submitted by the family. Feeding schedules must be updated regularly to ensure proper feeding routines are being followed. All milk, formula, and human milk must be labeled with the child's first and last name and cannot be stored in our refrigerator for longer than 48 hours. In addition to full name, all human milk should be dated. Cereal and other solid foods will not be added to bottles, unless written instructions and a medical reason for this practice are provided by the pediatrician. Any milk, formula, or human milk that is served, but not completely consumed will be discarded after one hour. All milk, formula, or human milk that requires heating will be warmed in a bottle/ food warmer. Staff will not offer solid foods or juices to infants younger than 4 months old unless that practice is recommended in writing by the pediatrician.

Toddlers- Parents will be responsible for sending in a morning and afternoon snack, in addition to lunch. If there is a preference as to what item in the lunch box is for snack, please label clearly. When necessary, staff will cut foods into pieces no larger than ½ -inch square for Toddlers. Sippy cups must be labeled with first and last name. We encourage cups with a straw or regular cups to strengthen oral motor muscles that are important for speech development.

Preschoolers- Parents will be responsible for sending in an afternoon snack, in addition to lunch. If there is a preference as to what item in the lunch box is for snack, please label clearly.

School Age Parents- Parents will be responsible for sending in lunch on those days that there is no school or a half day, as well as a daily afternoon snack.

Fundraising

Fundraising is an essential part of Nana's House Child Care Center financial bottom line. We ask that all parents or the person legally responsible participate in our fundraising efforts, hence the proceeds raised are to help the Center purchase equipment or materials that are needed to enrich our program for your child.

Health/ Illness Regarding Children

Health forms must be updated annually by your child's pediatrician and turned into the office. However, anytime immunizations are updated, please submit these updates to the office. You will be notified in writing at least a month in advance when your child's medical is due to expire. **If we do not have updated medicals on file, your child will not be able to attend Nana's House until the proper form has been submitted.** If you have difficulty getting into the doctor before your

child's medical expires, a copy of an appointment card that shows an upcoming physical exam will be accepted. **All medical statements and immunization forms MUST be signed by the doctor in order for them to be acceptable.** *Be sure to have the NYS Office of Children and Family Services Medical Statement completed by the doctor. This is the only acceptable form.* You can get a copy of this form from the office.

Nana's House Child Care Center, Inc. serves only well children. Therefore, the following is the exclusion criteria for children (unless a doctor's note is submitted stating that the child is free from any contagious or communicable disease and can return to daycare):

-The illness, or the child's reaction to it, requires more care than staff can provide or compromises the health and safety of others.

-Significant fever, as defined below:

- Ear temperature above 101 degrees Fahrenheit
- Auxiliary (underarm) temperature above 100 degrees Fahrenheit
- A child must be fever free for at least 24 hours (without the help of medication) before returning to school.

-Persistent diarrhea, defined as three or more stools in a 24-hour period, when the pattern represents:

- An increased number of stools compared to the child's normal pattern
- Increased stool water
- Diarrhea accompanied with symptoms of dehydration, such as sunken eyes, dry skin, concentrated urine or small amounts of urine, fewer than six wet diapers in a 24-hour period, or no urine in four hours
- Diarrhea accompanied with blood in the stool

A child may not return to school until the diarrhea and symptoms subside.

-Undiagnosed rash, except diaper rash

-Vomiting two or more times in a 24-hour period, or any vomiting accompanied by symptoms of dehydration or other signs of illness

-Pink eye, accompanied by discharge (A child with conjunctivitis (pink eye) needs to be on medication for a full 24 hours or have had 3 doses of the medication before returning to school)

-Until a medical evaluation allows for inclusion, signs and symptoms of possible illness such as lethargy, uncontrolled coughing, persistent abdominal pain, discolored urine, refusal to eat or drink, irritability, persistent crying, difficulty breathing, wheezing, or any other unusual signs.

An Illness log needs to be completed for any child being sent home sick from the program. This form outlines the return to school criteria. This form must be signed by the acting administrator, as per the chain of command, and then a parent when they pick up their child. The program and the parent will each keep a copy of this agreement on record.

When a child is diagnosed with a communicable illness, parents are responsible for notifying the center of the said diagnosis so that other families can be alerted. Parents of children in the classroom will be notified via Brightwheel, as well as having a sign posted on the classroom door. Teachers will record the illnesses on the classroom log kept in the classroom binder.

Holidays

The following are the holidays that Nana's House Child Care Center, Inc. is closed:

New Year's Day

President's Day

Memorial Day

Independence Day
Labor Day
Columbus Day (Professional Development for Staff)
Thanksgiving Day
Day after Thanksgiving
Christmas Eve
Christmas Day*
½ Day New Year's Eve (1:00pm closing)
*If Christmas Day falls on a Saturday or Sunday, the holiday will be observed the following Monday.

Advance notice will be given for any scheduled closings due to building maintenance. If any of these holidays or closings occur during the work week, tuition obligations will not be impacted.

Incident Reporting

An incident is any bump, bruise, mark, or emergency that occurs while a child is at Nana's House Child Care Center, Inc. If the child has an "incident" that leaves any sort of mark, or requires medical treatment, an incident report must be completed.

The teacher with direct knowledge of incident will complete the report and sign the bottom of the form. The report should then be signed off on by the director or other administrative authority as per the posted chain of command. Depending on severity of the incident, the director or person in charge will use his/ her discretion in contacting parents via the telephone in addition to providing an incident report. Bumps to the head, cuts that involve bleeding, or biting incidents all warrant a phone call to parents, in addition to a notification entered on the Brightwheel App.

Incident reports will be signed by parent/ guardian at pick up on the same day that the incident occurred. Parent/ guardian may request a copy of the incident report. The original will be kept in the child's personal file.

Late Pick Up

In the instance that a teacher has to stay past 6pm due to a child being picked up late, the teacher should obtain a late pick up form to be signed by the parent and the teacher(s) acknowledging the late pick up. A late fee of \$20 per 15 minutes will be assessed beginning at 6pm. Should a family begin picking up late excessively (three or more times in a three month period), they may be asked to leave the program. Late fees are applied to EACH child.

Medication Administration

We are licensed by NYS to give medication. Most often, this will apply to children with chronic conditions who need life-saving medications for allergic reactions, asthma, and other conditions. If your child requires scheduled medication, we ask that you try to schedule it outside of the time that s/he is here. If absolutely necessary, we will administer the medication ONLY with a complete and signed NYS OCFS Written Medication Consent Form.

For prescription medication and any over the counter (OTC) medication (other than OTC topical cream), the parent/ guardian and the doctor must complete the form. The Written Medication Consent Form is required for all types of medication, with the exception of over the counter topical creams, including sunscreen. For these topical medications, a Non-Medication Consent Form must be completed. Additionally, the medication must be in the original container and fully labeled with first and last name. We must have the package insert or box with full information. Teachers should not accept any written

medication consent forms or medication in the classroom if they are not MAT trained to do so. Under no circumstances should medication be left in the child's bag. Only staff members who are MAT certified (Medication Administration Training) are allowed to administer medications that are not OTC topical. All medication must be stored as directed by administration and as per the center's Health Care Plan.

Any child with an allergy (requiring Benadryl or an Epi-Pen), diagnosis of asthma, or special ongoing medical condition must have a special health care plan kept on file. These health care plans can be obtained from the main office and must be completed by the doctor and parent/ guardian. The special health care plan will be kept with the medication consent form and the medication itself. Both the special health care plan and the medication consent form need to be completed every 6 months. Environmental and seasonal allergies do not require a special health care plan.

Parties

Parties can be as simple or extravagant as you want, so long as they are age appropriate and cleared with the head teacher. You are welcome to join in! Balloons of any kind are prohibited. Goodie bags, if sent in, should be age appropriate with no choking hazards and no peanut butter treats.

Seasonal parties are arranged by classroom teachers. Party snacks sent from home should NEVER contain peanut butter. We strongly encourage healthy snacks when signing up for classroom food donations. Please be advised that if offering juice at a party, only 100% juice can be served.

Payments

We are a not-for-profit 501(c)(3) corporation and rely on our tuition to run our program smoothly. We appreciate your cooperation in following the following payment procedures:

Payments are to be made the first full week of every month. Every week thereafter, a \$25 late fee will be applied to delinquent accounts until they are brought current. If payment is not made within 30 days, your child can no longer attend Nana's House Child Care Center, Inc. and the account will be referred to collections. *If your account becomes past due and referred for collection, you agree to be liable for all reasonable collection costs, including, but not limited to: attorney fees, court costs, and other charges necessary for collection on past due accounts.* Checks are made payable to Nana's House Child Care Center, Inc. A fee of \$25 will be collected for any returned check. If a second check bounces, you will no longer be allowed to pay with a check. Save all receipts. We also accept Visa, Master Card, and Discover. All credit card payments must be made in person with the card present. There is a \$2.50 processing fee for every credit card payment. This fee will be added to your account. Full payment is due regardless of illness, vacation, snow days, or holidays. **Nana's House Child Care Center Inc. does not grant unpaid time for scheduled vacations.**

Registration: There is a \$65.00 registration fee per child, which covers insurance expenses. It is due annually on your child's start date. This fee is non-refundable. There is no discount for siblings on the registration fee. Registration fees may vary for children enrolling in our two month ONLY summer camp program. All required paperwork, such as signed registration form, medical statement, sleep/ nap agreement, Brightwheel App permission, infant feeding schedule (for children under 18 months), and the required registration fee must be on file before your child can start.

Ten Month Childcare- In order to hold their spot for September, children enrolled for the ten month program, will be required to pay for the entire month of June, although the last day of the school year falls on June 25, 2019. They will then

pay an additional week of tuition based on the 2019 tuition rates. The tuition for the last week of June will be used to offset the income lost while holding the spot. The additional week will be credited to the account when/ if the child returns in September. June must be paid in full and the additional week must be paid before the child leaves for summer, or the spot will be forfeited. Upon returning in September, families will be required to pay for the entire month of September, although the first day of the school year is a holiday.

Two Month Childcare/ Summer Camp- Children enrolled for the two-month summer program must pay the discounted registration fee prior to the summer starting, in order to hold their spot. Families enrolling for the summer daycare/ preschool program will pay monthly amounts based on the 2019 tuition rates. Families enrolling for the school age summer camp program will pay weekly amounts based on the 2019 camp rates.

Tuition Discounts- In the instance that a family has two siblings enrolled, the oldest sibling will receive a 10% discount. In the instance that a family has three siblings enrolled, the oldest sibling will receive a 15% discount and the second oldest sibling will receive the 10% discount. Tuition rates decrease from the toddler to preschool programs, effective the month that the child turns three.

Playground/ Walks

Parents are not allowed on the playground without staff members present. Additionally, non-registered siblings are not allowed on any of the playground equipment. Parents of toddlers are responsible for not allowing their children to climb on preschool equipment if picking up a sibling. Parents of preschoolers are responsible for not allowing their children to climb on toddler equipment if picking up a sibling.

Children often participate in class walks outside of the center, adjacent to our property. Infants ride in strollers, while toddlers and older children hold a walking rope. Teachers always bring their first aid bag, as well as a cell phone to communicate emergencies while on a walk. Parents must provide permission on the back of the registration form for children to participate in these walks. If a child does not have permission, he or she will have to spend time in another room while the class is participating in this outdoor experience.

Program Evaluations

Parents will be asked to participate in annual program evaluation surveys. Results will be shared, along with goals and objectives outlining how improvements will be made. It is mandatory that we get 50% of parent surveys returned, so please cooperate and be diligent in giving us feedback.

Required Items

The following items are required for each child (labeled with first and last names):

- A complete change of clothes (including socks and under clothes)
- A crib sheet and blanket for each child. NO PILLOWS
- For children not potty trained, the parent must supply diapers and wipes as needed
- Lunch and snack items

Required Documentation

The following documentation must be kept on file for your child at all times:

- Registration Form
- NYSOCFS Medical Statement (including your child's physical date and immunization dates)
- Sleeping and Napping Agreement
- Brightwheel Permission
- Infant feeding schedule (children ages 8 weeks to 18 months)
- Medication Consent Forms (for ANY non-topical medications, form must be completed by the child's physician and updated every 6 months). The proper tool to administer the dosage stated on the medication form MUST also be supplied by the parent/guardian.
- Non-Medication Consent Forms (sunscreen, diaper creams etc.)

Sanitation and Cleanliness

Teachers maintain a clean and sanitary environment during the school day, which includes sweeping after meal and snack times, as well as wiping down food contact surfaces before and after use. Proper hand washing procedures are posted near each sink for teachers and children to practice. Teachers are required to follow proper diaper changing procedures, which are posted near all changing areas. In addition, teachers are evaluated on diaper changing annually. Carpets and floors are professionally cleaned and maintained and painting is done regularly on an as needed basis. Dress up clothes, cribs, cots, and mats are all cleaned weekly. Countertops, food preparation appliances, sinks, faucets, toilets, diaper pails, floors, door/cabinet handles, and phone receivers are all cleaned and/ or sanitized daily. Mouthed toys, tables, highchairs, changing tables, potty chairs, and computer keyboards are cleaned and/ or sanitized after each use. Manipulatives are sanitized weekly, unless an illness in the classroom requires us to sanitize more frequently. Additionally, food preparation surfaces, tables, and highchairs are all cleaned and/ or sanitized before and after each use.

School Age & Project Excel Program

Please refer to the payments section of these policies for further information regarding the school age program and financial responsibilities of the parents.

Please note that in the event that there is a delay or early dismissal, all school age children that get on or off the bus at Nana's House will be required to pay the corresponding extended day fees, regardless of the time they get to the center and get picked up. These fees cover the additional hours that we must employ our staff. (For example, if there is an early dismissal and children arrive to Nana's House at 1:30pm, but normal arrival is 3:30pm, each child will be billed for an additional 2 hours that day, regardless if the child gets picked up by a family member at 2pm or 6pm. We were still required to staff two hours earlier to get the children off the bus.) For more information on extra fees for extended days, please see our tuition rates.

Please notify Nana's House Child Care Center, Inc. by 3pm via the Brightwheel App if your child will not be arriving on the bus. If your child will be coming to Nana's House on a day that school is closed or when there is a half-day, you must sign him or her up prior. If you sign up your child and he or she does not come, you will still be financially responsible for paying the extra tuition, as we make staffing arrangements based on the sign-up form.

Security & Safety

All children must be brought directly into the school and left with a staff member. The school will not be responsible if parents do not adhere to this rule. Upon arrival, the person dropping the child off is required to notify staff of any bumps, bruises, or medicine that the child has experienced during the night or before school that morning.

Parents are asked to directly supervise their children in the hallways and in the parking lots. Once in the car, children should wear seatbelts and be in appropriate car seats. Cars must proceed with extreme caution and move very slowly in the parking lot. Talking on cell phones while driving in the parking lot is prohibited. Leaving cars running while not in them is prohibited.

All parents are required to pay a deposit for a security access card to the building. Families can have up to two access cards per family and the deposit is \$20 per access card. No family will be issued more than two cards under any circumstances. This deposit will be refunded on or after your child's last day at Nana's House, when the card is returned. No refunds will be given after 30 days of your child withdrawing from the program. Lost access cards will be deactivated and you will lose your deposit. We ask that parents do not allow someone who is unknown to them to enter the building at any time. When buzzing people in, we also have cameras that allow us to see who it is that we are letting into the building. Our doors are always locked with only parents who have access cards gaining immediate entrance to the center. All persons without a card, whether parents, therapists, or extended family members picking up, will only be buzzed in through the intercom system and will be required to check in with a staff member who will verify identification. All therapists will need to provide a copy of their agency id to keep on file. Children will only be released to individuals who are on the authorized pick up list. If another individual will be picking up your child, the request must be submitted in writing. All persons picking up a child should bring proper identification, or the child will not be released. There are no exceptions! Even parents/ guardians should bring identification, in the instance that a substitute teacher does not recognize you.

Video surveillance cameras are permitted to transmit images of children in common rooms, hallways, and play areas only. Bathrooms and changing areas remain private and free of all video surveillance equipment. We have many children in our center who cannot be photographed and as a result, parents do not have access to our video surveillance system on the internet.

Sleep/ Nap

Parents are responsible for providing clean bedding weekly for their children to use during rest time. During nap time there must be competent supervision at all times via direct supervision of a caregiver who is in the same room and has direct visual contact with the child.

Infants- Infants sleep as needed, as children under 18 months are on more individualized schedules. Infants are always placed on their back to sleep, unless otherwise ordered by a physician in writing. Pillows, quilts, comforters, stuffed toys, and other soft items are not allowed in cribs for infants younger than 12 months. If a blanket is used for a child under 12 months, the infant must be swaddled with the blanket no higher than the shoulders. If a wedge is needed for medical reasons, there must be a written notice from a physician stating such. Infants will not be allowed to sleep in swings or car seats.

Toddlers- Toddlers sleep on cots. During naptime, toddlers are able to use pacifiers or woobies if needed to help them relax. Toddlers rest for about 2 hours. If a toddler does not fall asleep within 30 minutes of going down for rest time, he or she will be given a quiet activity to do.

Preschoolers/ Pre-K- Children rest for about 1 ½ hours. If they do not want to sleep, or have not fallen asleep within 30 minutes of going down for rest time, they will be offered a quiet activity to do. This is a time for them to unwind and rest their mind before the busy afternoon begins. Electronic devices cannot be implemented during this time.

Smoking

There is NO smoking permitted within 25 feet of any part of the school utilized by children. This includes sidewalks, entrances, and playgrounds.

Snow Closings

We reserve the right to close for any emergency, such as snow, hurricane, tornado, flood, electrical outage, etc. In the event of an emergency, information on closings will be posted on our Facebook page and sent out through the Brightwheel App. In the event of inclement weather while school is in session, we encourage you to keep in contact with the school for emergency closings. **There are no make up days when we are closed for snow, no tuition credits, nor can days be swapped to make up for a day lost to snow.**

Social Media/ Photography

With the advent of social media, we would like to remind parents that negative discussions regarding our program or staff members can easily be interpreted as slander. We strongly discourage the sharing of information in public forums. If at any time concerns arise, please discuss them in person with the teachers in your child's classroom or with administration.

While at school events, parents are invited to photograph their child. However, under no circumstances do parents/guardians have permission to post photos of other children or employees on ANY social networking/ Internet sources.

All communication between staff and parents should be through school email, school telephone, in person, or on the Brightwheel App.

Special Education Itinerant Services

All special education itinerant service therapists are required to sign in and out and receive a visitor sticker. It is the responsibility of the parents and therapists to maintain open lines of communication when a child is going to be absent from school on a day that services are scheduled.

Studies have found the following benefits of inclusive childcare: Children with special needs develop increased social skills and self esteem; families of children with special needs gain social support and develop more positive attitudes about their child; children and families without special needs become more understanding and accepting of differences and disabilities; caregivers learn from working with children, families, and service providers and develop skills in individualizing care for all children. (National Health and Safety Standards: Guidelines for Out-of-Home Child Care Programs p.317)

Nana's House believes in the benefits of inclusive childcare and push in programs for children requiring services. Therapists are not required to undergo the clearance procedures that staff members undergo, such as SCR and fingerprinting, and as a result, we require that all special education or related services be provided to a child within visual or auditory range of a Nana's House staff member who has undergone fingerprinting and a SCR database check.

Therapists are never permitted to work in hallways or in the way of emergency exits. Therapists must bring their own art supplies and have copies already prepared, as our art supplies and copy machine are for classroom teacher and administrative use only.

Sun Safety

Background:

Exposure to the sun's UVA & UVB radiation can cause sunburn, damage to the skin and eyes, as well as increases the risk for cancer. Children are susceptible to UV radiation and damage due to a thin outer layer of the skin called the stratum corneum, as well as low levels of melanin in their bodies. Any UV radiation that occurs in early childhood increases the risk for cancer. As early childhood professionals, the importance of reducing the exposure to UV radiation must be a priority and identified as such to each parent/guardian, as well as educating the children in care. This policy shall be implemented throughout the year at the request of a parent/guardian, as even in the winter months we are exposed to the harmful UV rays from the sun. UVA rays remain relatively consistent throughout the day and year. UVB rays increase in intensity in the summer during midday hours. With this fact in mind, particular emphasis on this policy will be made in the months of March through October, during the times of increased sun intensity.

Procedures:

- Encourage children and staff to wear sun protection while outdoors to include, but not limited to:
 - Wide brimmed hats to protect their head, face, and ears while outdoors
 - Sunglasses that 100% block both UVA & UVB rays (broad spectrum)
 - Lightweight clothing (long sleeves, pants) and when possible, UV protective clothing.
- Water will be made readily available at all times to children, especially while outdoors. Encourage children to consume water prior to and during outdoor play.
- Broad spectrum sunscreen will be provided by the parent/guardian or by the program when an agreement is formed with the center. A broad spectrum of SPF 15 or higher is recommended for use for both children and staff. As recommended, sunscreen will only be used on children older than 6 months old.
 - Parent(s)/guardian(s) will complete and sign the Non-Medication Consent Form from the Office of Children and Family Services (OCFS) (Form: OCFS - 6010), which will remain on file for 1 year, unless there is a change to the product.
 - Parent(s)/guardian(s) will provide an **unopened** sunscreen to the program.
 - Each child must have their own individual sunscreen product provided by the parent, unless other arrangements have been made.
 - The product(s) must be labeled with the child's first and last name.
 - The product cannot be expired.
- Parent/guardian will apply sunscreen to their children prior to drop off.

Supervision

Children must have direct and competent supervision at all times. No person other than the director, head teacher, or teacher assistant may supervise a group independently, even for a brief period of time. No staff members under 18 years of

age or without SCR and Criminal History Background clearances may be left alone with a group of children at any time, including in an emergency.

In the instance that a staff member is sick, on vacation/ leave, or quits, a substitute teacher will be called in for the day. If a substitute teacher is not available, children who can participate in mixed age groups may be moved to a different classroom for the day, to ensure appropriate ratios, group size and supervision.

Telephone

Please use discretion when you call the school. Each time a parent is transferred to a classroom extension, those classroom teachers are losing valuable teaching time. This is especially important in infant classrooms where infants are on individualized schedules and both teachers are constantly engaged in feeding and changing.

Toys/ Personal Belongings

Students are prohibited from bringing in toys and personal belongings from home that may interfere with learning activities and daily routines. Please be sure to check with the teacher regarding "show and tell" activities and a nap stuffed toy. No toy weapons of any kind may be brought to school. **No electronic devices are permitted.** Please use judgment and do not send in anything that is valuable and can be easily damaged.

Transitions

The program is organized and staffed to minimize the number of group transitions by properly staffing classrooms with the required number of teachers needed for the group size. Groups are only combined, within their age category, at the very beginning and very end of the day in order to maintain proper staff to child ratios.

The program is organized and staffed to minimize the number of teaching staff transitions by assigning teachers to specific classrooms. In emergency cases, where a staff member calls out, all attempts are made to use another staff member who regularly works with that group. Nana's House aims to always move a teacher to satisfy ratios before moving a child. If a teacher is leaving the program, whenever possible, families will be given at least a two week notice to prepare for this change.

In preparation for a move to the next age group, teachers of the children moving up are expected to make a transition plan with the upcoming teacher, at least one month before the move takes place. Transition plans will be shared with parents/guardians prior to transitions beginning. Children will start by spending a few hours in the new classroom (at a time convenient for both groups), and by the end of the month; they should have spent a minimum of 2 full days in the classroom. Teachers in both the existing classroom and the new classroom should take into consideration the individual needs of the child, as some children may need more time to adjust than others. Transition days should occur when the regular teachers are present in the new classroom, and as space allows. This will ensure a smoother transition for children, families, and staff.

Transportation & Off Site Activities

If a Class trip is scheduled throughout the year. There will be additional cost for transportation and the actual trip. Permission slips must also be signed and where parent chaperones attend, siblings are not permitted on any of the class trips. Parent chaperones are responsible for their own transportation.

Nana's House Child Care Center, Inc. utilizes local transportation companies for all off site activities. All children will be secured in safety seats, or with safety belts, as appropriate for the age of the child in accordance with the requirements of the Vehicle and Traffic Law. All children under the age of four must ride in an age appropriate car seat if participating in off site activities. A car seat must be provided by the parent/ guardian on the day of the trip. Children will board and leave the bus on the curb side of the street or sidewalk. Teachers will sit spread out on the bus to maintain supervision at all times. A child will never be left unattended on the bus. Ratios set forth by NYS OCFS will be followed on all off site trips and the director and teaching staff will determine if there is a need for additional supervision based on the nature of the trip. Parent chaperones will not replace teacher supervision and will not count in the teacher: child ratio.

For every off site activity, there will be AT LEAST one teacher attending who has current CPR/ First Aid certification and who has successfully completed Medication Administration Training, in the event that emergency medication needs to be dispensed. First aid bags and a working cell phone will be brought on all trips, as well as emergency contact information for each child and their daily attendance sheet.

Tuition Assistance

Parents who receive financial assistance through the Child Care Aware active duty military program must pay their parent fees the first full week of the month. As with all children enrolled in our program, tuition is due regardless of attendance, holidays, or snow closings. All annual registration fees are also the responsibility of the parent.

Parents who receive financial assistance through the Department of Social Services will be required to sign a DSS Subsidy Agreement that states:

I have received child care subsidy financial assistance from the Department of Social Services. I agree to maintain a positive balance of \$350 (the "credit balance") for the account(s) of each child/ren listed below at all times. I understand and agree that when Nana's House receives payments from the Department of Social Services for the child/ren listed below, it will credit such payments to such account(s). In the event that the account credit balance(s) exceed \$350 (the "excess credit balance"), I understand that it is my responsibility to notify Nana's House whether to leave the excess credit balance(s) in place or to reimburse me in the amount of such excess credit balance(s).

If the payment made by Department of Social Services leaves a shortfall for the balance owed, Nana's House will use credit from the \$350.00 to satisfy such shortfall. In the event there is more than a \$350.00 shortfall, the parent/guardian agrees to pay such additional shortfall within 5 days of notice.

After each month, the parent/guardian will also be responsible for replenishing the account to keep the \$350.00 credit in place at all times.

Further, I understand and agree that if I fail to maintain the required credit balance(s), [Nana's House may remove my child/ren from the Nana's House program]. [At the conclusion of participation in the program of any of the child/ren listed below, I understand that Nana's House will return to me any credit balance, excess credit balance and any other credit amount for the account(s) of each of the child/ren leaving the program below unless I request such balance(s) to be credited to the account(s) for any child/ren remaining in the Nana's House program.]

Updating Files

It is the parent's responsibility to update their child's file with new telephone numbers, addresses, emergency contacts, or insurance changes as necessary. Nana's House Child Care Center, Inc. is not responsible for outdated information in the event of an emergency. Parents will be required to update files annually, if not sooner due to changes, after once again reviewing the school's policies. Failure to update files, including medical and personal paperwork, can result in a family being temporarily restricted from the program until such up to date information is provided.

Volunteering & Visiting:

We have an open door policy and encourage parents to visit their child's classroom at any time. If you would like to volunteer in your child's classroom, please make arrangements with the head teacher. We welcome parents who can talk to the children about their jobs in the community, their cultural practices, and their family traditions.

Throughout the year, we also offer many opportunities for parents to volunteer with school events being held, as well as community events we will be helping out with. Parents will be notified of these events through the newsletter, as well as fliers that are posted on parent bulletin boards and emailed.

Withdrawal:

Permanent Withdrawal from Nana's House- A two-week written notice is required upon a child withdrawing from the program or making a permanent change to their schedule. If two weeks notice is not given, you will be charged for such time. Any family that registers and then makes alternate arrangements and no longer needs childcare is responsible for giving Nana's House Child Care Center, Inc. a two-week notice (prior to the scheduled start date) or you will be billed for such. Registration fees are non-refundable.

Temporary Withdrawal from Nana's House- Children who leave the program temporarily (due to maternity leave, job loss, or other circumstances) must give a two-week notice and will be required to pay two weeks of tuition to hold their spot. Only half the fee will be a credit to account upon the child returning, while the other half will help to offset the income lost while holding the spot. The two week based fee is non-refundable and will be due before the child leaves temporarily. The leave is not to extend 60 days, otherwise the two-week fee will be lost and the child's spot will be forfeited.

Upon being hired, employees agree to a non-compete clause. Therefore, families that leave our program are not to solicit childcare services from employees that may directly or indirectly compete with the business of Nana's House Child Care Center, Inc. and its successors.