



Heaven Little Helper DayCare

Family Handbook

2022-2023
School Year

This handbook may be updated from time-to-time;
notice will be provided as updates are implemented.

Thank you for acknowledging the policies and procedures we have established, for the
safety and welfare of all children in our care.

We look forward to getting to know you and your family!

Welcome to our Daycare!

Dear Parents/Guardians,

I want to thank you for considering **Heaven Little Helper Daycare** for your daycare needs. I offer a loving, safe and educational environment for your child to grow, learn and play.

I can understand how difficult it can be to find the right daycare to fit the needs of you and your child, as well as a safe environment. For this reason, I strive to offer a program that will enrich your child's development while putting your mind at ease.

I will do my best to assist your child in developing important values such as: communication and teamwork. I believe that children learn best through play, and we will implement these important values throughout our day.

It is my goal to offer your family the quality daycare experiences you deserve. Please feel free to openly discuss any problems or concerns you may have at any time. An open and honest relationship is the key to a happy, successful childcare experience for everyone.

Please help me operate my daycare in a professional manner by carefully reading through the parent handbook and filling out all necessary forms. It is very important that you are aware of all my policies, as I want you to make your decision about daycare based on the terms of which I provide.

If at any time you should have any questions about New York State Rules and Regulations, you can find them at www.ocfs.ny.gov.

Again, thank you for choosing **Heaven Little Helper Daycare**. We look forward to providing your child with a caring and enriching environment.

Sincerely,

Jenny Andre-Sejour
Provider /Owner
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Heaven Little Helper Daycare

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Welcome to Heaven Little Helper Daycare!

The purpose of this Parent Handbook is to outline the policies and procedures under which I operate as licensed childcare provider.

ABOUT US

Mission Statement

At **Heaven Little Helper Daycare**, we believe in the value and uniqueness of each child we serve. Our childcare experience is designed to promote each child's own individual social, emotional, physical, and cognitive development.

As caregivers and educators, our mission is to provide a safe and developmentally appropriate learning environment, which fosters a child's natural desire to explore, discover, create, and become a lifelong learner.

Philosophy

Our program is built around the concept that children are born ready to learn. As caregivers, we strive to create a learning environment that is safe, stimulating and encouraging.

- Children develop knowledge of their world through active interactions with caregivers, peers and materials.
- Learning is sequential, building on prior understandings and experiences.
- Learning proceeds at different rates in each area and each child; children will show a range of skills and understandings in any one area of development.
- Learning in each area is interconnected. Young children learn best through experiences, which incorporate several areas of development.
- Learning is embedded in a culture. Children learn best when their learning activities are rooted in a familiar cultural context.
- Learning begins in the family, continues in early care and education settings and depends on parent involvement and caregiver guidance.
- All children have the potential to achieve the New York Learning Standards with appropriate supports and instruction

State Licensing Requirements

Heaven Little Helper is licensed and complies with all applicable licensing regulations and standards. These standards relate to our home, health, safety procedures, nutrition, care given to child ratios, and record keeping. We believe that these standards are in the best interest of the children. Our facility is subject to inspection by state and city health, fire, and licensing officials.

Definition of Family

In this handbook we refer to family as a parent, legal guardian, sponsor or anyone else who provides for the well-being, best-interest and responsibility of the child in our care.

Hours of Operation

Heaven Little Helper Daycare is open Monday to Friday 7:00am-5:00pm, Saturday & Sunday 11:00am-11:30pm.

Holidays/Closures

I realize your need for reliable childcare and will attempt to give as much notice as possible whenever I must close for any reason. In order to spend quality time with my own family, I will be closed for the holidays. Daycare will be closed **with pay** on the following holidays:

New Year's Day	Martin Luther King Jr.'s Day
President's Day	Good Friday
Easter Monday	Memorial Day
Independence Day	Labor Day
Columbus Day	Thanksgiving Day Christmas Day

Daycare will be closed **with no pay** on these additional days:

New Year's Eve	The Day after Thanksgiving
The Day after Christmas	

If a holiday should land on a Sunday, I reserve the right to close on the Monday after.

I will also take **2 weeks** (10 days) of unpaid vacation. This may be taken all at once or split up and will most likely be taken during the summer months. I will give a minimum of 2 weeks' notice before any closure when possible so you can have time to arrange alternative care for that period. Also, working with exposure to many families and especially children, it is expected that I will become ill occasionally. Therefore, I reserve the right to take up to five (5) paid sick/personal days per calendar year. We also use these days for our continuing education classes (CPR, Pediatric First Aid, etc.) to keep our childcare license in good standing. Of course, we will give you as much of a notice as possible.

Admission and Enrollment

All admission and enrollment forms must be completed, and registration fee and first tuition payment paid prior to your child's first day of attendance.

A non-refundable set up fee of \$20.00 is charged upon registration of each child.

Based on the availability and openings, our facility admits children from 6 weeks to 12 years of age.

Children are admitted without regard to race, culture, sex, religion, national origin, or disability. We do not discriminate based on special needs as long as a safe, supportive environment can be provided.

Inclusion

Heaven Little Helper Daycare believes that children of all ability levels are entitled to the same opportunities for participation, acceptance, and belonging in childcare. We will make every reasonable accommodation to encourage full and active participation of all children in our program based on his/her individual capabilities and needs.

Non-Discrimination Policy

At **Heaven Little Helper Daycare** equal educational opportunities are available for all children, without regards to race, color, creed, national origin, gender, age, ethnicity, religion, disability, or parent/provider political beliefs, marital status, sexual orientation or special needs, or any other consideration made unlawful by federal, state or local laws. Educational programs are designed to meet the varying needs of all

students.

Confidentiality

We abide by the state privacy law. All records and information about your child and family will not be released except for that required by our regulatory and partnering agencies unless we have your written permission.

I also ask that you respect my privacy and that of my family by not sharing any information you learn about my family without my written permission. For example, contents or layout of my home, vacation schedule, routines, etc.

Child to Staff Ratios

Children are supervised at all times. We maintain the following standards for child to staff ratios:

Age	Child to Staff	Maximum Group Size
≤ 12 months	4 to 1	8
13-24 months	5 to 1	10
25-36months	6 to 1	12
3 years ≥	10 to 1	20

Communication and Family Partnership

Daily Communications: Daily reports from provider will keep you informed about your child’s activities and experiences at the center. Daily reports will be emailed and the end of the day of care to the email address provided at the time of enrollment.

Email: We ask you to provide an email address that you use regularly so that we may send you daily reports, announcements and general updates.

Open Door Policy

Provider is delighted to have your family members participate in our program. Parents/Guardians are welcome to visit the program any time during regular program hours. The provider welcomes parents/guardians to nurse or feed their infants.

Open Door Policy does not mean the doors will be unlocked. For the safety and protection of the children, external doors will be kept locked at all times.

Provider will always do their best to speak with parents/guardians. Since staff days are devoted to caring for children, it is usually not feasible to have a long discussion during regular program hours. If a situation requires a longer discussion, kindly arrange for an appointment.

Publicity

Occasionally, photos will be taken of the children at the center for us within the home daycare or on our website. Written permission will be obtained prior to use of photographs.

Unless the family indicates that they want their child to participate, we will not use pictures and names of children for publicity.

Transitions

Your child's transition in childcare should be a positive and exciting learning adventure. We will work with you and your child to ensure the smoothest possible transition occurs as new routines and new people are introduced.

Transition from home to center

Prior to your child's first day, you will have an opportunity to tour our home daycare and communicate any anticipated concerns. At this time, please share the best communication methods that the daycare provider may use to reach you.

Before & After School

We also offer before and after school care for children ages five to twelve. Our curriculum will allow children to have time for homework, arts and crafts, and outside time. While this is close to the daycare program, this program allows the older children to build their social skills with children their own age and time for tutoring if needed. We will provide quality care and a safe place for kids to learn and have fun.

Electronic Media

Our normal daily routine does not include electronic media (television/TV, video, DVD), limited viewing and tablet use, and we may use a TV show without advertisements as a teaching aid and discussion stimulator. All electronic media will be screened prior to use and will consist of non-violent and high-quality educational material. Our focus is to provide your child a positive experience with increased understanding of the world. Electronic media will be offered only as a free choice, used to meet a developmental goal, and limited to no more than 30 minutes per week per child.

New York State rules prohibit any screen time for children under the age of two. This includes TV, videos, and computers.

Multiculturalism

Multiculturalism is vital for all children because it sets social goals and promotes respect for all people and the environment we inhabit. We utilize books, music, games, and a wide range of activities as aids to teach our children respect for our world and the diversity of the life upon it.

Celebrations/Birthdays

Our holiday policy encourages an enhanced understanding of and respect for different cultures and beliefs of children, families, staff and community. You may bring, if you wish, a small, healthy snack to share for your child's birthday, but is not mandatory. For Christmas, I ask that instead of gift buying for other children in care, that each parent purchase a gift for the preschool that the children may open and share here but is not mandatory. You can spend as little or as much as you would like.

Sleep Time/Arrangement

Infants sleep according to their own schedule and are put to sleep on their backs. Provider directly observe infants by sight and sound at all times and check on sleeping infants every 20 minutes.

After dinner all children get ready for bedtime. When you complete our application/ agreement, you will guide us to a proper room and place to sleep for your child, and agree to permissions involving our sleeping system and routine.

As your provider washes all blankets and bed linens on a weekly basis.

Toilet Training

The most important factor in making the toilet learning experience successful and as low-stress as possible is a family/teacher partnership that supports the child. Research indicates that children cannot successfully learn how to use the toilet until they are physically, psychologically, and emotionally ready. Many pediatricians say that most children under 24 months of age are not physically capable of regulating bladder and bowel muscles. Most positive toilet training occurs only after children show signs of physical control or awareness of their bodily functions and when they demonstrate an interest or curiosity in the process. We are committed to working with you to make sure that toilet learning is carried out in a manner that is consistent with your child's physical and emotional abilities and your family's concerns.

Parents will be required to supply pull-ups. **Children will be allowed to come to preschool in cotton training pants/underwear after they have been accident free for at least two weeks in pull-ups.** Communication between parents and the provider is imperative for a successful transition from diapers to toilet.

GUIDANCE

General Procedure

Heaven Little Helper Daycare is committed to each student's success in learning within a caring, responsive, and safe environment that is free of discrimination, violence, and bullying. Our center works to ensure that all students have the opportunity and support to develop to their fullest potential and share a personal and meaningful bond with people in the school community.

Thoughtful direction and planning ahead are used to prevent problems and encourage appropriate behavior. Communication consistent, clear rules and involving children in problem solving help children develop their ability to become self-disciplined. We encourage children to be fair, to be respectful of other people, of property, and to learn to understand the results of their actions.

Discipline Policy

We believe that the discipline of a child is achieved through patience, consistency, and positive reinforcement. We also try and teach the children in our care manners, kindness and to be respectful to others. One of the ways in which we do this is by the example we as providers set. We understand that our actions and reactions speak much louder than our words. The children are explained the rules of the facility frequently, so they know what's expected of them. Once a child is old enough to understand the rules and disobeys them by, exhibiting inappropriate behavior (hitting, aggression, etc.), hurts others, or property, the following developmentally appropriate guidance techniques will be used. These techniques are as follows:

- **Positive Reinforcement:** The child will be encouraged when he or she is demonstrating acceptable behavior.
- **Redirection:** The child is redirected to another activity and given an opportunity to try again at another time.
- **Time-Out:** The child is separated from the group for an age-appropriate amount of time (one minute per one year of age). This technique is only used when a child repeatedly will not follow our directions or listen to our words, is exhibiting temper tantrum type behavior, or hurting oneself, others or equipment. When the child shows that he or she is ready to demonstrate acceptable behavior, they are encouraged to join the rest of the group to try again.
- **Last Resort:** When a child's behavior is continually upsetting or dangerous to others, a conference will be called with the parents. If the problems cannot be resolved, arrangements must be made for

the child to go elsewhere for care.

Note: Sometimes if both a parent and a provider are both in the same area (examples would be during drop-off and pick-up times) a child may forget the rules or test the boundaries. **Please help show your child that you respect us, the rules of our center, and our property by reminding them that the rules still apply when you are around.** We will also remind them of the rules and correct them if needed.

Physical Restraint

Physical restraint is not used or permitted for discipline. There are rare instances when we need to ensure a child's safety or that of others and we may restrain a child by gently holding her or him only for as long as is necessary for control of the situation.

TUITION AND FEES

Payment

Payment is always due in advance with no deduction for any absences, holidays, or closures due to inclement weather, power outages, or other situations beyond our control. Payment is due weekly by 7:00 AM on Friday, as outlined in the *Enrollment Agreement*.

Full Time (4-5 days) - age 6 weeks to 5 years/\$250.00 per child per week; 6 years to 12 years/ \$240.00 per child per week. Part-Time (3 full days)/\$150.00 per child per week; Half day/\$35.00 for all ages; Before school/ \$10.00 per day per child; After school/\$20.00 per day per child.

Accepted methods of payment include- cash, personal check, debit card, credit cards (Mastercard, Visa, Discover, American Express), money order or other (Zelle, Cashapp).

Families using the state subsidy program/childcare assistance (DSS), are responsible for paying any and all amounts not covered by (DSS). Also, Parents must pay the full regular tuition rate until the authorizing paperwork is delivered to us for DSS billing. Upon our receipt of DSS payment, your account will be credited towards the following month.

Note: A siblings' discount of 5% may apply. Please check with the provider for further details. This ONLY applies to full-time enrollment.

Late Payment Charges

Late payments can pose serious problems for our programs. Therefore, we have put procedures in place to reduce their impact.

If payment is not received on the day that it is due, a late fee of \$20.00 will be added PLUS \$10 a day until paid. If your account has not been paid in full within 7 business days, your child may be discharged from the program.

Any payments made will be applied to the oldest charges and late fees may still apply if the account is not paid in full by the next tuition due date.

If payment is more than 30 business days past due, we may attempt to recover payment in small claims court and/or your account may be sent to a 3rd party collections agency. You will be responsible for all expenses associated with these actions including all court and attorney fees.

Returned Checks/Rejected Transaction Charges

All returned checks (bounced check) or rejected ACH you will be responsible for all bank charges incurred and will be required to pay in cash from that time on. This charge may be collected electronically.

Over-Time Fee

Late pick-up is not a normal program option and will only be considered as an exceptional occurrence. Over-time/late fee: Anything past Monday to Friday at 5:00 PM and Saturday & Sunday at 11:30 PM will be considered overtime and you will be charged a late fee of \$1.00 for every minute past 5:00 PM on Monday to Friday or 11:30PM on Saturday/Sunday for each child in this day care. This will be strictly enforced, and more than 2 late notices may result in a Termination of Services notice. If prior notice of early drop-off (evening before or earlier) or late pick-up (morning of care or earlier) is arranged late fees may be waived, but regular over time charges may occur.

ATTENDANCE AND WITHDRAWAL

Absence

If your child will not be attending daycare due to illness or other, please let us know as soon as possible so the day's activities won't be held up waiting for your child to arrive. Also, we need to know how many children we need to prepare meals for. Parents are allowed to have one(1) sick day or vacation for their kids per month. After more than one vacations. If your child will not be attending daycare for whatever reason, you are still required to pay. If we do not hear from you within an hour of your child's scheduled drop-off time, we will contact you to be sure everything is okay.

Withdrawal

The first two weeks will be regarded as a trial period, in which case either party may terminate the contract without notice. **After the first two weeks of enrollment, a two-week written notice from parent or provider is required to terminate the contract**, with the exception of (provider's) family emergency, gross misconduct on part of the parent or child, or failure to follow the rules as stated in this handbook and agreement. This is grounds for immediate discontinuation of service. In lieu of written notice, two weeks of pay may also be given to terminate the contract. In cases of non-payment, legal action may be taken, and the parents will pay all legal fees incurred.

Closing Due to Extreme Weather

Should severely weather or other conditions (i.e., snow, storms, floods, tornadoes, hurricanes, blizzards, loss of power, loss of water) prevent us from opening on time or at all, we will follow the Barker Area School District delay or closing schedule.

If it becomes necessary to close early, we will contact you or your emergency contacts as soon as possible. Your child's early pick-up is your responsibility to arrange.

Suspension and Expulsion

Our program is committed to providing a safe, nurturing environment conducive for learning and growth for all our children. We strive to ensure all children in our care are set up for success regardless of their need or developmental level.

Unfortunately, there are sometimes reasons we have to expel a child from our program on either a short term or permanent basis. We want you to know that we will do everything possible to work with the family of the child(ren) in order to prevent this policy from being enforced. Every effort will be made to prevent the need to expel or suspend a child for the center. However, **Heaven Little Helper Daycare** reserves the

right to cancel the enrollment of a child for the following reasons, not limited to, but including:

- Non-payment or excessive late payment of fees/tuition
- Failure to adhere to policies and procedures as outlined in this Family Handbook
- The child's behavior threatens the health and safety of him/herself, the other children or provider
- The parent/guardian exhibits behavior which is detrimental to the health and well-being of the children and provider in the daycare or negatively interferes with the normal functioning of the program. This includes but is not limited to: vulgarity, intimidation, harassment, or violation of childcare licensing regulations.

Proactive actions will be taken in order to prevent the expulsion or suspension of a child. The steps that will be taken prior includes but is not limited to:

- Provider will try to redirect child from negative behavior
- Provider will teach child appropriate skills to address challenging behaviors
- Provider will reassess the environment, activities, and supervision
- Provider will always use positive methods and language while disciplining children
- Provider will celebrate appropriate behaviors
- Provider will always maintain strong connection with child
- Provider will consistently apply consequences for rules
- Child and parent will be notified of disruptive behaviors that might lead to expulsion
- Provider and parent will have conference to discuss how to promote positive behavior.

On rare occasions, we may work with families to seek the best care for their child if all parties agree that our program can no longer meet the needs of an individual child.

DROP-OFF AND PICK-UP

General Procedure

We open Monday to Friday at 7:00 AM, Saturday & Sunday at 11:00 AM. Please do not drop-off your child prior to our opening.

No child, regardless of their age, may be released from their car and allowed to enter the house without an adult chaperone. All children ***must*** be accompanied by a parent or guardian (18 years or older) to the house. There, the parent or guardian ***must*** receive verbal acknowledgement of their presence from the daycare provider prior to leaving for the day. Also, at the end of the day, all children ***must*** be picked up by a parent or guardian (18 years or older) from the daycare. Again, the parent or guardian ***must*** receive a verbal acknowledgement of your presence from the provider prior to removing the child from the home daycare.

If your child will not be attending due to an illness or other reasons, please call (716) 810-2135 to let us know or text Jenny at (716) 438-8653.

Daycare closes Monday to Friday at 5:00 PM, Saturday & Sunday at 11:30 PM. Please allow enough time to arrive, sign your out, and leave by closing time.

Sign In/Sign Out

Parents/guardians are required to sign their child in each morning and out each afternoon. This serves as a record of attendance in the case of emergency. Every time someone brings in a child or picks up, he or she must sign in/out. Please advise anyone who is dropping off or picking your child up of this policy. To ensure that the provider follows any court orders pertaining to the custody of the child, the provider requires a certified copy of the custody order. The provider will keep this information confidential and solely for the

safety and well-being of the child. If a new custody order is issued or if a restraining order is issued against either parent, the provider will also need this information on file. It is the policy of the provider to remain neutral in all custody matters and the facility may not serve as a visitation site.

Visitors Log

Everyone that comes into the day care home will have to sign in on a visitor log that will be posted by the door. You as a parent will not have to sign this as you will be signing your child's book/calendar daily. As a parent you are welcome to stop by at any time during daycare hours to see your child.

Cell Phone Usage

The times you spend in the center dropping off and picking up your child are the primary windows of time we have to communicate with you about your child. In order to make the best use of these opportunities, as well as to be attentive to your child and other children, we ask that you NOT use your cell phone at any time while visiting the daycare.

Authorized and Unauthorized Pick-Up

The child will ONLY be released to the parent/guardian with legal custody or persons over the 18 who are designated by the parent on the Emergency Contact Form. If you want a person who is not identified as an Emergency and Release Contact to pick-up your child, you must notify us in advance, in writing. Your child will not be released without prior written authorization. The provider will require photo identification from anyone that it is not recognized. Please notify your pick-up person of our policy.

In order to safeguard your child, we will need copies of any court ordered custody agreements. Without a custody agreement, we are not able to prevent the release of your child to a parent.

If a child has not been picked up after closing and we have not heard from you, attempts will be made to contact you, and the contacts listed as Emergency and Release Contacts. Provisions will be made for someone to stay with your child as long as possible, but if after 2 hours we have not been able to reach you or a person listed on an Emergency and Release Contact, we will call the local child protective services agency.

Right to Refuse Child Release

We may refuse to release children if we have reasonable cause to suspect that any person picking up a child is under the influence of drugs or alcohol or is physically or emotionally impaired in any way that may endanger the child. To protect your child, we may request that another adult listed as an Emergency and Release Contact pick-up the child, or we may call the police to prevent potential harm to your child. Reoccurring situations may result in the release of your child from the program.

Transportation

I do not provide transportation at this time, but, if necessary, I will seek approval from OCFS to do so.

PERSONAL BELONGINGS

What to Bring

- **Infants:** 2 to 3 bottles to be kept at the center, at least 2 changes of weather appropriate clothes, diaper cream, and a full pack of diapers and wipes.

- **Toddlers:** at least 2 changes of weather appropriate clothes, diaper cream, full pack of diapers and wipes if not enrolled in our diaper/wipes program, jacket, shoes that lace-up or Velcro and/or stay on feet (NO flip-flops), towel, sunscreen, and crib size sheet and blanket for rest time.
- **Older Toddlers:** at least 2 changes of weather appropriate clothes or more if toilet training, pull-ups, jacket, shoes that lace-up or Velcro and/or stay on feet (NO flip-flops), towel, sunscreen, and crib size sheet and blanket for rest time.
- **Preschoolers:** 1 change of weather appropriate clothes, socks, jacket, shoes that lace-up or Velcro and/or stay on feet (NO flip-flops), towel, sunscreen, and crib size sheet and blanket for sleep time.

Please label all items brought from home with your child's name (i.e., clothes, bottles, diapers, pacifiers, crib sheet, blanket, etc..) to prevent items from becoming misplaced or lost. We are not responsible for lost or damaged items. Soiled clothing will be sent home to be laundered and a replacement set will need to be brought the next day of care. We will send home sheets and blankets each week to be laundered and asked to be brought back on the following day of care.

Note: Please periodically check to make sure your child still has all their necessary items needed at childcare. Furthermore, as the weather changes throughout the year, so do your child's items needed at childcare. **We greatly appreciate your adherence to this subject, as it helps ours and the children's day run more smoothly to have all his or her necessary belongings with them at preschool. This way we can care for your child in the best possible way.**

Toys from Home

We have well organized, separate, age-appropriate toys for the toddler and infant class. Infants will not be allowed to be around or play with small objects and toys. During the initial adjusting period, we encourage your child bring a piece of home with them; a special blanket, toy, or teddy can be very comforting. Photos of family members, neighbors, and pets can be left with us to help remind your child of familiar people if he or she feels lonely during the day. However, **please do not bring your child's toys to daycare except on designated sharing/show and tell days.** As much as we try to encourage sharing, this seldom works when it is the child's own personal toy. It only causes problems between them and the other children. Never send your child to preschool with toy weapons.

NUTRITION

Foods Brought from Home

Except for special occasions and when requested, please do not send food, drinks, or sweets with your child. Each day we provide nutritious and well-balanced meals. We provide morning breakfast M-F between 7:00-9:00 AM, morning snack at 10:15-10:30 AM, lunch at 11:30 AM-12:00 PM, afternoon snack 3:00-3:30PM and on Sat. & Sun. lunch at 12:00-1:00 PM, afternoon snack at 3:15 PM-4:00 PM and dinner at 6:00 PM You are responsible for feeding your child if he or she will arrive after the set mealtime. Milk or juice is served with all the meals and snacks, and water is offered throughout the day. The meals and snacks for each week constantly vary to ensure the children receive a well-balanced diet. The children are offered the food, but they will not be forced to eat. It is our goal to offer nutritious meals and snacks to the children in our care, as nutrition is a vital part of a child's health. Children need to eat well-balanced meals order to meet his or her daily energy needs and to help them build a strong body and mind. We know that the good food habits a child develops will help them prevent cavities, iron deficiency anemia, and obesity, etc. - all common nutritional problems in young children.

Food Allergies

If your child has a food allergy, you must notify us in writing so that we can make appropriate substitutions. The written notification should list appropriate food substitutions and must be updated at least every 6 months.

Food allergies can be life threatening and each child with a food allergy should have an action plan for emergency care completed by the family physician.

Mealtime

At mealtime the tables are set with disposable plates and flatware, and the food is placed in small bowls from which the children can help themselves. Everyone sits at the same table. Children encouraged to serve themselves from food passed around each table. Good table manners are modeled and encouraged.

Monthly menus are posted for viewing by parents/caregivers.

The provider who is trained in first aid for choking will be present at all meals.

Infant Feedings

Infant feedings follow these procedures:

- Infants will be held for bottle-feeding until able to hold his or her own bottle. Bottles will never be propped.
- Infants are fed “on cue” to the extent possible (at least every 4 hours and usually not more than hourly) and by a consistent caregiver/teacher.
- Breastfeeding is supported by providing a place for nursing mothers to feed their babies. Expressed breast milk may be brought from home if frozen or kept cold during transit.
- Breast milk and formula containers brought from home must be dated and labeled with the
- child’s name.
- Solid foods will only be introduced after a consultation with the child’s family.

Children 24 months and Older

- No child shall go more than 4 hours without a meal or snack being provided.
- Children are encouraged to self-feed to the extent that they have the skills. Children are encouraged, but not forced to eat a variety of foods.
- Round, firm foods that pose a choking hazard for children less than 4 years of age are not permitted. These foods include whole grapes, peanuts, popcorn, and hard candy.

HEALTH

Immunizations

Immunizations are required according to the current schedule recommended by the U.S. Public Health Services and the American Academy of Pediatrics, www.aap.org. Every January, we check with the public health department or the American Academy of Pediatrics for updates of the recommended immunization schedule. Our state regulations regarding attendance of children who are not immunized due to religious or medical preventable illness as directed by the state health department.

Care Plan

Upon enrollment we will ask if your child has any special needs such as; severe allergies, special needs, asthma, medical needs, and medication administration. If your child has any of these needs, we ask you to complete a care plan. The owner/provider will review the care plan so we can best support your child's needs.

Physicals

Routine physicals are required according to the current recommendations of the American Academy of Pediatrics, www.aap.org. A copy of your child's physical should be received before but must be received no later than (30) days after your child begins the program. Families are responsible for assuring that their child's physicals are kept up-to-date and that a copy of the results of the child's health assessment is given to the program.

Illness

We understand that is difficult for a family member to leave or miss work, but to protect other children; you may not bring a sick child to the center. The center has the right to refuse a child who appears ill. You will be called and asked to retrieve your child if your child exhibits any of the following symptoms. This is not an all-inclusive list. We will try to keep your child comfortable, but he/she will be excluded from all activities until you arrive.

- Illness that prevents your child from participating in activities.
- Illness that results in greater need for care than we can provided.
- Illness that poses a risk of spread of harmful diseases to others.
- Fever (100°F or higher under the arm, 101°F or higher in the mouth, 102°F or higher in the ear) accompanied by other symptoms.
- Diarrhea-stools with blood or mucus, and/or uncontrolled, unformed stools that cannot be contained in a diaper/underwear or toilet.
- Vomiting-green or bloody, and/or more than 2 times during the previous 24 hours.
- Mouth sores caused by drooling.
- Rash with fever, unless a physician has determined it is not a communicable disease.
- Pink or red conjunctiva with white or yellow eye discharge, until on antibiotics for 24 hours.
- Impetigo, until 24 hours after treatment.
- Strep throat, until 24 hours after treatment.
- Head lice, until treatment and all nits are removed.
- Scabies, until 24 hours after treatment.
- Chickenpox, until all lesions have dried and crusted.
- Pertussis (Whooping Cough), until 5 days of antibiotics.
- Hepatitis A virus, until one week after immune globulin has been administered.
- Tuberculosis, until a health professional indicates the child is not infectious.
- Rubella, until 6 days after the rash appears.
- Mumps, until 5 days after onset of parotid gland swelling.
- Measles, until 4 days after onset of rash.
- Has a physician or other health professionals written order that child be separated from other children.

Children who have been ill may return when:

- They are free of fever, vomiting, and diarrhea for 24 hours.
- They have been treated with an antibiotic for 24 hours.
- They are able to participate comfortably in all usual activities.
- They are free of open, oozing skin conditions and drooling (not related to teething) unless:
 - The child's physician signs a note stating that the child's condition is not contagious, and;
 - The involved areas can be covered by a bandage without seepage or drainage through the bandage.
- If a child had a reportable communicable disease, a physician's note stating that the child is
- no longer contagious and may return to our care is required.

Allergy Prevention

Families are expected to notify provider regarding children's food and environmental allergies. Families of children with diagnosed allergies are required to provide the owner a letter detailing the child's symptoms, reactions, treatments and care.

Medications

Nonprescription, medications, ointments, and creams may be given to your child by myself if needed. Parents are required to fill out the proper form and to supply all medications in their original container. Medications must be labeled with the child's name, weight, and dosage amount. I suggest keeping a supply of fever reducer of your choice and Benadryl at daycare to be kept for emergencies.

Cleanliness

We take the well-being of your child very seriously and work hard to provide an environment that is as healthy as possible. We are committed to keeping our home and the children in it as clean as possible, to help minimize and/or prevent the spread of germs. Our home is kept clean and disinfected always. We thoroughly clean surfaces that children come in close contact with using soap and water, or Lysol, etc. Toys are cleaned and disinfected often, and water-play tables are cleaned and disinfected before being filled with water and carefully supervised when in use. Hand washing is the single most effective practice in preventing the spread of germs. We wash our hands many times throughout the day, as well as the children's hands before and/or after engaging in a thorough list of activities.

Owner washes their hands:

- Before beginning work
- Immediately before handling food or feeding children
- After using the toilet, helping a child use the toilet or after changing soiled clothing or diapers
- After coming into contact with any bodily fluid, such as a wet or soiled diaper, runny nose, spit or vomit
- After handling a pet or pet equipment
- Whenever hands are visibly dirty
- After cleaning a child, the room, toys, or bathroom
- Before applying ointment
- After work

Children wash their hands:

- At arrival each day
- Immediately before and after eating
- After using the toilet or having soiled clothing or diaper changed
- After using playdough or other substances
- After playing on the back yard
- Whenever hands are visibly dirty.

SAFETY

Clothing

Please dress your child in practical clothing that allows for freedom of movement and is appropriate for the weather. Your child will be involved in a variety of activities including painting, outdoor play, sand, weather, and other sensory activities.

One particular aspect of concern is the risk associated with children's clothing that may become entangled with climbing or sliding equipment that could lead to choking or other serious harm. All drawstrings from children's clothes should be removed as a precaution.

Extreme Weather and Outdoor Play

Outdoor play will not occur if the outside temperature is greater than 90°F or less than 20°F.

Injuries

Safety is a major concern in childcare and so daily safety inspections are completed inside and outside the center area in order to prevent injuries. First aid will be administered by a trained caregiver in the event that your child sustains a minor injury (e.g., scraped knee). You will receive an incident report outlining the incident and course of action taken. If the injury produces any type of swelling or needs medical attention, you will be contacted immediately. The Daycare is equipped with a first aid kit meeting state regulations.

Biting

Biting is a normal stage of development that is common among infants and toddlers-and sometimes even among preschoolers. It is something that most young children will try at least once.

When biting happens, our response will be to care for the and help the child that was bitten and to help the biter learn a more appropriate behavior. Our focus will not be on punishment for biting, but on effective behaviors that address the specific reason for biting.

Notes will be written to the family of the child who was bitten and the biter's family. We will work together with the families of each to keep them informed and to develop strategies for change.

Respectful Behavior

All children and families will be treated with respect and dignity. In return, we expect the same from all our families. We will not tolerate hostile or aggressive behavior. If this occurs, we reserve the right to ask you to control your behavior or to remove your children from our care.

Smoking

This is a non-smoking facility. Smoking is strictly prohibited on the premises, this includes but not limited to cigarettes, E- cigarettes, vapor, and smokeless tobacco. Please inform spouses or those on your pick-up list about the policy.

Prohibited Substances

The use of alcohol or illegal drugs is prohibited on the center's premises. Possession of illegal substances or unauthorized potentially toxic substances is prohibited.

Any adult who appears to be inebriated, intoxicated, or otherwise under the influence of mind- altering or polluting substances is required to leave the premises immediately.

Child Custody

Without a court document, both parents/guardians have equal rights to custody. We are legally bound to respect the wishes of the parent/guardian with legal custody bases on a certified copy of the most recent court order, active restraining order, or court-ordered visitation schedule. We will not accept the responsibility of deciding which parent/guardian has legal custody where there is no court documentation.

Suspected Child Abuse

We are required by law to report all observations of child abuse or neglect cases to the appropriate state authorities if we have reasonable cause to believe or suspect a child is suffering from abuse or neglect or is in danger of abuse or neglect, no matter where the abuse might have occurred. The child protective service agency will determine appropriate action and may conduct an investigation. It then becomes the role of the agency to determine if the report is substantiated and to work with the family to ensure the child's needs are met. Our center will cooperate fully with any investigation and will maintain confidentiality concerning any report of child abuse or neglect.

If at any time you feel your child may be suspect to abuse or Maltreatment and file a report of child abuse or neglect you should contact the NYS Office of Child of Family Services 1-800-342-3720 or directly 315-423-1202. To report Domestic Violence call 1-800-942-6906.

NYS Group Day Care Regulations are posted in the daycare entrance or can be found at ocfs.ny.gov/main/

EMERGENCIES

Fire Safety

The Fire Evacuation Drills are conducted monthly and posted on a NYS Daycare form that is posted in the daycare facility. The home daycare is fully equipped with smoke alarms, carbon monoxide detector, fire extinguishers in each room.

If at any time a fire does occur in the daycare facility the children will be directed to the 1st means of egress the front door (living room door) of the daycare facility to the front yard (Lawn) or the 2nd means of egress the kitchen to the back yard (Play area) We will quickly acquire the appropriate footwear and proceed to the Driveway and walk to first meeting place the tree at the back right corner of the yard.

Medical and Dental Emergency Procedures

Emergency information is kept on file at the facility. In case of illness or injury this information will be used to notify you, or the person designated by you, of your child's status. If your child is injured while at the daycare, first aid will be administered. If treatment by a doctor is necessary, we will make every effort to

contact you or the doctor you have chosen to treat your child. In all cases, an injury report is completed, and a copy is given to the parents as well as the Department of Social Services. Authorization for emergency treatment must be signed at the time of enrollment to ensure that in the event of an emergency, we can make sure your child receives the necessary emergency treatment he or she needs. **It is very important that all emergency contact information is kept up to date and correct. Please inform us immediately of any changes to keep your information current.** Parents are responsible for all costs involved in emergency medical treatment, including emergency transportation if required.

Note: In case of a serious accident or sudden illness requiring immediate medical attention, the following procedures will be followed.

- A phone call to 911 is made.
- Child's parents (or emergency contacts) are called.
- Child is separated from the other children and appropriately cared for.
- Parent, provider, or ambulance takes the child and health records to the doctor or hospital.

Evacuation Procedures

Heaven Little Helper Daycare has written policies and procedures for dealing with emergencies and natural disasters. Evacuation plans are posted in the facility. In the unlikely event, the children will be evacuated to an emergency location, and you will be notified by a phone call as soon as possible, and you will need to pick up your child immediately.

Our emergency location of choice is the Cheryl's house, in West Somerset Rd., Appleton, NY. A notice will be posted at the daycare with all information on the alternative sight.

DAYCARE POLICIES

The daycare policies not included in this handbook are reviewed yearly and updated as needed. They are available for review upon request to the provider.

REFERRALS

Referrals from a current client are one of the biggest compliments I can receive. As a special thank you, Heaven Little Helper Childcare offers families a free day of care for each referral that enrolls. Your free day will be deducted from your weekly fee after the referred child has attended for 3 weeks.

SPECIAL CIRCUMSTANCES

I do occasionally accept children for drop-in care if I have a space available on any given day. Therefore, if you tell me that you will not be bringing your child, there is a chance I will fill your spot for that day, and you could potentially lose your day if I do so. Therefore, I do require that you give me a minimum of 48 hours' notice if you change your mind and want/need to bring your child after all on your day. You are still responsible for paying all fees for your contracted days regardless of whether you come or not. I do not accept drop-ins for the purpose of earning a little extra income, rather I do it as a service to all of my parents, which may possibly include you if you would ever need/want daycare on an unscheduled day. Your 48-hour notice is not only put into place because I may schedule a drop-in on "your" day, but this will give me time to adjust my menus/activities accordingly.

Heaven Little Helper Daycare has taken all necessary precautions against harm relating to water hazards. The Daycare has installed an alarm system to help prevent any child from escaping the daycare and coming

in contact with water.

Heaven Little Helper Daycare has taken all necessary precautions against harm relating to Firearms. The Daycare has ensured that all firearms in the home are inaccessible to children and locked in a room away from any activity. All firearms have a lock on the trigger and at NO time will they be in view or reach of any child.

GENERAL

- Parents are required to notify me no later than an hour before the opening if their child will not be coming for the day.
- Inform provider of any special health needs and or problems that they child may have.
- Inform the provider of any illnesses and or contagious disease that the child may have that would affect the other children receiving care in the day care home.
- Pick up of child within 1 hour if he/she is sick (examples – a fever, throwing up, diarrhea, lice, unknown rash, runny nose/cough/flu symptoms)
- I have read and understand the rules and regulations for the immunization records, Health and wellness policies and will comply. I will also have read and understand all information about lead.
- Allow the provider to contact the child's physician if emergency medical care is needed for the child. Please note that a conscious effort will be made to locate the parents/guardians before any action is taken.
- Understand that the provider may not release the child if she feels this action is in the best interest of the child. For example: if a parent/guardian is intoxicated or there is a question of custody and or visitation rights. (Keep in mind if this is a concern, I may ask for legal documents be provided by the courts to keep on file in case of future confrontations).
- Parents are required to keep me informed of any change in addresses, telephone numbers, and other pertinent information.
- Parents are required to inform me if they are at any other location than what is listed on their Enrollment Record and to provide a telephone number for that place.
- Parents are urged to bring their "older" potty-trained children in clothing and shoes that the children can handle mostly on their own without getting very frustrated. Onesies or shirts that snap at the crotch, too-tight shoes the child cannot slip on themselves (I have no problems with tying the shoes!), and tight jeans with belts, buttons, and snaps that the children can't handle alone are not appropriate in a daycare situation. It has proven to be a source of frustration to all involved. Children take pride in being able to care for themselves.
- No smoking is allowed on premises.
- The Daycare home will have a fire drill at least once per month.
- Provider will promptly report to the proper authorities any sign of neglect or abuse of the children in care.
- Provider maintains an open-door policy for parents during daycare hours. Parents are required to let me know of their presence before entering the premises. Knock, then enter. Many times, I need to lock the front door for safety purposes.
- Parents are encouraged to call me at any time during the day or evening. Lots of times I will not be able to answer the phone as I am quite busy with the children - please leave a message and I'll call you back as soon as possible.
- The OCFS complaint line number 1-800-732-5207, and the Buffalo Regional Office number: 716-847-3828.