



9/1/2017

Kiddie Time Educational Child Care

Parent Handbook

KIDDIE TIME CORP.

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WELCOME TO
KIDDIE TIME EDUCATIONAL CHILD CARE CENTER

Thank you for selecting Kiddie Time and allowing us the opportunity to care, love, educate and nurture your child by laying a foundation that will enhance his/her now and forever!

1. PHILOSOPHY, MISSION AND VISION

1.1 PHILOSOPHY

Our philosophy is to give each child a loving, secure school filled with dedicated, well-trained teachers who provide the best in early childhood education and traditional character development.

Our Promise to the parents and the community is “Your child is very important to us”. Our goal is to provide the children in our care with the highest quality developmental and educational programs in a nurturing, safe, and supportive environment and to facilitate and enrich the childcare experience of our families. We are thankful for having the privilege of taking care of children and are committed to:

- Nurturing each child to be a life-long learner with a focus on character building.
- Providing a safe, stimulating and caring environment where children are given opportunities to develop holistically.
- Instilling positive family values and strong community ties
- Inculcating positive attitudes towards a healthy lifestyle

1.2 MISSION STATEMENT

Meet parent’s expectations by providing a caring and safe environment to every child with opportunities to develop learning and social skills through a holistic curriculum delivered by a talented, dedicated and compassionate staff

1.3 OUR VISION

Be the home-away-from-home where every child gets the best care and develops skills for life-long success

2 ENROLLMENT PROCEDURE AND NONDISCRIMINATION ACT

Kiddie Time requires all the families to fill out the enrollment paperwork before children can start the care.

Kiddie Time Childcare Center does not discriminate in providing services to children and their families on the basis of race, religion, cultural heritage, political beliefs, parental or marital status, sexual orientation, national origin or disabilities. Toilet training status is not an eligibility requirement for enrollment.

3 ARRIVAL AND DEPARTURE PROCEDURE

Parents are asked to bring their child/children to their classroom and to sign them in using the Bright Wheel app. Please assist your child/children in hanging up his /her coat and placing items in their cubbies. **For Infants, please send a quick message through Bright Wheels, letting us know last feeding, diaper and when they woke up. This helps us plan for their day.** Please be sure to check the brightwheels app daily as we send messages to parents to keep them informed. We believe communication with parents is very important and we want to keep our parents involved in school and their children’s daily activities. Parents have the right to visit and observe our center any time, without having to secure prior permission. You are welcome to volunteer in your child’s class.

4 LATE PICK-UP POLICY

It is very important for our staff and also for your child/children to be consistent and on time when picking up your child/children at the end of the day. Parents must pick their child/children up no later than their contracted pick up time, unless arrangements have been made with the Admin. Parents who arrive after this time will be charged late fees.

Late Fees Information: There will be a late charge of **\$1.00 for each minute** after scheduled pick up for that child. On the third offense, there will be an additional \$50 charge on top of the \$1.00 charge for each minute after scheduled pick up.

All late fees must be paid at the time of pick-up.

5 PHOTO-ID/PICK-UP

If someone other than the authorized pick up is picking up your child, Kiddie Time needs **written notice, message on Bright Wheels** or **phone call** from the child's caregiver. The staff person will also require photo identification from the adult picking up the child. Your children/child will not be released to any unauthorized person without written or telephoned instructions. No one under 16 years of age will be permitted to pick up a child. No child will be released to a person who is suspected of being under the influence of drugs or alcohol. If we do not know the person, we will check a driver's license and or other photo identification and confirm from parents before releasing the child.

Upon pick-up, valid I.D. will be required. Parents are expected to promptly notify the Center in writing of any change of name, address, phone number, place of employment, pediatrician or custody. Please notify the center ASAP if there are any changes in the authorized/emergency pick up list.

6 TRANSPORTATION PLAN

Children are dropped off and picked up by their parents, legal guardians or persons who have prior authorization from a child's parent or legal guardian. If a child is to be picked up or dropped off by another means of transportation not listed above, (ex. public school bus or private transportation company) then a written permission from the parent authorizing the release of their child/children needs to be given to our Center and placed in the child's/children's folder. Kiddie Time is not responsible for the transportation of children to and from the Center unless the Center provides transportation in the event of a field trip or emergency situation. Children will not be transported by a school bus on a field trip without a written authorization from the parent or legal guardian. In the event of an emergency (see contingency plans for emergency situations in section 19 'Emergency Evacuations' a child/children may have to be transported with/without a parent or legal guardian's consent by an ambulance. The Center will try its best to contact all families who are affected by this emergency.

7 A LITTLE BUSINESS (TUITION POLICY)

Kiddie Time will be open 52 weeks a year. There will be several program options between age group of Infant to school age to choose from. See our tuition schedule for further details on programs being offered. At the time of your registration, you will have the option to choose one of the programs that are presented on our current tuition schedule. Tuition fees are based on the age of your child and the number of days per week he/she will be attending.

Two weeks' notice is required if you choose to change to another program that is being offered or if you wish to

withdraw your child. For example, if at the time of your registration you choose a five day program and then later decide to change to a three day program, you will have to give the Center Director a written two weeks' notice of these intentions. **Families are able to add (not switch) days based on space availability.** Please see the current tuition schedule for more details on the cost of adding days. **There will be no adjustments for days missed because of illness, vacations, holidays or snow cancellations.**

Our Center is supported 100% by tuition. This means that we rely completely on parents paying their tuition in advance and on time. Tuition payments are scheduled either **bi-weekly or monthly basis.** All payments are due in advance on the first day (during drop-off) of your two week stay at the Center. When the payments fall on a holiday, it will be due the previous Friday. **There will be a \$5 per day charge for all late tuition payments.** There will be a \$25 charge for each returned check. All fees must be paid by the next morning. Please see tuition schedule for further details. **Since enrollment is limited and our expenses continue regardless of individual attendees, no refund will be made for absences.**

In addition to the registration fees, center also requires a 2-weeks Tuition Deposit during enrollment to secure the spot. Deposit is applied towards last 2 week's of enrollment.

7.1 REGISTRATION FEE POLICY

We follow the public-school calendar and all students (both new and continuing) are required to pay a \$100 non-refundable registration fee in September. This fee reserves a student's place in class and covers the administrative costs that includes state mandated annual paper work updates for the year.

Based on the month of enrollment registration fees is pro-rated on a quarterly basis.

- \$100 for students starting in September through November
- \$75 for students starting December through February
- \$50 for students starting March through May
- \$25 for students starting June through August

8 HOLIDAYS OBSERVED

Below is the list of Holidays that are observed, in addition it will be posted in the center.

- New Year's Day observed
- Martin Luther King Day
- President's Day
- Patriot's Day
- Memorial Day observed
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas
- Day after Christmas

9 FAMILY INVOLVEMENT

Kiddie Time partners with you, the family, to ensure your child's success in school and in life.

Family involvement, family satisfaction, and shared decision making about your child's experience are essential to the Kiddie Time 's program. We believe the center forms a caring and learning community in which families, staff, and children can interact and grow.

We actively work to support family life and create ways to involve families in our program. Family involvement is an all-purpose term that encompasses family partnership groups and committees, volunteering, family education, and special events. We believe the key to family involvement is giving families a variety of ways to be involved, if they are able, in the life of the center.

9.1 FAMILY TEACHER PARTNERSHIP

The family-teacher partnership at Kiddie Time Centers helps children build a positive attitude toward themselves, toward language, literacy, and all other areas of the curriculum. Together, we can provide a stronger program for your child to foster a lifelong love of learning. The best teacher and family partnerships are based on frequent opportunities to share information. You can strengthen your family's role as your child's first and most important teacher and share in learning by participating in activities at home as well as at the center.

The following are some of the many ways you can be involved:

1. The center's open-door policy welcomes and encourages you to call or visit at any time.
2. Family resources are available so that you can find books, articles, and other helpful materials on parenting, child development, health and nutrition, and general work/life and family topics.
3. You and your child can grow with us by visiting our website: <http://www.kiddietime.us/preschool-blog>; a resource for families; rich in information about early literacy, science, and getting your child "READY for SCHOOL."
4. A Family Partnership Group provides a forum to discuss center-wide activities and promote collaboration.
5. Parenting seminars, curriculum nights, special events, family breakfasts, potluck dinners, and family support group meetings may be held throughout the year.
6. An annual survey allows you to rate and comment on all aspects of the program.
7. Daily, weekly, and monthly formal and informal communication takes place through vehicles such as morning and afternoon greetings, daily and weekly journals, classroom bulletin boards, center calendars, posted planning forms, documentation of your child's learning, newsletters, and conferences.
8. We encourage you to share your ideas and concerns with center management and staff at any time.
9. You are invited to come into your child's classroom and may choose to share a special activity or project.
10. You are welcome to join your child for lunch any time you wish.
11. Subscribe to our free electronic newsletter, e.g. family news. Written by early education experts, family news provides parenting advice, strategies, tips, and resources.
12. **Parent/Teacher Conferences:** Parent/Teacher conferences are done every 3 months for Infants and children with special needs. For Toddlers and Preschooler Parent/Teacher conferences are done twice a year, November and March. Parents will get the opportunity to sign up for the conferences through the sign-up sheet kept on the class family notice board.

10 PRIMARY CAREGIVING

At Kiddie Time we believe in the practice of primary care giving. Each child at a Kiddie Time Educational Child Care Center is assigned a teacher as the primary caregiver who assumes special responsibility for that child and for communication with his or her parents/guardians, especially during conferences.

Primary care giving strengthens the link between families, children, and teachers. By assigning a primary caregiver to your child, we are encouraging you to establish a relationship with a particular staff member who will be especially focused on your child's needs and development as well as your concerns. At the same time, education is a team responsibility; all teachers on your child's team will interact with and provide learning experiences for every child in that classroom.

11 FAMILY COMMUNICATION

We are committed to creating a strong home and center connection by developing a process of open, honest communication with you regarding your child’s development and experience at the center. This includes a continual exchange of information between you and the center staff and management.

11.1 TECHNOLOGY ENABLED PARENT/ PROVIDER CONNECTION

Kiddie Time will provide a mobile app based approach, so parents can feel connected and part of the day of their children. App will be used to inform parents on daily activities, notifications, announcements etc. It is important that everyone who cares for children has a sense of his or her daily experience, both at home and in the center. To achieve that goal we use mobile app to communicate with parents and provide them Real-time feed of activities throughout the day. We send activity photos as your child’s day unfold with snapshots delivered to your mobile device.

To make sure parents can provide feedback or reach out to teacher anytime during the day, teachers will have access to Kiddie Time approved devices on which they can receive the message through the app. Our app also allows parents to invite grandparents, nannies, and friends – with control over what they can do and see on the app and contribute to your child’s development.

Mobile Apps: Parents can download the free Bright wheel app to stay connected and get updates. KTEC will differentiate itself by reducing papers and focusing on technology to update parents on kids daily status such as food, diapers changes, play etc.) Bright wheel app to manage communications

- Receive photos videos, notes by email
- Download or share photos and videos of your children
- Receive emergency alerts by text message
- View your children’s portfolio using our mobile application
- Mark your child out sick or on vacation using our mobile application

11.2 PERSONALIZED PORTFOLIOS

Personalized portfolios of kids with pictures and updates on what they are working on are sent home at the end of their enrollment. Portfolios can be reviewed anytime by the parents and at every conference. Portfolios will give parents a sense of child’s development and keeps them informed about his or her experiences.

11.3 CURRICULUM UPDATES

Teachers send out bi-weekly curriculum to parents to help keep them informed about the upcoming curriculum.

11.4 MONTHLY NEWSLETTER FROM DIRECTOR

Director of the center will sent out a monthly newsletter on the first week of every month that will include center updates, upcoming events, classroom news etc.

11.5 MAILBOXES AND NOTICE BOARDS

- Correspondents: When center management or teachers have information to share with all families, this information could be left in a cubbie for you, e-mailed to you via the center or classroom distribution list. Check with your center to find out where your mailbox is and please make sure to check it daily.

- Notice Boards: Bulletin boards may be located throughout the center (in the foyer, hallways, and classroom entrances) to communicate news, daily events, staff notes, holiday closing dates, center visitors, etc.

12 CONFIDENTIALITY OF RECORDS

The records of children enrolled will only be released to parents or with written expressed permission of the parents. Identification will be checked and verified in the child's enrollment papers before records of any kind are released. Children's files are only accessible by EEC or approved center management.

13 SUSPENSION, TERMINATION AND CHILD GUIDANCE PLAN

It is our hope that students will, with simple redirection, make good choices in the classroom and on the playground. We encourage students to play in a developmentally-appropriate manner, to share and to learn self-control.

13.1 CHILD GUIDANCE PLAN

Kiddie Time will provide positive child guidance. This means we intervene before a problem occurs, practice redirection, and positive reinforcement of acceptable behavior. Redirection includes the teacher guiding the student toward another activity or action and away from the inappropriate activity. Positive Reinforcement is used when students are rewarded for an appropriate action with verbal praise or hug. Food should never be used as a reward for good behavior.

13.2 CHILD SUSPENSION/ TERMINATION

Program's goal is not to terminate, but to work closely with parents/guardians for the child's best outcome, but unfortunately, there are times when a student must be suspended or expelled from our program. Students may be suspended or expelled due to unmanageable behavior, endangering the safety of other students or staff, a parent's refusal to sign and follow through on a Child's Behavior Guidance Plan, a parent's failure to maintain proper contact information, violation of childcare licensing regulations, serious inappropriate parent behavior (including vulgarity, intimidation, bullying and sexual or other harassment) and delinquent accounts. There are no discounts or credits given due to a student's suspension or expulsion; Parent/guardian will be given a written letter of termination detailing the reasons.

14 SOCIAL SERVICE REFERRAL PLAN

If it seems appropriate to make a referral for a specialist or other agency, we will assist parents in finding such help. A current list of referral agencies and personnel are available upon request from the Director. If a referral is made for a child for social, mental health, or medical evaluations, a parent's written consent for these services is required. The parent will be informed in writing of the nature and duration of the evaluations or services as well as of when, where, and by whom the services will be provided. Referral agency can be Thomm, ECC or any other agencies. A copy of the signed and dated parental authorization will be maintained in your child's record. In the event that a child has special needs or is displaying behaviors that are of concern to the teacher such as aggression or withdrawal, the teacher will bring the problem to the attention of the director. This will be recorded and documented and placed in the child's file. The director will then make observations of the child and discuss with the parent's. This too, will be documented and placed in the child's file. If the behavior persists, the parents will be called in for a conference which will be documented and placed in the child's file. The parents will be informed of their rights under chapter 766 and given the appropriate phone numbers. A letter describing the reasons for the

initial meeting will be sent to the parents and a follow-up conference will be scheduled. The director has the overall responsibility for the implementation of the referral plan. The director and the teacher are responsible for documenting the referral plan for the child's file. We also offer referrals for dental, vision and hearing screening.

15 STAFFING

Our teachers and staff are held to the highest standards when selected as employees to care for your child. An extensive background check process is used for confirming professional references and criminal background screenings. Each staff member meets or exceeds the qualifications set by MA EEC Department. They also complete a full orientation and training process before starting in the class.

We also provide seminars and workshops to all staff of Kiddie Time Corp. We have daily, weekly and monthly meetings with staff to assure a positive and appropriate communication flow of information among fellow staff members and the center administration. All staff meetings are conducted under the guidelines set forth in 606 CMR 7.04(17)(k)

This Center adheres to the policies set forth by the Department of Early Education and Care (EEC) as stated in 606 CMR 14.00: "Criminal Offender and Other Background Record Checks". This policy states that each employee, volunteer or intern (staff) needs to complete a BRC before an offer of employment is confirmed. The BRC will consist of a Criminal Offender Record Information (CORI) background check, SORI, Department of Children & Families (DCF) background check and fingerprinting.

All current staff will go through this BRC process at least every two years of employment or any time the Center receives information that may indicate that a new Background Record Check review is appropriate (for example, notification that a staff member has been arrested or has been named as a person responsible for abuse or neglect of a child). Our Center will have A BRC reviewer that has been approved by EEC to receive, review or discuss the BRC results of potential and current staff members. EEC will be notified when an approved reviewer is no longer employed by our Center. Each BRC reviewer at our Center will need to be reviewed and approved by EEC before he or she will have the authorization to perform the responsibilities that this title holds.

BRC's are completed for our program's Licensee and Reviewers at each license renewal and for every staff member, regular volunteer and intern who has potential for unsupervised contact with children at least every two years. If a candidate for hire receives an adverse BRC finding, a Discretionary Review Process will take place under the provisions of EEC's BRC Regulations 606 CMR 14.00 (Criminal Offender and Other Background Record Checks) before this candidate can be hired. It is strictly the decision of management whether or not to hire a candidate or continue to employ an individual with adverse findings on either CORI, SORI, Fingerprints or DCF background record checks. However, the EEC BRC unit will be notified in all cases of the decision of whether or not the individual will continue employment or the candidate was approved for hire.

16 BEHAVIOR MANAGEMENT POLICY

KiddieTime Educational Child Care and our staff provide a consistent, nurturing and supportive atmosphere for all the children we care for. We base all behavior management on development levels and safety concerns. Our behavior management policies provide positive and consistent guidance to children based on their individual needs and development. Our basic behavior management techniques include, but are not limited to: Redirection-giving children suggestions or directions in a positive manner on what the right way to behave would be. Giving children choices, allow them to feel in control. Being specific about setting limits, establishing rules of the classroom and focusing on the positive behavior will contribute to the overall success of your child.

Verbal communication will be used at all times. The following practices are strictly prohibited:

- Corporal punishment shall not be used, including spanking.
- No child shall be subjected to cruel or severe punishment such as humiliation, verbal or physical abuse, neglect, or abusive treatment including any type of physical hitting inflicted in any manner upon the body, shaking, threats, or derogatory remarks.
- No child shall be deprived of outdoor time, meals or snacks. No child will be force fed or otherwise making them eat against their will, or in any way using food as a consequence.
- No child shall be punished for soiling, wetting, or not using the toilet. No child will be forced to remain in soiled clothing or to remain on the toilet, or using any other unusual or excessive practices for toileting.
- No child will be confined to a swing, high chair, crib, playpen or any other piece of equipment for an extended period of time in lieu of supervision.
- No child will be subjected to excessive time-out. Time-out may not exceed one minute for each year of the child's age and must take place within an educator's view.
- We believe that the behavior management plan at Kiddie Time is a positive and consistent experience for children that will allow them to gain control, experience and understanding for now and also in their future. Where appropriate and feasible, children shall participate in the establishment for such rules, policies and procedures.

17 HEALTH CARE POLICY

The following emergency numbers are listed at each phone:

FIRE AND AMBULANCE: (508) 485-2323 or 911

POLICE: (508) 485-1212 or 911

POISON CONTROL CENTER: (800) 682-9211

HOSPITALS:

METRO WEST MEDICAL: (508)383-1000

MARLBORO HOSPITAL: (508)485-1121

HEALTH CARE CONSULTANT Keith Banks, RN – 508-461-7723

17.1 HEALTH CARE POLICY DESCRIPTIONS FOR COMMON CONDITIONS

FEVER: A child with a fever of (100+) should be kept home until the fever has been normal for 24 hours. If a fever develops at school, parents are expected to take the child home as soon as possible. Fevers in young children can increase very fast.

VOMITING: A child who is vomiting will be sent home. The child should not return to school until the child has been vomit free for 24 hours.

DIARRHEA: A child with diarrhea should be kept home or will be sent home. The child should not return to school until he/she is diarrhea free for 24 hours.

RUNNY NOSES: Generally, a clear discharge is okay. A thick yellow or greenish discharge is a sign of a more serious infection that is possibly contagious. The teachers may use their discretion in sending a child home with a runny nose.

ANTIBIOTICS: A child taking antibiotics for a contagious condition such as strep throat should be kept home. The child may return to school after he/she has been on antibiotics for at least 24 hours. A child on antibiotics for a non-contagious condition may return to school as soon as the child feels well enough.

RASHES: A child with a communicable rash should be kept home until the rash has subsided.

CONTAGIOUS DISEASES: If your child is exposed to or contracts a contagious disease, you need to report this to the Director so that other parents can be alerted. Contagious diseases tend to have incubation periods during which time a child who has been exposed is likely to come down with the disease. For example, the incubation period for chicken pox is about 10 to 14 days. Children who contract a contagious disease must stay home until all danger of contagion has passed. Parents may be asked for a note from the child's doctor or nurse indicating the same.

IMPETIGO & CONJUNCTIVITIS: These are quite contagious diseases. Impetigo is a bacterial infection commonly around the nose and mouth and often seems like a sore that won't heal. Conjunctivitis is reddened eyes with a yellowish discharge. Consult a physician for treatment of both conditions. A child may return to school when the treatment has made an improvement, or after being treated with an antibiotic for 24 hours.

HEAD LICE: This occurs in schools and child care centers. Head lice spreads rapidly and the Director should be notified immediately so that all children can be checked. If a child is found to have a case of head lice they will be sent home. A notice will be posted and placed in the children's cubbies and parents will be asked to watch for signs such as frequently scratching their heads. Infected children can return to school when lice and nits are no longer in their hair. To rid a child's hair of lice, parents should shampoo with A200, Rid or Kwell. Pillows, sheets, hoods, hats, etc. should be washed in 120* water or isolated from human contact in plastic bags for one month.

INFANT SLEEP SAFETY: In order to follow SIDS risk reduction practices, all children 12 months of age or younger are placed on their backs for sleeping, unless the child's health care professional orders otherwise in writing. Blankets, soft toys, and a binky with an animal attached are not allowed to ensure safety. Infants cannot be swaddled, and will not be allowed to sleep in swings, bouncy chairs or car seats.

17.2 DENTAL CARE

Kiddie Time Educators will assist children with brushing their teeth once a day. Children are provided toothbrushes. Children will receive new toothbrushes every three months of use, or after they are sick. Toothbrushes are labeled with each child's name and date they received the brush. Parents are notified upon enrollment.

Infant Method: For infants, educators will wipe-out the inside of baby's mouth with a clean damp cloth after feeding.

Dental Emergency – Parent will be notified immediately and tooth will be stored in milk. Parent will transport child to child's pediatric dentist for further evaluation. Educator will fill out Injury/Illness Report for parent.

17.3 INFECTION CONTROL PROCEDURE

To prevent the spread of infection, the following steps will be taken:

- All newly hired employees are trained on managing infectious disease per the guidelines set forth in 606 CMR 7.11 by the director and or fellow employees.
- Liquid antibacterial soap will be provided for hand washing (staff and children).
- The use of friction will be stressed in hand washing.

- Children and staff will wash their hands after using the bathroom and before every snack and/or meal
- Before and after water play
- After coming in contact with bodily fluids or discharges including sneezing and coughing
- Handling caged animals or their equipment.
- Staff will use an EPA approved disinfectant (appropriate bleach/water solution) when cleaning counters, tables, toys, and garbage cans.
- Educators will also wash their hands before and after administration of medication

If a child has a contagious disease such as chicken pox, etc. all parents of that child's classroom will be notified via email. Staying healthy is an important issue for our staff and children here, so it will be important for children to be kept at home under the following circumstances:

- Fever
- Unknown or contagious rash
- Diarrhea
- Contagious disease (i.e. chicken pox, strep throat, conjunctivitis, ect.)
- Severe cough or ear infection
- Vomiting

If a child is kept at home or needs to be picked up at the center due to illness, the child needs to remain out of the center for at least 24 hours. The child may not return before the 24 hour period unless a doctor's note is given to the director, stating that the child does not have a contagious disease and is able to take part in our program.

Items cleaned/disinfected after each use:

- Toilet training chairs.
- Diapering surfaces.
- Toys mouthed by infants and toddlers.
- Mops used for cleaning body fluids.
- Bibs.
- Thermometers.

Items cleaned/disinfected at least daily:

- Toilets and toilet seats.
- Diaper pails, including lids.
- Sinks and faucets.
- Drinking faucets.
- Water table and equipment.
- Play table.
- Smooth surfaces, non-porous floor.
- Mops used for cleaning.
- Cloth, washcloths and towels.
- Sippy cups.
- Cribs, cots, mats.
- Sheets, blankets.
- Machine washable fabric toys.

- Toothbrushes.

17.4 MILDLY ILL CHILDREN

If your child displays the following symptoms, you will be contacted and asked to pick your child up as soon as possible:

- Temperature of more than 100* degrees.
- Vomiting
- Cases of diarrhea will be evaluated by educators and the Director based upon each child's physical condition
- Discomfort or pain which cannot be eased
- Outbreak of a contagious disease: chicken pox, impetigo, conjunctivitis, scabies or ringworm.
- The child will rest with the Director until the parent picks the child up. If the child's parents cannot be reached, we will contact the "back up" person on the list that has permission to pick up the child from the center.

17.5 INJURIES AT SCHOOL

- All injuries will be evaluated and treated by the attending educator. Injuries will be documented on an incident/accident form. Parent(s) are to sign this form for our files and take a copy home. This system keeps both the parent(s) and educators aware of occurrences which may affect the child's wellbeing. If medical treatment is needed The Department of Early Education will be notified and necessary paperwork will be submitted.
- The incident/accident form is documented in the Injury Log which is kept in the Director's office.

17.6 FIRST AID AND EMERGENCY PROCEDURES

- **Pediatric First Aid / CPR:** All educators are certified in Pediatric first aid and Infant/Child CPR.
- Each classroom contains a first aid kit full of appropriate first aid supplies. Educators are required to keep the kits stocked and up-to-date.
- There is also a First Aid Kit in the emergency bag that is taken outside with the educator.
- **Emergency Procedures:** In case of an injury that requires more than basic first aid, the parent/guardian will be contacted and informed of the problem. An example of such an instance is a cut that looks like it needs stitches. If the parent of the child cannot be reached, then the emergency contact person will be notified. If immediate attention is required, the child will be taken to the nearest hospital. The child's parent(s) will be contacted immediately and asked to meet the ambulance at the hospital. The Director will go with the child in the ambulance.

18 EMERGENCY EVACUATION

CONTINGENCY PLANS FOR EMERGENCY SITUATIONS

Kiddie Time Child Care is part of the City of Marlboro's Comprehensive Emergency Plan. In the case of any emergency situation (ex: fire, natural disaster, loss of power, loss of heat and loss of water) where the Center needs to be closed, the City of Marlboro's emergency manager will be contacted and buses will be sent to transport all children and staff to a designated shelter provided by the City of Marlboro. Children will evacuate the center under staff supervision and by approved fire and safety exit routes. The director will be responsible for making sure that all the children have safely left the center by reviewing the individual classroom roster sign-in sheets. All children's parents, legal guardians or authorized persons will then be contacted and instructed where to come pick up their child/children. In the event, that the center is unable to operate, it will be closed until further

notice. There are no refunds for emergency closings.

18.1 INCLEMENT WEATHER POLICY:

We are closed on Marlborough Public School Snow Days. These are announced on the major Boston area radio and television stations as well as posted on their websites. Emails will be sent out to communicate to all parents, information will be sent out from Admin.

If Marlborough Public Schools delay opening, Kiddie Time Center will also delay opening by the equivalent time. Our hours of operation are 7:00 AM to 6:00PM; therefore, if MPS delays opening one hour, Kiddie Time will open at 8:00 AM.

In the event the Marlborough Public Schools close early due to inclement weather, Kiddie Time Center will not necessarily close early. If Kiddie Time administration determines it is necessary to close early, parents will be notified at drop off, if possible, or by telephone and/or email later in the day. We will give parents as much lead time as possible. We recommend parents always have a backup plan for your child's pick up in the event you cannot make it to your child's program on time.

18.2 EVACUATION/FIRE DRILLS

Evacuation drills will be conducted every month at varied times during the school day. The date, time, # of children, route, and effectiveness of each drill are recorded in the Evacuation Drill Log, which is located in the Director's office.

Evacuation Drill Procedure:

The fire drill and evacuation procedure is explained at the beginning of each school year to enable all children to become familiar with it. During an actual fire drill, the children line up and exit through the exterior classroom doors. Evacuation drills should be practiced through alternate exit doors. The teacher leads his/her class out to their position next to the fence, away from the building and access for emergency vehicles. The assistant teacher closes the interior door to the hallways, shuts off the lights, checks to be sure that all children are out of the class, takes the classroom child roster schedule and closes the door to the playground. The director is the last to leave the building after checking to be sure that there is no one left inside. All children are counted as they leave the building and once again on the playground. Infants will be held by staff and carried to the same location, according to the same rules and regulations. A designated crib will be used to place all the infants in and evacuate the building via the infant room door. The director and owner will both be responsible for assuring that evacuation drills are held at different times of the program day and are practiced with all groups of children and staff on a monthly basis. They will also maintain documentation of the date, time and effectiveness of each drill. Per the regulations set forth in 606CMR 7:00, this center is in compliance with all applicable building codes.

19 MEDICATION ADMINISTRATION/ SUNSCREEN

The E.E.C. regulations prohibit us from administering any non-prescription medications without a physician's authorization.

- Please stop at the front desk and give your child's medication to the receptionist or director.
- Prescription Medications are administered based on the schedule given by the doctor. Non-Prescription Medications are typically given at 12 Noon and 4 p.m. only, with a 30-minute window either side of the time due, based on each school's schedule. Kiddie Time administrators and Lead Teachers are responsible for administering all medication at the center.
- All medications must be in their original fully labeled container. (With the student's first and last name,
- All non-emergency medications both refrigerated and non-refrigerated is stored in the locked director's

office. Emergency medications are stored in the child's classroom out of reach from children but with easy access for staff members.

- No medications (including diaper cream or infant gas drops) will be given without a dated, signed permission form from the parent. "Medication Consent Form" 606 CMR 7.11 (2)(b) are available in the front lobby area at each center. These forms must be completed weekly except the Diaper cream consent which can be completed yearly.
- Limited over the counter medications may be given, if necessary, twice daily or as directed by the parents in the Medication Consent Form. The dosage must match the medication label for the age of the child. Kiddie Time does not have the ability to weigh a child and, therefore, cannot dispense a dosage based on the weight of the child. Instructions for dosage must include a specific amount based on the individual prescription written by a doctor or the child's age on an over-the-counter medication. Any change to label directions requires a doctor's note.
- Left over medication will be stored and returned to the family.
- Sunscreen: If needed for the morning outdoor time, parents should apply sunscreen at home. Teachers may apply sunscreen prior to the afternoon playground time. A Sunscreen administration form must be completed and left with the sunscreen at the front desk. We ask you to please leave a bottle labeled with your child's name at the Center so that we can re-apply suntan lotion during the day if needed. Please see the director for the necessary paper work that needs to be signed by parent/legal guardian in order for the staff to apply suntan lotion to your child
- Any child with a chronic medical condition (ie: allergy requiring emergency medication, asthma, diabetes, febrile seizures, etc...) must have an IHCP (Individualized Health Care Plan) on file. The plan must contain the following: name of condition, symptoms, treatment necessary, potential side effects of treatment, consequences if treatment is not provided and the doctor's authorization that the parent or program's health care consultant can train staff on the child's specific medical needs. The Dr. and parent both need to sign and date the plan.

20 ADMISSIONS OF CHILDREN WITH SPECIAL NEEDS

In determining whether to accept a child with special needs into the program, the Director, after having met with the family, and having obtained parental consent, will initially contact and request information from the Special Education Administrator of your local Public School, the Early Intervention Program, and other health or service agencies. Based on the available information the Director will, with the parent(s) input, identify in writing the specific accommodations, if any, required to meet the needs of the child at the center. These may include:

- Any changes or modification in the child's participation in scheduled program activities
- The size of the group to which the child may be assigned and the appropriate staff/child ratio
- Any special equipment, materials, ramps or aids that may be required
- The following factors will be considered in determining if the required accommodations for the care of a special needs child at Kiddie Time are reasonable or not:
 - First and foremost, that the needs of the child are met
 - The nature and cost of the accommodations
 - The ability to secure funding or services from other sources
 - The number of employees at the school
- If the Director determines that Kiddie Time is able to facilitate the required accommodations for the acceptance of a child with special needs into the program, she will obtain the parent(s) permission to participate in the development and review of the child's progress plan with the appropriate service

agencies. The child's teacher will

- Serve as the center's liaison to the appropriate service providers. She will be responsible for coordinating the child's care in the program, and for maintaining communication with other staff members, the child's parent(s) and with the service agency.
- If the Director determines that the required accommodations for the care of a special needs child in the program would cause an undue burden to the center, she will notify the parent(s) of this decision in writing within thirty days of having received the authorized information from the service agency. A copy of this notification will be kept on file in the Office.
- The parent(s) will also be informed in writing of their right to contact the Department of Early Education and Care to determine if Kiddie Time has complied with state regulations regarding the admission of children with special needs.

21 REPORT OF CHILD ABUSE

If child abuse is suspected, the teacher reports it to the director who then reports it to the Child At Risk Hot line, 1(800) 792-5200 and the Department of Children and Families (DCF) and the Department of E.E.C. Child abuse forms are kept in the office as well as information on signs to watch for if abuse is suspected. All teachers and staff understand that it is mandated by law that they report any child abuse. Staff orientation and meetings will assist teachers in recognizing signs of suspected abuse or neglect. This will also hold true to allegations of abuse/neglect by staff members. The Center's procedure for identifying and reporting suspected child abuse and neglect also includes that an allegedly abusive or neglectful staff member will not work directly with children until the Department of Children and Families investigation is completed and for such further time as the E.E.C. requires. EEC will investigate all allegations against licensed providers of non-compliance with licensing standards. Staff has the right to call DCF themselves and not necessarily wait for the Director to do it.

22 TOILETING AND DIAPERING PROCEDURES

TOILETING PROCEDURES

Children may use the toilet, one child at a time in each stall, under supervision by an adult, any time during the school hours. Children and educators will be required to wash their hands after using the toilet. When children and educators are outside, a child must ask permission to use the toilet and an educator must go in the building with the child. Children will be encouraged to take care of their own toileting needs with the exception of difficult zippers, buttons, and snaps, if the child asks for help outside of the toilet area.

Children are never shamed or punished for soiling, wetting or not using the toilet. An educator will console the child and help change clothing, if needed. Soiled clothing will be placed in a sealed plastic bag and labeled with the child's name.

Children do not have to be toilet trained to enroll in the program.

DIAPERING PROCEDURES

1. Diapers will be changed regularly when soiled or wet about every 2-1/2 hours or as needed.
2. Children shall be washed with disposable diaper wipes during each diaper change.
3. Children's hands shall be washed thoroughly with diaper wipes after the child has been changed. Educators shall wear disposable gloves and wash their hands thoroughly with soap and running water after changing each child. Individual paper towels shall be used to dry hands. Children 9 months and above should have their hands washed with soap and water.

4. The changing table shall be used for no other purpose. One hand on the child at all times during diapering.
5. The changing surface shall be smooth, intact, and impervious to water and easily cleaned.
6. The changing surface shall be washed and disinfected using an EPA approved solution after each use.
7. Clothing or cloth diapers soiled by feces, urine, vomit, or blood shall be put in sealed plastic bags and stored apart from other items. The soiled disposable diaper must be placed in a sealed plastic bag and disposed of in a water-proof container with tight-fitting cover and a disposable plastic liner.
8. Parent(s) are required to supply the center with extra clothing (labeled) and a supply of extra diapers for their child(ren).

POTTY TRAINING

Kiddie Time staff will work with each child's parent(s) to develop a potty training routine for their child. We will try to make this routine as similar to the child's potty training routine at home. Understanding every child has different toilet training needs, the decision to begin toilet training must be mutual between you, your child, and the educators.

23 TOYS

Please do not send in toys or other items from home unless otherwise instructed. We have enough toys and supplies for all and do not want something sentimental or special from home to be broken or lost. We are not responsible for any lost items at our Center. However, we welcome a soft snuggly toy for the quiet time.

24 CLOTHING

Please have all children's clothing labeled with their names. Be sure to dress them appropriately for the weather. We play outside in all types of weather. Please make sure your child has appropriate and safe shoes while he/she is at the Center. It will be necessary for all age-groups to have two changes of clothing to keep at the Center for emergency purposes. We are not responsible for any lost items at our Center.

25 TRANSITIONS

When a child is developmentally ready and/or age appropriate to move up to an older group, educators will talk with the parents about the new placement. The director is responsible for the transition process of children. The director will meet with classroom teachers to discuss a transition plan for each child in order to achieve a positive transition in a manner consistent with the child's ability to understand.

The teachers will arrange a meeting with the parents and introduce them to the educators of their child's new classroom. The transition process involves a series of visits of increasing length until the child visits their new classroom for the entire day. Upon completion of this transition process, the child will permanently move to his/her new classroom.

26 ENRICHMENT PROGRAMS

In order to provide families with the highest quality childcare experience, we may offer additional enrichment programs that are available to families who are enrolled in our center. Some of these programs are sponsored by the center at no additional cost to the families and some of them are provided by outside vendors who may charge for their services. Enrichment programs may be added or deleted at any time. Kiddie Time will do every effort to ensure safety of kids, and teachers will stay with the children all the time during the enrichment program.

Parent/guardians, who choose to register their child/children in an enrichment program/programs at our Center, agree to the following statement:

I understand and accept the conditions that Kiddie Time and its staff may or may not be involved in the operation or supervision of the enrichment program/programs that I have chosen for my child/children to participate in. Therefore, Kiddie ime cannot be held responsible for any accidents, medical or dental expenses incurred as a result of my child’s participation in any enrichment programs that are being provided by an outside vendor. The outside vendor who is providing this program and its employees are solely responsible for the operation and supervision of this program. I state that my child is in good health and is up to date on all necessary immunizations as determined by the state health department and required by a physician in the past year and able to participate in physical activities. In the event of injury or illness, Kiddie Time has my permission to submit my child to appropriate treatment.

27 FAMILY SERVICES

27.1 MEALS AND SNACKS

At Kiddie Time, we provide a healthy snacks program for our families. This program includes morning snack and an afternoon snack. Our menu includes fresh or frozen fruits and vegetables and high quality protein sources. We also offer a vegetarian option on days when meat is to be served. Milk and water is provided with each snack.

Snack menus will be posted near or around the kitchen facilities. It is the responsibility of the parent/legal guardian to inform the Center if your child/children have any food allergies that prevent them from eating the food choices that are being offered at the center.

Due to food allergies, food that is brought into the Center by families, can only be served to their own child/children. We also ask parents to please not bring in any foods that contain peanuts items. Please label items if containing other nuts or different types of butter to be sure the staff know what they are servicing to the child. No food brought into the Center from a family can be offered to the other children in the Center. If there are any questions, please see the directors for more information on the food program. Literature with suggestions for nutritious foods for your child can be obtained from the directors. Staff members receive basic training in the USDA requirements which includes resources and information about the importance of good nutrition, food safety and the importance of physical activity among children.

We often hear, “My child won’t eat vegetables.” or “My child doesn’t like sauce on his pasta.” Parents are constantly surprised at the variety of foods that their children will eat at school that they won’t even try at home. Often this is due to “positive peer pressure.” It might not happen the first time, or even the second time, but children will eventually eat foods that they see their friends enjoying.

We welcome birthday celebration, please check in with the child’s teacher before bringing any edible items.

**Due to the extreme nature of allergic reactions to peanuts, we do not serve any peanut-containing products at Kiddie Time. This applies to foods brought in from home as well, (e.g. birthday treats). If you have questions please reach out to the director.*

27.2 DIAPER SERVICE PROGRAM

One of the special features for families is our “Diaper Service.” For an incredibly affordable price, we provide unlimited high quality diapers and wipes for when your child is with us. Parents love the convenience of not having to constantly provide these to us and of not having to run out and buy them amidst their busy schedules.

We provide “Luvs” brand diapers in sizes 1-6, and “Baby Touch” wipes. Luvs diapers are very highly reviewed and the Baby Touch wipes are latex free, hypoallergenic, alcohol free, and contain aloe-vera. For families with children over the age of one, the cost is just \$30/month for full time schedules, and it is pro-rated for families with part

time schedules.

27.3 FAMILY EVENTS

Throughout the year, Kiddie Time hosts several family events at each of our locations. These events provide an opportunity to socialize and they create a sense of community among our families. These events may include:

- New Year's Celebration
- Valentine's Day Party
- St. Patrick's Day Parade
- Mother's Day Tea Party
- Father's Day Luncheon
- Preschool Graduation and Barbecue
- Summer Block Party
- Welcome Autumn Party
- Halloween Costume Parade
- Thanksgiving Sharing Snack

28 IMMERSION PROGRAMS: LANGUAGE/ MUSIC/ SPORTS

Kiddie Time encourages children to take advantage of one of the several immersion programs provided.

Kiddie Time will differentiate its services by providing educational child care to all children that would include special immersion classes such as dance classes, sports classes (soccer, mini basketball), music classes, swimming lessons, academic immersion for appropriate ages and as requested by parents.

- **Music Immersions:** Monthly music immersion program that may include instruments.
- **Sports Immersion:**
- **Arts Immersion**
- **Field Trips for preschool and school age students.**

Parents can also sign kids up for optional fee-based ballet, karate, soccer and gymnastics classes that kids participate in during the week while still in care. The instructor comes to the facility rather than the other way around.

29 SUMMER PROGRAM: COOLEST SUMMEREVER!

Each summer, we will choose four bi-weekly themes for the children to enjoy all summer. The last two weeks of summer will be based on a famous children's author and used to prep for back to school and graduation. Some examples are, The Wild, Wild West, On the Beach, and Out of this World are examples of these themes. Activities are planned for our Toddlers, Pre-K, K-Prep and School Age classes, including:

- On-site activities are centered on themes such as Hawaiian Luau, Under the Sea, A Salute to America, Let's Go Fishing, Fun at the Circus, I Love Bugs, and Gardening.
- Activities may include terrific water play events, lots of arts & crafts and much more.
- Children get to participate in fun Field Trips such as Zoo visit, museums, water parks etc.
- Children love the on-site events designed specifically for them!

Your infant or toddler will need the following available in the classroom at all times: All Labeled

- 2-3 complete sets of extra clothes (weather appropriate)
- Sheet and a blanket for children over the age of 1-year-old.
- Diapers and diaper cream with signed permission form on file, renewed on an yearly basis.
- Hat, mittens, warm jacket, boots snow pants (during the winter months)
- Hat , light jacket, sunscreen (during the Spring, Summer & Fall)

We Are Here For You

At Kiddie Time, we have truly "Raised the Bar" in early childhood education. We are committed to making your child's educational experience the best it can be. We look forward to welcoming your family to our family!

The material in this handbook reflects the policies and procedures of the KiddieTime Educational Child Care (KTEC). Please read all the material, check the following important items, sign your name, and return this form to the Director.

_____ 1. Tuition payments are due before care on the respective due date. A late fee of \$5.00 per day will be charged for all tuition payments received after the due date. If payment is not received after the first week, there is an additional late fee of \$25, and your child will not be allowed to return to school until payment is received.

_____ 2. Center requires a 2-week Tuition Deposit during enrollment to secure the spot. The director is to be notified in writing 2-week prior to withdrawing a child. Deposit is applied towards last two weeks of tuition.

_____ 3. There is NO reduction in tuition for absences, vacations, or holidays.

_____ 4. Parent(s) must escort children into their classroom and sign in upon arrival and sign out when picking up. Only persons on the authorized list may pick up children.

_____ 5. Parent(s) need to inform KTEC of a change in address, phone number, employment, emergency information or of a change in the family situation as they occur.

_____ 6. Children with the following symptoms must be kept home: fever (100 +), vomiting, diarrhea, conjunctivitis and other contagious diseases. To return to school, they must be symptom free or treated with an antibiotic for 24 hours. Children too sick to play outside needs to be kept at home.

_____ 7. All children need a complete change of clothing, labeled with the child's name on each item. In some cases, two or more sets of clothing are requested.

_____ 8. Parent(s) are expected to pick up your child by the contracted pick up time. There will be a late charge of \$1.00 for each minute after scheduled pick up for that child. On the third offense there will be an additional \$50 charge on top of the \$1.00 charge for each minute after scheduled pick up.

_____ 9. No medication can be administered to a child without written consent and instructions from the doctor and parent. All medication must be in its original container with the prescription label on the medication or the original label for non-prescription medication. The center cannot give the 1st dose of medication. Parents need to provide all medications prescribed by the doctor.

_____ 11. Parents can contact the Licensing agency, Department of Early Education and Care (EEC) for the program's licensing history. Address: 10 Austin St. Worcester MA 01609 at phone number 508-798-5180

_____ 12. I agree to abide by these policies and requests.

SIGNATURE: PARENT OR GUARDIAN

DATE – YEAR 2017

SIGNATURE: PARENT OR GUARDIAN

DATE – YEAR 2018