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I Introduction

Welcome to The Ponds Child Care Center! We are very pleased that you have an interest in our program. We've put together this handbook to outline the policies and procedures under which we operate as a licensed child care center. PCCC is licensed by the Department of Early Education and Care (EEC). This agency is responsible for licensing all childcare programs in Massachusetts. EEC enforces strong licensing standards for health, safety and education for all children in childcare.

II Philosophy

Our children will someday enter adulthood and take with them many morals and values that they've learned at a very young age. It is very important that children are taught to be kind to one another and to respect and accept all people for whom they are. If every adult could simply remember the importance of kindness, the world would be a much different place. Our goal is to help your child learn social, emotional, physical, cognitive and linguistic skills that are critical for development. We work very hard to make our center a safe, caring environment where children can build lasting friendships, grow, discover, play and learn.

III The purpose of The Ponds Child Care Center

Our purpose is to provide, our parents in the community, a healthy happy environment where children may have the opportunity to explore and develop their own unique individuality while helping to better prepare them for a happier adjustment into their next stage of life.

IV Hours of operation

Ponds Child Care Center is open from 6:30a.m. to 6:00p.m. Monday through Friday.

V Rates, Payments, Taxes and other Fees

1. Rates

Rates are determined by the number of hours per week your child is in the program. A full day is considered to be over six hours. Other hours can be discussed as needed. Drop-in care means that you leave your child at PCCC during hours of operation on an "on-call" basis. You will need to call ahead of time to see if space is available. Late pick-up fees do apply to drop in care as well, please make sure to arrive at specified time.

Infants (6 weeks to 15 months)

Full-day over six hours \$285.00 per. Week

Daily: One Days Care \$80.00 Second Days Care \$70.00 Third and Fourth Days Care

\$60.00 per day

Toddler (15 months to 33 months)

Full-day \$60.00 per. Day / \$260.00 per. Week

Drop in \$12.00 per. Hour with a four hour minimum

Preschooler (33 months to 5 years)

Full Day \$55.00 / \$235.00 per. Week

Drop in \$10.00 per. Hour with four hour minimum

School Age

\$100.00 per Week \$22.00 daily (before and after school hours)

Half Day from public school \$35.00

Drop in care \$8.00 per hour minimum of three hours

2. Payments

Payments are due each Friday for the upcoming week's tuition. If your child is not scheduled for care on Fridays, payment will be due on the last day he or she is cared for during the week. The center accepts cash, money orders and personal checks and on - Line Credit Card payments. There will be a \$10.00 fee for each day payment is late this also includes weekend and Holidays. You must still pay for your child's scheduled time, regardless of weather or nor your child is here. Those days are reserved specifically for your child.

3. Other Fees

A. PCCC requires a full week's tuition during the enrollment process that will go towards your child's last week's tuition.

B. Returned checks: a charge of \$30.00 will be assessed for an additional late fee of \$10.00 per day until payment is made in full.

C. Late Pick-up fee: If you are late picking up your child from PCCC, you will be charged a late fee of \$10.00 per every fifteen minutes.

D. Late Payment Fees: You are responsible to pay an additional \$10.00 fee for each day payment is late. This does include weekends and holidays.

E. Court Fees: If it is necessary to go to recover owed payments, court and attorney fees will be the parent/guardian's responsibility.

VI Holidays, Vacations, Snow Days and Sick Days

1. Holidays

PCCC will be closed during the following holidays with pay. If the holiday falls on a Saturday or a Sunday, it will be observed on either the Friday before or Monday after. You are responsible to pay your regular rate for your child's regularly scheduled days. You will be reminded of any upcoming holidays being posted on the bulletin board.

New Year's Day	Independence Day	Thanksgiving
Day after Thanksgiving	Martin Luther King JR.	Labor Day
Christmas Day	Memorial Day	Columbus Day
Presidents Day	Veterans Day	Patriots Day

2. Vacations

If your family decides to take a vacation, you are responsible to pay your child's tuition while your away in order to hold your child's spot in our program.

3. Snow Days

PCCC will remain open during all snow storms unless a State of Emergency has been declared by the Governor of Massachusetts. Full payment is required if a state of emergency occurs.

4. Sick Days

If your child is ill please contact the center and make the staff members aware of your child's absence.

VII Admissions and Enrollment

PCCC is licensed to care for up to seventy seven children ages 6wks. through school age at any one period of time. The Ponds Child Care Center will not discriminate in providing services to children and their families on the basis of race, religion, cultural heritage, political beliefs, national origin, marital status, sexual orientation or disability. Toilet training status is not an eligibility requirement for enrollment.

The following forms will be provided for you and are required prior to enrollment.

1. Registration form signed by parent or guardian.
2. Medical record form along with proof of immunizations.
3. Signed consent for child to receive medical treatment and/or medications.

4. Transportation plan form
5. Medication consent
6. Developmental History
7. Signed contract

* Note: All forms must be updated at least once a year or sooner if needed. The enrollment fee must be paid before admission. A position will not be held if the above requirements are not met.

VIII Arrival and Departure

The Ponds Child Care Center asks that you not drop off your children any earlier than their contracted time unless arrangements are made ahead of time due to Child/Staff ratios.

If a parent is late picking up their child, a late fee of \$10.00 per every 15 minutes will be charged. The late pick up fee will be charged for late pick up after contracted time and after 6:00p.m. If a parent is more than 45 minutes late and has not contacted the center, I will notify the emergency contact person provided by the parent to come and pick up your child. If the parent has not contacted the center within 2 hours and I am unable to reach the emergency contact person. I will notify the next necessary agencies.

Children will only be released to their parents or guardians at the end of the day, unless prior arrangements have been made or an emergency contact person is called. If there will be someone picking up your child that is not listed on the authorization sheet, written parental consent is required. The center also requires to see photo I.D. before releasing your child.

If there is a court order keeping one parent away from the child. I must have a written note on file from the custodial parent. Otherwise, I cannot prevent the non-custodial parent from picking up the child.

IX Transportation Plan

The Ponds Child Care Center does not offer transportation to and from the center. Parents are Responsible for dropping off and are responsible for their children until they are signed into the center. Parents are also responsible for picking up in the afternoon and are responsible for their children once the child has been signed out of the center. In the event of an emergency evacuation listed below, staff will take attendance before and after the children vacate the premises. The staff and children will transport by foot to a safe off site location . If time allows, parents will be notified before children are transported. Otherwise parents will be notified once

children and staff are secured. Infants/toddlers or a child who may have a disability and are unable to walk will be transported by a crib, carriage or wagon. If it is deemed by the Plymouth Fire Marshal or another local authority that a different meeting place other than the above listed location is necessary the person in charge will make arrangements to comply. In the event it is determined by the local authorities that children must be evacuated via emergency transportation ambulance, police car, fire truck, public school bus, etc. educators will group children by classroom. Such a decision would be made only for the safety of the children. Every effort will be made to contact the parents as soon as possible concerning the emergency situation.

X Separation and Adjustment

It is normal for your child to have some fears about being away from you. New situations take time to get used to, and that is true for adults as well. If you are enthusiastic about the change, your child will also have these same emotions. Try to prepare your child in advance and discuss any concerns that they may have. It is helpful to talk about the new friendships your child will form and what fun activities they will be participating in.

XI Open Door Policy

PCCC has an “open door” policy. Parents have unannounced free access during business hours to all areas used by the children and are encouraged to visit.

* Note: Scheduled nap/quiet time is from 1:00 to 2:30 p.m.

XII Child Supplies

The following items should be supplied by the parents:

Please label all items

1. Two complete set of clothes
2. Diapers/training pants if applicable
3. Wipes (for diapering and/or potty training)
4. Necessary medication, sun block & bug spray & completed consent forms.
5. Bottles/formula
6. Napping supply's (crib sheet and blanket)
7. Tooth brush and paste

XIII Family Involvement

PCCC has developed a parent communication policy which includes:

The staff will attempt daily communication with parents about their child/ren. Because of scheduling of staff, face to face communication may not be possible. Notes from parents and telephone calls are welcome at any time. Special conferences can be set up any time a parent feels it necessary. Parent/Teacher conferences will be scheduled once per year to discuss your child's progress and progress reports will be done ever three months for infants, every six months for toddlers and preschoolers. A monthly newsletter is published to keep parents up-to-date on center happenings. Parents are encouraged to call or feel free to stop by unannounced anytime they have a question or concern about their children.

XIV Curriculum and Skills

PCCC's curriculum is made up of twelve monthly themes. We will explore a different topic within that theme weekly. Daily learning time, special activities, games, songs, group discussions, cooking and field trips are some of the fun ways we will learn about our new topics.

Skills Learned in Child Care

1. Social Skills: sharing, cooperation, interaction, taking turns, negotiation, patience, tolerance, etc.
2. Emotional Skills: self-help, acceptance, self-confidence, self-esteem, sense of accomplishment and success, etc.
3. Cognitive Skills: balance, shapes, size, proportions, weight, numbers, counting, grouping, addition, subtraction, creativity, imagination, problem solving, etc.
4. Language and Literacy: communication skills, listening, observing, asking questions, answering questions, following directions, alphabet, phonics, etc.
5. Physical Skills: hand-eye coordination, fine and gross motor skills, etc.

XV A Typical Day

Listed below is a guideline for a typical day at The Ponds Child Care Center

- 6:30 – 8:30..... Arrival and Free Center Play
- 8:30 – 9:00..... Morning Circle (wkly. theme, weather, activities for the day)
- 9:00 – 9:15..... Whole Group Curriculum
- 9:15 – 9:30..... Small Group Curriculum
- 9:30 – 9:45..... Morning Snack
- 9:45 – 10:00..... Theme Based Art
- 10:00 – 10:15..... Sensory Fun
- 10:15 – 10:45..... Music & Movement

10:45 – 11:45..... Outdoor Experience
11:45 – 12:00..... Literacy
12:00 – 12:30..... Lunch
12:30 – 12:45..... Oral Health
12:45 – 2:30..... Nap/Quiet Time
2:30 – 2:45..... Science Activity
2:45 – 3:30..... Center Exploration
3:30 – 3:45..... Afternoon Snack
3:45 – 4:00..... Afternoon Circle
4:00 – 6:00..... Indoor/Outdoor Play

XVI Nap/Rest Time

Naptime is between 1:00p.m. and 2:30p.m.If your child no longer takes naps during the day this time will be used for quiet play consisting of reading, drawing or any other quiet activity of choice. Additional skills and development one on one time will be available.

XVII SIDS

Infants will be placed on their backs for sleeping, unless the child's health care's professional orders otherwise in writing. Infants will be assigned individual cribs. For toddlers and preschoolers, a quiet comfortable place will be provided and soft music will play during this time. Children who do not sleep or who awaken early will be provided a quiet activity. Parents are required to send in a small clean blanket and crib sheet. Children are encouraged to bring in one small cuddly toy for nap time. Blanket/crib sheet will be washed weekly. If it becomes soiled with urine, vomit, blood, or another bodily fluid, we will send it home that day, doubled bagged, to be washed.

XVIII Health and safety practices

In order for our center to be successful, the health and safety of our children needs to be our first priority at all times. This section explains the steps we take in order to keep a safe environment for your children.

1. Hand washing

Hands will be washed after bathroom use, diapering, after outdoor play, before and after meals, after using a tissue, after a messy project and after handling a sick child.

2. Sterilization

Toys will be sanitized once a week or more often if needed and also after being mouthed by a child. The diapering area and potty chairs will be cleaned after each use.

3. General safety

PCCC is kept clean at all times, including the kitchen and bathroom areas which are cleaned daily. Emergency numbers are posted near each phone and included in the emergency kits. A first Aid kit is accessible at all times indoors and out. The kit contains basic medical supplies as well as each child's emergency cards.

4. Fire Drills

Practice drills are conducted once a month and recorded in the fire drill log. The Local Fire Department is at liberty to perform unscheduled, unannounced fire drills at any time. At the time of any fire drill whether it be a center scheduled drill, or an unannounced drill conducted by the Plymouth fire department the director and assistant director check the facility thoroughly to make sure no one is in the building. Each class room has a designated place in the playground (rear of the building) to assemble and a designated spot also in the front of the building. The teachers take attendance and will only bring the children back into the building when they have received the all clear from the director. The center has hard wired smoke detectors and carbon monoxide detectors in each class room as well as common areas which are all tested regularly.

5. Accident and Injuries

First aid will be administered immediately to any child needing care. Parents will be notified and the accident will be recorded in the accident log. Serious accidents will be reported to the Department of Early Education and Care.

XIX Procedures for Emergencies

In the event of a medical emergency, educators not in the ratios will call for an ambulance or police depending upon the situation, then organize the remaining children into a group and bring them to a different area or classroom. The child's primary caregiver or director will stay with the child and accompany the child in the ambulance along with the child's file. The parents will be notified immediately by phone by the director or person in charge. If the parents cannot be reached, the emergency contact person will be notified. In the event of an emergency occurring during a field trip, the same procedures will be followed. An injury report will be filled out immediately. One copy will go to the parent or medical personnel and another copy will be placed in the child's file.

XX Contingency Plans for Emergency Situations

In the event of natural disaster or a situation which may necessitate an evacuation of the building. The person in charge at that particular time will assess the situation and decide if the children and staff need to vacate the premises immediately and evacuate. If the situation will allow the center to continue operation while awaiting local authorities to determine whether to

evacuate or if the situation will allow the center to continue operation while still meeting the full needs of the children, operations will resume.

In the Case of a Missing Child

In the event a child becomes missing the educator will do a search of the immediate area. The educator will contact the person in charge. The person in charge will make a call to 911. Person in charge will alert all the staff to quickly look in their classroom for the missing child. Any person not needed for the teacher/child ratios will quickly go out doors to look over the premises and walk around neighborhood. The child's parents or caregiver will be contacted to make them aware of the situation and the department of early education and care will be notified immediately and a 51A report will be filed to the department of child and family services.

In the Case of a Fire

Children will immediately exit the building. Staff and children will follow the policy set forth for fire drills. Each class's policy is posted in the classroom by the exits.

In the Case of a Power Outage

In cold weather the center will stay open providing the heat is maintained not less than 65 degrees. In warm weather, educators will take appropriate measures to protect children from health risks associated with excessive heat. Full telephone service and fire detection alarms must be in working order.

In the Case of a Loss of Water

Staff will depend upon bottled water unless the amount is inadequate and can't be delivered to meet the requirements for flushing of toilets, diapering, hand washing and dishwashing (if necessary) without running water.

Parents will be notified within 60 minutes of an emergency situation

XXI Regulations

A copy of the regulation, 102CMR 7.00: Standards for the Licensure or approval of Group Day Care and School Age Child Care Program's, are located in the office. If you have any questions about the regulations, we can show them to you at any time or you may go on - line to www.eec.state.ma.us Little Tykes Day Care is licensed by the Department of Early Education and Care. To inquire about our licensing compliance information please contact, Taunton Regional Office 1 Washington st., suite 20 Taunton Ma 02780 (508)828-5025

XXII Impaired Judgment Policy

As people who are legally responsible for the welfare of the children in our care, the staff is constrained from releasing a child into the custody of a person who presents a danger to the child. If in the staff's opinion a parent's judgment is impaired by the use of alcohol and/or drugs, the staff WILL NOT release the child to the parent, but rather, will ask the parent to make other arrangements, such as calling the person listed on the emergency contact sheet. Should the parent prove to be uncooperative in this matter, the staff will call the local emergency number, 911, for assistance.

XXIII Procedure For Identifying And Reporting Suspected Child Abuse Or Neglect

All staff will be trained to recognize and document the signs of abuse/neglect. This information will be covered at the time of staff orientation and at a staff training session at least once each year. If abuse/neglect is suspected, the staff person will report such suspicions to the Director along with documentation of dates, times, description of injuries, abuse or neglect. The Director will contact the Department of Children and Families and the proper forms will be filed.

The procedure for handling allegation of abuse/neglect by staff is outlined in the Personnel Policies and is signed and dated annually by staff.

XXIV Health Requirements

The commonwealth of Massachusetts requires that all children have updated immunizations. We MUST have your child's immunization records prior to the first day of child care. Physical examination forms are required within 2 weeks of child's attendance at the school. Yearly physicals are required by law. We will accept any physical form your child's pediatrician uses as long as it has your child's name, the date of the last physical and the health care providers signature.

Dental Health

The educator will assist children in brushing their teeth whenever they are in care for more than four hours or whenever they consume a meal while in care.

XXV Medication Administration

Each person who administers medication shall have completed the 5 rights of medication annually. At least one person who is trained in medication administration will be on the premises at all times when children are present. Any person who administers any medication, other than oral or topical medications and epinephrine auto injectors, must be trained by a

licensed health care practitioner and must demonstrate annually to the satisfaction of the trainer, competency in the administration of such medications. All educators will be trained in recognizing common side effects and adverse interactions among various medications, and potential side effects of specific medications being administered in the program. All medication administered to a child, including but not limited to oral and topical medication of any kind, either prescription or non-prescription, must be provided by the child's parent. All prescription medications must be in the containers in which they were originally dispensed and with their original labels affixed. Over the counter medications must be in the original manufacturer's packaging. The educator must not administer any medication contrary to the directions on the originally dispensed and with their original labels affixed. The educator must not administer any medication contrary to the directions on the original container, unless so authorized in writing by the child's licensed health care. Any medications without clear instructions on the container must be administered in accordance with a written physician or pharmacist's descriptive order in a child's individual health care plan. The educator must store all medications out of the reach of children and under proper conditions for sanitation, preservation, security and safety during the time your child is in our care and during the transportation of your child. Those medications found in United States Drug Enforcement Administration (DEA) Schedules II-V must be kept in a secured and locked place at all times when not being accessed by an authorized individual. Prescription medications requiring refrigeration shall be stored in a way that is inaccessible to children in a refrigerator. Notwithstanding the provisions of 606 CMR 7.11 (2) (e), above, emergency medications such as epinephrine auto injectors must be immediately available for use as needed. All unused, discontinued or expired prescription medications shall be returned to the parent and such return will be documented in the child's record. When return to the parent is not possible or practical, such prescription medication must be destroyed and the destruction recorded by a director in accordance with policies of the center and the Department of Public Health, Drug control Program. No educator shall administer the first dose of any medication to child, except under extraordinary circumstances and with parental consent. Each time a medication is administered, the educator will document in the child's record the name of the medication. When topical medication is applied to a diaper rash educator must inform parents at the end of each day. All medication must be administered in accordance with the consent and documentation requirements specified in the following page. Parents must fill out the entire medication form. In case of an emergency, the child's teacher or Director shall attempt to contact the parent before (acetaminophen, ibuprofen, antihistamines) medication is given, unless a child needs the medication urgently or when contacting the parent will delay appropriate care unreasonably. If child becomes ill, parents will be notified immediately and asked to pick up their child.

XXVI Plan for Meeting the Individual Needs of Mildly Ill Children in Care

If a child should become ill while in care, the child will be relocated to a quiet area away from the other children but under the supervision of a teacher. The child will be made comfortable and the child's temperature will be taken. The Parents will be notified immediately and given the details of the child's illness by the Director or educator. If the child requests a drink, water will be offered. Quiet activities, such as books or puzzles, will be made available to the child while waiting for the parent to pick up. If a child contracts a contagious illness, a doctor's note will be needed before they may return to school. Please see attached forms concerning when a child must be excluded from child care along with when they may return back to child care after illness.

In order to minimize the risk of spreading infections and illness, you are not able to bring your child to The Ponds Child Care Center if he or she has any of the following conditions:

* Children may return to PCCC after being symptom free for 24 hours or on antibiotics for infections after 24 hours.

- | | |
|------------------------------|---|
| 1. Temperature over 101 | 6. Diarrhea |
| 2. Pink eye | 7. Vomiting |
| 3. Croup or Bronchitis | 8. Severe cold (fever, coughing, sneezing or continuous runny nose) |
| 4. Severe or contagious rash | 9. Head lice |
| 5. Ear or throat infection | |

XXVII Individual Health Care Plans

As part of a child's record, an individual health care plan for each child with a chronic medical condition, which has been diagnosed by a licensed health care practitioner, will be brought in before the child's first day of care. The plan must describe the chronic condition, its symptoms, any medical treatment that may be necessary while the child is in care, the potential side effects of that treatment, and the potential consequences to the child's health if the treatment is not administered. Notwithstanding the provisions of 606 CMR 7.11 (1)(b)2, the educator must have successfully completed training, given by the child's health care practitioner or, with his/her written consent, given by the child's parent or the program's health care consultant, that specifically addresses the child's medical condition, medication and other treatment needs. The written parental consent and the licensed health care practitioner authorization shall be valid for one year, unless withdrawn sooner. Such consent and authorization must be renewed annually for administration of medication and/or treatment to continue.

XXVIII Referral Policy

If at any time an educator has a concern that the child is having an intellectual, sensory, emotional, physical, social, environment or language development delay the following referral plan will be used. Lead teacher Director will observe the child and document the meeting, observations and concerns. A conference will be scheduled with the parents and child's educator and Director in attendance. When a parent agrees a referral is needed, it will be decided at the meeting whether PCCC will make the referral, or if the parents prefer to make the referral on their own. The Director will provide any support and referral information to the parents they may need. After the conference, a written statement will be provided to the parents. This will state the reason for referral, summary of observations, and efforts to accommodate child's needs. Documentation will also include the referral agency, phone numbers, and any action steps and indication of who will take what responsibilities. Consent forms will be given to parents before any referral is made. All referrals will be documented in writing and maintained in the child's confidential file. A brief follow-up meeting will be scheduled two weeks after initial meeting to offer support in whatever manner we may help to meet the needs of the child. The Director will then document the concerns and any further action taken on behalf of the child. If after repeated requests for a referral and the parent/guardian continues to refuse consent and the child poses a safety concern to self or others, The Ponds Child Care Center has the right to terminate child care services. The Director will then document the concerns and any further action taken on behalf of the child.

Child Care Works

4 Park Place, Rm 101

New Bedford Ma02740

(508)999-9930

Community Care for Kids

1509 Hancock St

Quincy Ma 02169

(617)471-6473

Home Health & Child Care Services

PO Box 640

Brockton Ma 02303

(508)588-6070

XXIX Child Guidance

Helping children develop self-control is a huge challenge and responsibility. We believe patience and understanding play a key role. The child guidance steps that PCCC believes in are listed below:

1. Be a Positive Role Model: Every child has someone to whom they look up to. It is very important for children to see adults engaging in appropriate behavior.
2. Positive Reinforcement: Each child will be encouraged when he or she is demonstrates acceptable behavior.
3. Reminders: We will give the children daily reminders of their behavior expectations. They will be reminded in a positive way of what is acceptable.
4. Redirection: The child will be interrupted from their negative behavior and directed towards

an acceptable alternative activity.

5. Time-out: When all other methods of redirecting the child is not working at that period of time they may need a quiet moment away from the group. (Example 2 years old = 2 minutes of T.O.)

6. Discussion: When the child's behavior is continuously upsetting or dangerous to the others parents will be asked to meet with me. Together we will come up with a plan to help the child.

XXX Potty Training and Diapering

When your child is ready to start potty training, we will be more than happy to help. Learning to use the potty is a big step for your little one and it takes a lot of patience and practice to get there, along with some fun techniques. Your child will be rewarded for each successful potty use. Hand washing is always done right after, whether or not your child has been successful.

Diapers are checked and changed about every two hours, or as needed. Diapering will only be done on the changing table and the area will be sterilized after each use. PCCC will be using non-latex gloves and all staff will be following proper hand washing routine after each diaper change.

XXXI Parties and Holidays

Everyone loves a party! The following are the holidays that we will be celebrating at The Ponds Child Care Center. Please let the center know of any other holidays that are important to your child.

- | | |
|-------------------------|----------------------------|
| 1. Children's Birthdays | 6. 4 th of July |
| 2. New Years | 7. Halloween |
| 3. Valentine's Day | 8. Thanksgiving |
| 4. St.Patrick's Day | 9. Christmas |
| 5. Earth Day | |

XXXII Termination Policy

A. Parent

If you decide to take your child out of the program for whatever reason, a 30 day written notice is required. You are responsible to pay your regular rate as specified in your contract whether or not you continue to bring your child in for the remaining 30 days.

B. Provider

If the center decides it is best for your child not to attend The Ponds Child Care Center, I will give the parent/guardian two weeks written notice.

A child may be discharged from our program for the following reasons. (All attempts are made to have the child stay with us)

1. Failure of parent/guardian to pay tuition.
2. Failure to complete required forms
3. Lack of parental cooperation
4. Continuous inappropriate behavior

XXXIII Final Note

Each child that is enrolled at PCCC is treated with respect and caring. As a mother, I always wanted what is best for my children and I treat all of my daycare children the same. The biggest part of social and emotional development is forming strong relationships with others. At The Ponds, your child will be able to make some of their very first friends whom they will discover new and exciting things.