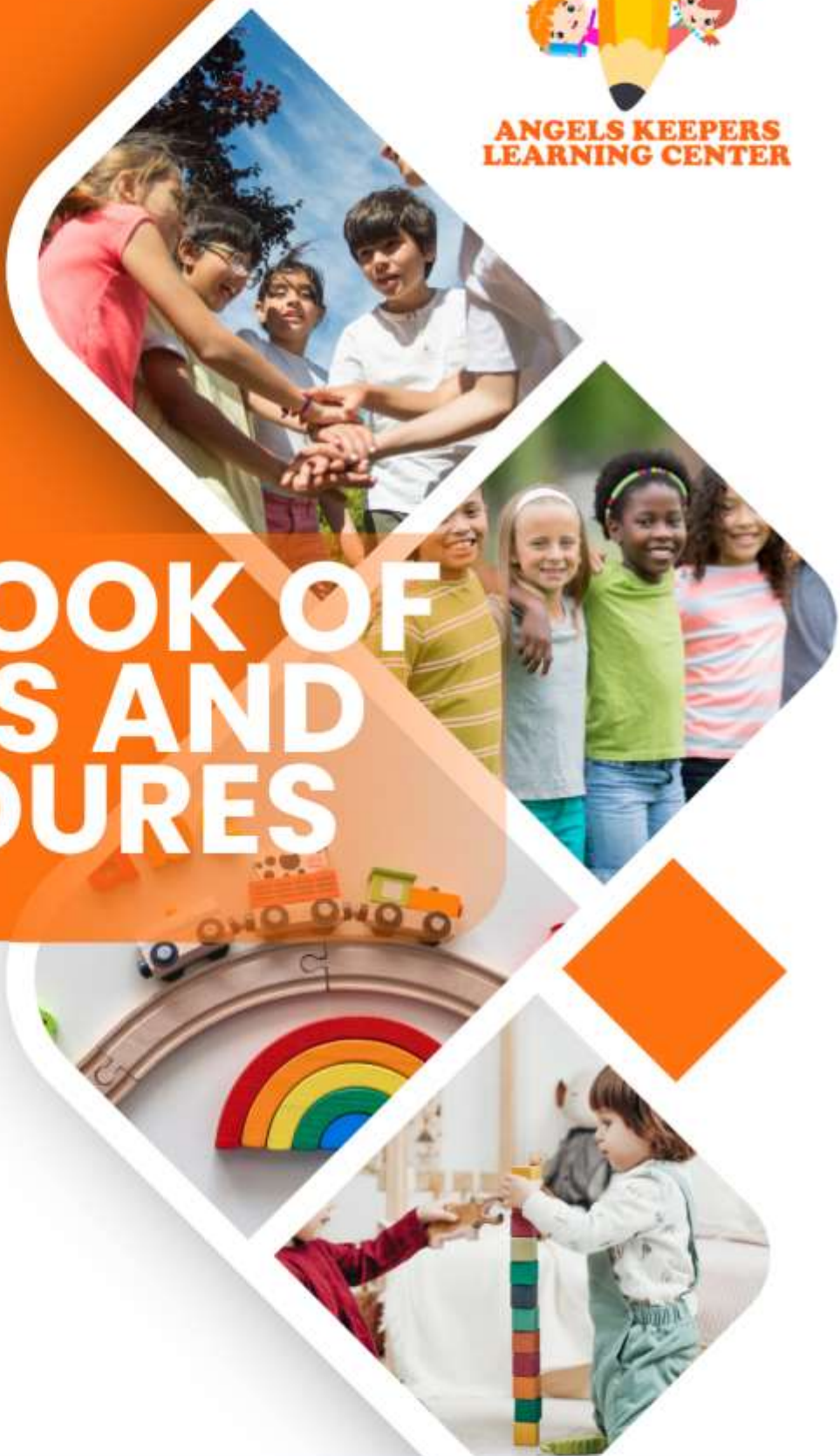




**ANGELS KEEPERS
LEARNING CENTER**



HANDBOOK OF POLICIES AND PROCEDURES



Welcome to Angel Keepers Learning Center. Our Daycare is unique for several reasons: class size, curriculum and environment. Our daycare is licensed for a maximum of 10 students. Our curriculum is much more student based and our children learn and grow at their own pace, usually faster than what the average child their age does. Our classroom encompasses students ranging in ages from 3wks up to 5yrs. In our daycare, your child will continually be challenged at the rate they naturally learn at. We create custom, individualized curriculum for each child.

To facilitate greater understanding between parent(s) and provider, we have created this handbook covering childcare philosophies, business policies and expectations. Please read this carefully, and feel free to discuss with the Director any questions that you may have.



Dear Parent,

As a licensed Family Child Care Educator, I would like to congratulate you on choosing licensed Family Child Care. You have made an important child care decision for you and your family. The Department of Early Education and Care (EEC) and I invite you to join in a partnership with us to ensure a high quality child care environment. This parent handbook and enrollment packet outlines many of my policies and procedures that relate to the care of your child, as well as the information I am required to give to you when you enroll your child in my care. This handbook will also acquaint you with some of the key EEC standards designed to ensure a safe, healthy and educational child care experience.

I encourage you to maintain an open dialogue with me, as communication between parents and Educators is the foundation for a solid working relationship, and a good child care experience. Before filling out your child care enrollment form, please read through the information contained in this parent handbook.

A Word from EEC

EEC is the agency that oversees the early education and care and after school services for families in Massachusetts. As the agency that licenses child care, EEC has quality standards for all licensed programs to ensure high educational value, as well as health and safety. Having a license means that I have demonstrated that I meet the standards outlined in the EEC regulations.

To obtain your own copy of EEC Family Child Care Regulations, you may download them from the EEC web site at:

http://www.mass.gov/Eeoe/docs/EEC/regs_policies/20090122_606_cmr.pdf

For information about my regulatory compliance history, you may contact our local EEC regional office, whose contact information is as follows: 100 Hancock St, FL 4. Quincy MA 02171



ADMITTANCE POLICY

Parents wishing to enroll their child(ren) to Angel Keepers Learning Center. Must first schedule a tour of our facility and interview with the Educator . Communication is of the most importance, not only for the betterment of your child’s care and education, but for the daycare environment as well. Educators are on the same team as parents, and if the dynamics of the two groups do not flow effectively, your child will not develop to his/her potential. An interview allows both parties to decide if our school is the best fit for each family individually. Please note that we do accept children who are not immunized.

COMMUNICATION

Good communication between parent and provider is essential to any child care program. When a new family joins our class, it is imperative we communicate openly about any concerns or questions that may arise. We welcome questions, feedback, or discussions of any kind that are oriented towards a positive outcome for your child(ren). Sensitive issues will be discussed in private, outside of regular childcare hours.

To further facilitate communication between parent and provider, a Daily Letter and monthly calendar will be provided to you. These items will explain some of the activities and happenings within our classroom, the current curriculum topics, upcoming events, closures, or any other pertinent, fun information that may be of interest to our families.

ENROLLMENT POLICY

There are several forms that we must have completed and in our possession before we can assume the responsibility of caring for your child. NO EXCEPTIONS. This is required by the state and if children’s files are incomplete, it can cause us to lose our license. All forms must be updated every year, sometimes sooner, according to need. The forms are as follows:

- Signed Contract and Rate Agreement
- Emergency Medical Authorization Form
- Child’s Health Record (will need to be filled out by a physician)
- Enrollment Form
- Sunscreen/Field trip Permission Slip
- Media Use Form
- Pick-Up Authorization Form
- Allergy and Food Preference Form
- Immunization Form



You are required to keep me informed of any change in addresses, telephone numbers, and other pertinent information listed on any/all of the above forms. If you have any questions regarding the completion of these forms, please feel free to ask. I am a facility that accepts non-immunized children, but due to confidentiality constraints, will not disclose who has or has not immunized.

TUITION/PAYMENT PROCEDURES

Your specific rates will be outlined in your Contract and Rate Agreement. Tuition is payable in advance and is due no later than drop off time the first contracted care day of each week. We do not deduct for days your child(ren) is sick, vacations or days just taken off. The weekly rate is a flat fee and is due each week. Before daycare, children will pay full time rates on school breaks and vacations. Payment may be in the form of cash, credit card (Visa or MasterCard) or check (please make check payable to: Angel Keepers Learning Center, as long as no checks are returned to me for non-payment. There will be a late fee of \$10 for each day that payments are not received. Repeated late payments may be grounds for termination.

REGISTRATION FEE/LATE FEES

A deposit of one week's tuition is required when your child registers, which will be applied to your child's last week of enrollment. This deposit will be forfeited if care is terminated with less than three weeks notice.

This contract may be terminated at any time, for any reason by either party with proper notice. Proper notice will consist of written or verbal notice to the provider not less than two weeks prior to the child's last day of care. If you choose to terminate care with less than proper notice, you agree to forfeit the entire deposit.

If at any time, after consultation with the parent or guardian, I feel that you or your child pose a safety risk to any of the children in my care, we will give you as much written notice as possible that care is terminated. This action will be reserved for extreme cases only, and we will first attempt to resolve any issues with you before resorting to termination of care. Under these conditions, forfeiture of the deposit will be at our discretion.

A late fee equal to \$10/per child/per each 15-minute interval that pick-ups are late, from the contracted hours, will be charged. Example: 1 - 15 minutes late, you owe \$10 per child; 16 - 30 minutes late, you owe \$20 per child. Late fees will be added to your account and must be paid with the following week's tuition. This will be strictly enforced, and habitual tardiness may result in termination of services. If a parent or other pre-authorized person cannot be reached after closing and your child remains at our school longer than 3 hours past closing, the local county department of Social Services or police will be called. During this time, I will provide appropriate activities and snacks for your child.



NSF CHECKS

If a check is returned for non-sufficient funds, you will be required to pay all fees that are incurred as a result of the returned check and subject to a \$25.00 service charge. Childcare services will be immediately halted until full payment of tuition and NSF charges has been made, in CASH. In addition, we will only accept cash or credit card payment from that point forward.

HOURS OF OPERATION

Normal hours of operation are Monday through Friday from 7:00a.m. – 7:00pm

ARRIVALS AND DEPARTURES

It is normal for some children to have difficulty separating from parents, or cry when dropping off. Please make your drop off brief as the longer you prolong the departure, the harder it gets. A smile, cheerful good-bye kiss, and a reassuring word that you will be back is all that is needed. In our experience, children are nearly always quick to get involved in play or activities as soon as parents are gone.

Our normal procedure is to release the child only to his/her parents, or someone else the parents designate. If someone other than the parent is to pick up the child, please notify us ahead of time. A verbal notice is fine on that day, if this person is on the list of people who are authorized to pick up your child. If the person is NOT on that list, we MUST have written permission to release your child. Please inform emergency contacts, or people designated to pick up your child, that if I do not know them, and the child is too young to recognize them ("Hi, Grandma!"), then I will need to ask for identification as well. We do not mean to offend but we take the safety of our children extremely seriously.

ABSENCES

There will be no refunds or adjustments made for days missed due to illness, holidays, or days off. A place has been reserved for each child that cannot be filled on a short-term basis, so it is necessary for you to pay for all days scheduled whether or not your child is in attendance.



CLOSED HOLIDAYS

The following is a list of the paid holidays that Angel Keepers Learning Center will be closed for each year:

- New Year's Eve & New Year's Day
- Week of New Year's we are closed a minimum of 3 days
- Memorial Day
- 4th of July & the day after
- Labor Day
- Thanksgiving Day & the day after
- Christmas Eve
- Christmas Day and the day after
- Week of Christmas, we are closed a minimum of 4 days
- One week during the summer
- Any professional development day assign by the agency

CLOTHING

Children should arrive dressed for play. We like to have fun! Having fun involves outdoor play and lots of messy activities, so make sure that your child is dressed appropriately. Please do not dress your child in nice clothing and expect them to be spotless when you arrive to pick them up.

Clothing should be comfortable and seasonally appropriate for outdoor play. Make sure to include hats, mittens, boots and coats for cold weather. You will be expected to provide an extra change of clothing for your child. Accidents will happen, and it is always helpful that when they do, there is clothing that we can change your child into.

PERSONAL BELONGINGS

Please do not bring any toys with small parts that may cause for a choking hazard. If they want bring a favorite sleepy toy for naptime, please note that they will only be able to bring it out for naptime. It confuses the purpose of the toy if they play with it and try to sleep with it. Show and tell is always on Friday, and they may bring any toy they want. We are not responsible for any loss or breakage of personal items. All personal items must be clearly marked with the child's name.

SUPPLIES

You are responsible for supplying diapers, a full change of clothing (including socks and underwear) appropriate for the weather, and any other supplies that your child may need. You



may bring a whole package of diapers to be stored here and we will let you know when your supply runs low.

DAILY SCHEDULE

Young children enjoy a structured schedule that allows for flexibility. A schedule helps the day to flow more smoothly, allow the children to anticipate coming events, and aids in achieving a variety of goals. We will adhere to our written schedule (see Daily Schedule) to the best of our ability, keeping in mind that anything can happen when children are involved. There will be times when we have to make adjustments to the schedule. We appreciate families considering our schedule when picking up or dropping off their children. It is better if arrivals and departures do not occur during quiet time, but when they do, please take note of the fact that children may be sleeping. Come and go as quietly and quickly as possible. Children who arrive during quiet time will be expected to rest or play quietly until the rest period is over.

Our normal daily schedule does not include any trips and any field trips planned will be given with written consent, several weeks in advance.

MEALS We provide all food at no extra charge. Meals will consist of a breakfast, lunch and afternoon snack. Children who arrive after meal times (see Daily Schedule) should be fed before they arrive. Menus (see Sample Menus) will be posted on the bulletin board just inside the door. Copies of the menu are provided to parents upon request.

CLEANLINESS/HYGIENE We do our best to maintain strict cleanliness and hygiene standards. Children's hands are washed before and after meals and after toileting. We use paper towels for drying hands, so children do not have to use the same towel. If parents provide a toothbrush and toothpaste, teeth will be brushed, as well. Staff washes their hands frequently and also uses antibacterial gel. Washable cots are used for naptime. Each child has a separate nap cot with blankets and pillows that are washed weekly (unless soiled, then they are washed as often as necessary) and cots are wiped with bleach water.

Children use separate cups, plates, bowls and eating utensils. Labeled water bottles are provided, and washed frequently, for your child to drink from throughout the day, whenever they choose. Children will also be provided the use of a cubby, for their personal belongings to be kept. This maintains healthy sanitary conditions, while also providing the benefit of personal space for each child.

TOILET TRAINING Toilet training will be done in a relaxed manner with the cooperation of the family. Thirty months of age is a good rule of thumb to start checking for signs of readiness. Toilet training cannot begin until the child is old enough to have independent urges. The child must also be ready in three areas. First, the child must be physically ready (meaning he or she can "hold on"



for a period of at least an hour or more, although several hours is a better indicator of readiness.) Second, the child must be intellectually ready (that is, he or she understands when and how to use a toilet). And third, the child must be emotionally ready (in other words, he or she must be willing to use the toilet). When the three areas of readiness occur together, toilet learning is usually easy and rather quick. When the time is right for your child, and until he/she is totally successful in his/her toileting, he/she should wear clothes that promote their independence. In addition, your child must have two complete changes of clothes (don't forget the socks!) The best items are shorts and pants with elastic waists, or dresses. Try to avoid really tight clothing, pants with snaps and zippers and belts, overalls, and onesies. These are difficult for children to remove "in a hurry". Do not bring your child in panties or underwear until he/she has naptime and bedtime control established.

We ask that you begin toilet training at home during a weekend or vacation after which, we will follow through and encourage your child here. When a child is ready, the process should go pretty quickly. The child must be kept in pull-ups or 5-ply training pants at all times. Putting a child in diapers part time, and training pants part time, can be confusing and delay the training process. Please keep in mind that the activity level here can distract your child from responding to an urge to use the potty, more so than at your home. Therefore, we will continue to use pull-ups until your child can and will announce that he/she must use the bathroom (not just at home, but here, as well) and can control his/her bladder and bowels for a few minutes beyond that announcement.

Your child's readiness is something we can discuss because consistency between our homes will be very important. This is a special time for your child, a sign that he/she is growing up. Toilet training should be a good experience.

NAPS/QUIET TIME There will be a designated nap/rest time each day (see Daily Schedule). All children must either nap or rest quietly during this period. Rest time gives everyone a much-needed break during the day. Without rest time, some children are argumentative in the afternoon, short-tempered with others, and not very happy when they go home in the evening.



BIRTHDAY PARTIES

Birthdays are a special time and we like to really celebrate them! On your child's special day, we will have a small party and recognize the milestone they have achieved. Feel free to send treats, such as cookies or cupcakes. Please let us know ahead of time what you are planning so that we do not duplicate sweets.

FIRE SAFETY I have a written fire evacuation plan and I incorporate fire safety curriculum into my program.

HOUSE RULES There are certain house rules that all children will be taught and expected to follow. This is for the safety and well being of everyone.

There will be no running permitted in the house. Hitting, pushing, biting, grabbing, kicking, spitting, or pinching other children or adults will NOT be allowed. No standing or climbing on chairs or tables. There will be no use of obscene, derogatory or disrespectful language.

Respectful treatment of other people and all property, toys, and furniture is expected. No smoking is permitted on the premises. Children and families are welcome in any areas of the home that are used for preschool purposes only.

INDOOR/OUTDOOR PLAY

Indoor play: We provide a variety of age-appropriate toys for indoor play. Although the toys are categorized in centers, during free play time we believe it is an important part of your child's learning to explore outside the confinements of structured areas. Barbie's may ride on trains, or Legos built into race tracks need cars to drive on it. Limiting imagination only stifles creativity, and we believe this to be a fundamental part of your child's education. After play time, all toys will return to their designated areas. These activities help promote good health in our children. We try to instill a love for physical movement early on, so that they carry it with them into adulthood.

Outdoor play: We will play outdoors everyday that weather permits. We have a wonderful play area, equipped with climbers, sandbox, bikes, soccer nets, a kitchen and a clubhouse. We also have sidewalk chalk, paintbrushes and other tactile toys making outdoor time an enjoyable event for your child. Other outdoor activities will include walks within the neighborhood, playground time at the park closest to our school, and water play (sprinkler and small pool during summer). When weather does not permit outdoor play, great lengths will be taken to do more music and movement and physical activities inside.

Please make sure that your child is appropriately dressed (see Clothing/Attire section) for outdoor play at all times.



ILLNESS

*Mary had a little cold, but wouldn't stay at home,
And everywhere that Mary went, the cold was sure to roam
It wandered into Molly's eyes & filled them full of tears-
It jumped from there to Bobby's nose and thence to Michael's ears-
It painted Anna's throat bright red, & swelled poor Jennie's head
Dora had a fever and cough put Jack to bed.
The moral of the little tale is very quickly said,
She could have saved a lot of pain with just one day in bed!*

Angel Keepers Learning Center is a "well-child" preschool facility. At no time do we provide sick childcare. The following illness policies will be strictly enforced, for the health, well-being and safety of all concerned.

Sick Child Policy: Under no circumstances may a parent bring a sick child to day care, if the child shows any signs of illness (see SYMPTOMS REQUIRING REMOVAL OF CHILD FROM CHILD CARE), or is unable to participate in the normal routine and regular day care program. Sick children expose other children, as well as staff, to the spread of their illness and require additional care and attention that we are unable to give. Moreover, sick children want care from their parents in the comfort of their own homes. If other children become ill due to exposure to your sick child, either because he/she was returned to day care before full recovery or because he/she was not picked up promptly upon notice of becoming ill, other parents will be unnecessarily inconvenienced and exposed. Because this is disruptive to other children and their families, as well as our own, your cooperation on this issue is extremely important.

Every effort is taken to reduce the spread of illness by encouraging hand washing and other sanitary practices (see Cleanliness and Hygiene).



If your child is unable to participate in the normal activities of the day care (including being able to play outside), then your child MUST stay home.

Children will be visually screened when they arrive in the morning. In the event a child becomes ill and needs to be picked up, the parent(s) will be called and expected to come pick the child up within one hour (60 minutes). If the parent(s) cannot be reached, or have not arrived within an hour, the emergency contact person will be called and asked to come and pick the child up.

A sick child will not be permitted to return to care for 24 hours after condition has returned to normal. The child may return 24 - 48 hours (depending upon the illness) after they have received the first dose of an antibiotic. If a child receives an antibiotic for an ear infection, (s)he may return to day care immediately if he has been free of other symptoms mentioned for at least 24 hours. If you aren't sure about whether or not to bring your child to care, please call to discuss it. Allergy related symptoms, and non-communicable illnesses do not require exclusion.

Symptoms requiring removal of child from day care:

- Fever: Fever is defined as having a temperature of 101°F taken orally; (a child needs to be fever free for a minimum of 24 hours before returning to preschool, that means the child is fever free without the aid of Tylenol®, or any other fever reducing substance.)
- Fever AND sore throat, rash, vomiting, diarrhea, earache, irritability, or confusion.
- Diarrhea: runny, watery, bloody stools, or 2 or more loose stools within last 4 hours.
- Vomiting: 2 or more times in a 24-hour period.
- Frequent scratching of body or scalp, lice, rash, or any other spots that resemble childhood diseases, including ringworm and pink-eye.

MEDICATIONS Parents will provide any medications needed by the child, including over-the-counter and prescription medicine. Written authorization is needed for me to administer ANY medication, prescription or over-the-counter. All medicines must be in their original container with pharmacist or manufacturer's label, child's name, dosage instructions, current date, name of medication, and times to be administered clearly written.

MEDICAL EMERGENCIES Minor bumps and scratches are inevitable, but we make every effort to keep the children safe through supervision and childproofing. Minor injuries receive appropriate first aid, and if an emergency injury or illness occurs, you will be contacted as soon as possible. If necessary, your child will be taken to the nearest hospital where you will be asked to meet us. If you are not going to be at your usual place of employment, or at home, please make sure that we have a number where you can be reach.



Parents are responsible for all costs involved in emergency medical treatment, including emergency transportation, if required. The owner of Angel Keepers Learning Center, or her family will not be held liable for any sickness or injury of either parent/guardian or child while on these premises, or while the child is in the company of the provider during field trips or outings.

Suspected Child Abuse As a licensed home, we are required to report all suspicions of child abuse to our local police department or child protection agency.

EMERGENCY PROCEDURES In the event of an emergency concerning the safety of the children in our care, such as a fire, flood or evacuation of the home for any natural or unnatural reasons, we will take the children out of the affected area. Parents will be notified by telephone where the children will be taken. My cell phone number is Angel Keepers Learning Center.

Our primary point of contact will be at 43 Greenbrier st. If for some reason this is not far enough, we will then take the children to Tree in front of irwin St. The telephone number is 857-300-0550.

In the case of a lost child, the authorities will be notified first, and then the parents.

A conscientious effort will be taken to secure the safety and well being of your child(ren) and you will be notified as soon as possible of any such emergency and the location in which we are at.

Lockdown drills are becoming more common as individuals continue to attack schools and school grounds. In the case of an intruder or other criminal emergency, we will take the children to the upstairs bedroom, lock it, and call for help. All windows and doors will be locked and secured until law enforcement assures us that it is safe to come out. During lockdown, parents can be contacted but will be unable to pick up or drop off children. This type of drill will be done at least twice a year.

DISASTER PLAN OUTLINE

Tornados: If a tornado warning occurs, we will take the children downstairs to the basement and we will sit as far away from the windows as possible. We will maintain a tornado/hail storm kit (flashlights, blankets, books, radio, water, snacks) that we can use to get through the storm. Maintaining a calm environment in all emergency situations is essential. Communication between us will be maintained through telephone as much as possible.

Fire: If a fire should occur in the house, we will immediately evacuate the children to the end of the driveway and use a neighbor's phone to call the Fire Department and notify parents. If it is in inclement weather, we will wait at our next-door neighbor's house 99 Blue Hill ave until parents can arrive.



Earthquake: In the event of an earthquake, we will all go underneath the kitchen table, away from windows and glass as well, so as nothing can fall upon us. Once the quake has subsided, we will immediately notify parents.

Flood: In the unlikely event we were in a flood, we will move the children to higher ground, farther up Blue Hill ave , on the hill. From there we would find a warm, dry place to stay and we will notify parents immediately of our location.

High winds/Hail: In the case of a severe hail or windstorm, we will take the children to the hallway between the bathroom and basement, where we will be away from the windows. Once the storm passed, we will notify all parents.

Blizzard/Power Outages: During a blizzard or power outage, we shall remain calm and go about our daily business as best as possible. If the power outage is for longer than an hour, or the heat in the home is no longer retaining (whichever may come first), we will notify parents.

Emergency Substitute Care: In an extreme emergency, when me the provider or comparable teacher is unavailable, a back-up provider will be called and then I will immediately notify parents of the situation and ask that you come and pick-up your child early.

TELEVISION/VIDEO POLICY

Television will only be allowed for Movie Day on Friday afternoons and for transition time between lunch and naptime. At no other time will children be permitted to watch television. We believe that you are bringing your child here for an education and social interaction. Television diminishes both of these elements. We are by no means saying that television should not or does not play a role in your child's life. We just do not have time for it in our busy daily schedule.



TERMINATION POLICY

We reserve the right to terminate for the following reasons (but not limited to):

- Failure to pay
- Failure to complete the required forms
- Lack of parental cooperation
- Failure of child to adjust to the center after a reasonable amount of time
- Physical or verbal abuse of any person or property
- Our inability to meet the child's needs
- Lack of compliance with handbook regulations
- Serious illness of child or provider
- Part Time spot needed for a Full Time spot

We appreciate as much advance notice as possible when terminating. Parents are required to give three weeks written notice when they decide to terminate childcare. The three weeks will be paid in full, regardless of whether or not the child is in attendance.

We will give three weeks written notice of termination for which full tuition is due, whether or not the child is in attendance. The provider reserves the right to give written notice of immediate termination where there are extreme circumstances that affect the well being of the provider or other children in attendance. In this situation, the three weeks payment of tuition is still required.

TAX INFORMATION We will supply you with a year-end summary of all daycare fees paid during the year for tax purposes. This will be given to you in January each year or when services are terminated. You may request a statement at any time.



I acknowledge that I have a duty to read and understand the contents of Angel Keepers Learning Center Parent Handbook. Angel Keepers Learning Center admits children to programs on a space available basis, without regard to race, religion, creed, color, national origin, or sex.

I also understand that the policies and procedures stated within the Parent Handbook are guidelines, are presented as a matter of information only, and are not to be construed as a contract between Angel Keepers Learning Center and the recipient of this Parent Handbook. I also understand that Angel Keepers Learning Center, in its sole discretion, may change, alter, modify, amend, or rescind any of its policies and procedures stated in the Parent Handbook from time to time without prior notice.

I have received and read this Acknowledgment of Receipt, know and understand its contents, and sign the same of my own free will.

Parents signature:	Date:
Parents signature:	Date: