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I Introduction

Welcome to Little Tykes 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. Little Tykes 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 Little Tykes 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

Little Tykes Child Care is open from 6:30a.m. to 5:30 p.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 but no more than nine. Other hours can be discussed as needed. Drop-in care means that you leave your child at Little Tykes 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.

Rates

Infant (6 weeks to 15 months)

Weekly \$335.00

Daily Rate: one days care \$95.00 Second Days care \$85.00 Third and Fourth Days care \$75.00 per day

Toddler (15 months to 2.9 Years)

Weekly \$310.00

Daily Rate: \$75.00

Preschool (2.9 months - 5 years)

\$285.00 per week

Full-day \$60.00

Weekly and daily rates include up to a nine hour day any additional time need will be subject to an additional hourly rate of \$10.00 per hour

School age

Before and after school care \$32.50 per day

Full week of before and after school care \$150.00

Additional programs for school age: Public school half days and professional development days, Public school snow days, vacations and summer programs

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 whether or not your child attends. Those days are reserved specifically for your child.

3. Other Fees

A. Little Tykes 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.

\$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/Col-

lection Fee's: If it is necessary to go to recover owed payments, collection company, court and attorney fees will be the parent/guardian's responsibility.

VI Holidays, Vacations, Snow Days and Sick Days

1. Holidays

Little Tykes 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 with a posting.

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

Christmas Eve Center closes at 3:00pm

Halloween center closes at 4:00

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

Little Tykes will be following the public schools closing policy. If it is decided that Middle-boro public schools will be closed due to snow or other severe storms Little tykes will also be closed. Full payment is required in these cases.

4. Sick Days

If your child is ill please contact the center and make a staff members aware of your child's absence. Regular tuition is due if your child is absent due to illness.

VII Admissions and Enrollment

Little Tykes is licensed to care for up to nineteen children ages 6wks. through school age (9 years) at any one period of time. Little Tykes 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, Lead test after 12 months of age.
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 deposit fee must be paid before admission. A position will not be held if the above requirements are not met.

VIII Arrival and Departure

Little Tykes 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.

We also require that child are dropped off before 10:30am.

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 5:30p.m. If a parent is more than 45 minutes late and has not contacted the center, We 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 we are 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.

IX Transportation Plan

Little Tykes 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. Little Tykes does allow for children to take the public school bus, assigned staff are responsible for logging children's name, time child left the center on the school bus and time child was returned to the center. If a child does not get off of the school bus when scheduled we call the child's school, bus company and parent/guardian to locate the child.

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 your child opportunity, 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

Little Tykes 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 & Clean up)
4. Necessary medication, sun block & bug spray & completed consent forms.
5. Bottles/formula (enough for an entire day)
6. Napping supply's (crib sheet and blanket)/ Blanket's not necessary for infant (SIDS Policy)
7. Tooth brush and paste
8. Two snacks/Lunch/ **three** separate drinks.

XIII Family Involvement

Little tykes 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 as well as classroom wipe boards. 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

Little Tykes 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 special visitors 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 Little Tykes Child Care Center

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

Little Tykes 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 Middleboro 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. 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 in the case of a head injury or an incident with biting that results in broken skin. All accident will be documented on the injury/incident form then recorded in the appropriate log. Serious accidents or if a child had to seek medical attention the incident will be reported to the Department of Early Education and Care.

XIX Procedures for Emergencies

In the event of a medical emergency when the educator deems it necessary to seek emergency services, 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

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. An injury report will be filled out immediately. One copy will go to the parent or medical personnel to be filled out 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 make it a necessary situation to have to evacuate 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. In this case the staff and children will evacuate by foot to a safe off site location 150 Marion Rd. If for any reason travel can not be made by foot the center is contracted with a transportation provider that will be contacted and assist with the evacuation. 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 event of an emergency evacuation, staff will take attendance before and after the children vacate the premises. The staff and children will evacuate by foot to a safe off site location 150 Marion Rd. 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 Middleboro 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.

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

Lock-down Procedures

In the case of a potential threat from an intruder inside or outside of the Little Tykes program the director or assistant director will call for a center lock-down informing all staff members. All children will be gathered in the centers back storage room where there are no windows available, a count will be conducted from the written daily attendance. The director/assistant director will lock all doors and notify the authorities. A final count will be conducted by the director/assistant director from the written attendance. Once given the all clear from authorities the director/assistant director will notify staff and all parents.

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. Little Tykes Requires all children to be immunized. We MUST have your child's immunization records prior to the first day of child care. Physical examination with Lead test 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. Parents have the option to have their children participate in dental health or not participate.

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 with required forms.

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 noti-

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 Little Tykes if he or she has any of the following conditions:

* Children may return to the center after being symptom free non medicated for 24 hours or on antibiotics for infections after 24 hours.

Temperature over 101	Diarrhea	Pink eye
Vomiting	Croup or Bronchitis	Sever or contagious rash
Ear or throat infection	Head lice	
Severe cold (fever, coughing, sneezing or continuous runny nose)		

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 Little Tykes 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, Little Tykes 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
Park Place, Rm 101
New Bedford Ma02740

Community Care for Kids
1509 Hancock St
Quincy Ma 02169

Home Health & Child Care Ser 4
PO Box 640
Brockton Ma 02303

XXIX Child Guidance

Helping children develop self-control is a natural part of a child's development . We believe patience and understanding play's a key role.

The child guidance steps that Little Tykes Child Care Center 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 positive 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 age appropriate.
4. Redirection: The child will be interrupted from their negative behavior and directed towards an acceptable alternative activity.
5. Discussion: When the child's behavior is continuously upsetting or dangerous to oth-

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. Little Tykes Day Care 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 Center. Please let the center know of any other holidays that are important to your child.

Children's Birthdays
Halloween
St.Patrick's Day

4th of July
Valentine's Day
Christmas

New Years
Thanksgiving
Easter

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

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

If tuition is not paid for upcoming care Little Tykes reserves the rights to pause care until payment is made.

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

staff members. The biggest part of social and emotional development is forming strong relationships with others. At The Little Tykes, your child will be able to make some of their very first friends whom they will discover new and exciting things.