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Dear Parents and Guardians,

Welcome to Rochester Child Care Center. We are pleased to have your family in our program. This is an important time for you and your child, and we are here to answer any questions that you might have. Our Center staff is anxious to get to know you and will appreciate every opportunity to be of help. We believe that you are the most important person in your child's life. We look forward to partnering with you to foster your child's development by providing a safe and healthy learning environment for your child.

This handbook is designed to familiarize you with our philosophy, programs, and policies. It is very important that you read through this information carefully so that you can understand our Center's policies and your responsibilities as a parent/guardian. We suggest that you keep this information handy, as you will find it will answer many questions that typically arise during the year.

Our administrative and program staff are here to assist you. The Rochester Child Care Center has an "Open Door" policy. Family members are always welcome. Each family has a cubby or mailbox in the classroom, Check this for updates and news about your child's program. Please let us know if you have any questions or concerns. Active and open two-way communication will help to make sure that your experience at Rochester Child Care Center is a successful one.

Parent participation is important to us! We welcome your comments and suggestions, and encourage you to share your thoughts with us. Parents are invited to serve on our volunteer board of directors and participate in special activities and events. We look forward to being a part of the life of your family and providing healthy and nurturing early education and care for your child.

Please feel free to call me anytime at (603)332-9333.

Sincerely,

Christiane Casserly  
Executive Director



# Rochester Child Care Center

## Vision Statement

Rochester Child Care Center is a dynamic, reflective, and caring community. Teachers are inspired to be enthusiastic learners who teach children by example as they share their love for creativity and discovery. Teachers and families work together to build an atmosphere of trust, mutual respect, and loyalty. This supports families and teachers in building partnerships that benefit all children. All children feel a sense of belonging as they are accepted, loved, and nurtured with a focus on supporting healthy development and engaging them in meaningful activities.

### **Teachers:**

- \*Use the Creative Curriculum & Implementation Checklist for setting up and maintaining the classroom environment.
- \* Use planning times for reflecting upon current practices, sharing observations, and planning a meaningful curriculum and changes to the environment.
- \*Always extend a warm and friendly welcome to all children and families.
- \*Plan special activities that help them get to know their children and families.
- \*Plan and/or participate in special activities that invite and encourage family participation.
- \*Hold two Parent-Teacher conferences each year.

### **Parents/Families**

- \* Take the time at arrival and/or departure to talk with their child's teachers.
- \*Make sure their child's cubby is always supplied with the items necessary for their comfort while in care.
- \*Read the Parent Handbook, Parent Newsletters, Daily Notes and other notices.
- \*Have frequent discussions with their child and their child's teachers about their activities and learning while in care.
- \*Attend Open House and two Parent-Teacher conferences each year.
- \*Bring questions, concerns, or suggestions to the teacher's attention, requesting assistance from administration as needed.

### **Administrators:**

- \*Provide resources & support that the teachers need to plan programs and environments that support healthy learning.
- \*Visit and observe each classroom every other month. Follow up with input and support at planning times.
- \*Consistently enforce adherence to all Agency Policies & Procedures and State Licensing regulations.
- \*Work with teachers to establish peer mentoring system.
- \*Communicate important information in a timely, consistent, and thorough manner.

### **Expectations of everyone involved with Rochester Child Care Center:**

- \*When a concern arises, it is addressed in a timely, professional, and respectful manner with the party or parties with whom it relates.
- \*Confidentiality in regards to teachers, families, and children is respected and taken very seriously. Complaining or gossiping about a child, parent/family, teachers, or administrator is prohibited.
- \*The primary focus is on respect and support. Administrators, teachers, and parents/families will respect and support each other as we model and teach our children about respecting and supporting each other.

## **Our Philosophy**

Our center philosophy is “The Child Comes First”. Our programs are designed to give each child the support and encouragement they need to grow and learn every day. Because each child has their own individual pace for learning we provide a variety of developmentally appropriate learning opportunities. The curriculum is designed for each specific age group and implemented with attention to the needs and differences of the individual child enrolled. We offer play-oriented, hands on, activity based curriculum that allows children to express their natural curiosity while stimulating their social, emotional, intellectual, and physical development.

## **Non-Discrimination Statement**

At the Rochester Child Care Center we welcome all children and families. We appreciate that all families are unique and that we can all learn from each other. We embrace the diversity of each child and family.

We prohibit discrimination in any of our programs and activities on the basis of race, color, national origin, religion, gender, age, marital status, socioeconomic status, sexual orientation, physical characteristics, or disability.

## **Who we are**

We are proud to say that we have provided high quality childcare and early education programs to Rochester and surrounding communities for 40 years in 2016! Rochester Child Care Center has always been an independent nonprofit organization with the single mission of serving children and families. Various programs have been implemented over the years to meet changing community needs. Under the guidance of a volunteer Board of Directors every effort is made to keep tuitions affordable and policies family friendly.

Our center based program serves about 160 children at our 95 Charles St. location, ages 6 months to school aged 6 years old. We also provide before and after school enrichment programs through our “UP” program at most Rochester Elementary Schools as well as the Middle School. The “UP” program is also in session on many out of school days and school vacations. We are the largest provider of childcare services in Rochester and actively collaborate with many community and state wide organizations and initiatives. We plan to continue to grow and evolve to serve your family over the next 40 years!

## **Board of Directors**

Our Center is governed by a Board of Directors, which is comprised of parents and community volunteers. The Board establishes our agency’s mission and policies, and hires the Executive Director to implement them. Parents who are interested in finding out more about joining the Board are encouraged to contact the Executive Director for further information.

## **Fundraising**

Our agency schedules a variety of fundraising events throughout the year to assist us in helping to keep tuition at a reasonable rate and to help us with program improvements. We rely on and truly appreciate parental support and assistance with these events. The monies raised during the year allow us to add supplies and make improvements in our curriculum and building.

## **Our Partners**

Our agency is a partner agency of the United Way of the Greater Seacoast, and receives and reimbursements from the State of New Hampshire DHHS Child Care Scholarship Fund. We provide healthy meals through the USDA CACFP Food Program.

## **NH State Licensing**

Our center is licensed to serve 170 children ages 6 months to school aged 6 years old by the State of NH Bureau of Childcare Licensing and has achieved Licensed Plus status for a higher level of professional practices.

## **Hours of Operation**

Childcare services are provided from 6:00 am to 6:00 pm Monday through Friday and our 95 Charles St. location. Please see your enrollment packet for our holiday closings.

## **Programs**

### **Infant/Toddler Programs**

Butterflies: The youngest of our infants are 6 months old and are lovingly cared for by primary caregivers according to their individual schedules.

Bumblebees and Glow Worms: These two toddler classrooms offer hands on exploration and creative curriculum experiences for toddlers who participate in developmentally appropriate play experiences. Our youngest students also participate in our "PBS" program and learn how we can "make it better".

Ladybugs/Early Head Start Partnership: Through a partnership with the Community Action Partnership of Strafford County we are able to offer this program option to eligible families. The Early Head Start program offers smaller group size and additional services for children and families.

Caterpillars: This transitional toddler classroom focuses on teaching autonomy and independence to help children become ready to fully participate in the preschool program. Caterpillars enjoy creative movement, music, language development and above all having fun!

The Center provides a safe environment where toddlers are encouraged to explore and grow under the nurturing guidance of their classroom teachers. Your child will be assigned a “primary caregiver” to further individualize their care. Our toddler teachers plan developmentally appropriate play experiences that will help to foster children’s social, emotional, physical, and cognitive growth and development. Through participation in the USDA CACFP Food Program we provide breakfast, lunch, and snack for all children who are here during our meal times.

Every parent is assigned a parent mailbox which should be checked daily for important information, updates, and the monthly newsletters and curriculum plans from your child’s classroom. Our staff will also provide you with “Toddler Tattlers” which are daily notes we send home to give you feedback on your child’s day.

Toddler parents are responsible for providing:

- Diapers and wipes.
- At least one complete extra change of clothing.
- Appropriate outerwear for outdoor play (snow pants or snowsuits, mittens, hats, and boots are a must in the winter months & swim suits and/or extra shorts for pool/sprinkler time in the summer). PLEASE LABEL ALL CLOTHING, as we cannot be responsible for lost items.
- Rest sheets and blankets for nap (licensing regulations require your child to have something both under and over them at rest time). We recommend a small sheet or large pillowcase for a mat cover and a small blanket to cover your child. These items are bagged each Friday for you to take home to launder and return to us the following week.

We rely on your adherence to these important responsibilities to keep your child safe, comfortable, and healthy during their stay with us. If a child arrives without these necessary items, a parent may be called to bring these items to the center.

## **Toilet Training**

Toilet training is a unique and individual experience for every child. Toilet training can only be effective if the child wants to learn. Many children will indicate a readiness for toilet training by feeling confident and/or unafraid to sit on the toilet. They may start to ask about the toilet, ask to be changed, or show better bladder and bowel control by staying dryer for longer periods of time. We feel it is important to work with you to ensure this experience is a positive and successful one for both you and your child.

Our staff will follow your child’s lead, as they are ready, encouraging them to use the potty and assisting them as needed. Please be sure to provide your child with manageable clothing so they can have some control in removing their own clothes and in developing self-help skills. It is important to stay positive and to keep communication open with our staff so that, together, we’re providing consistent and supportive help for your child as they master this new skill.

## **Biting**

Group living can be hard for some toddlers. Even in the best of programs, there are occasions when children bite other children. This is a very difficult and stressful experience for everyone... children, parents, and teachers alike. Biting is a natural stage for some children. We work hard to prevent biting by taking a preemptive approach. Staff members stay close so they can intervene when natural conflicts arise. Children are redirected to objects that can be bitten or to appropriate activities where they can vent their frustration. Children are given lots of choices throughout their day and staff model, coach, and reinforce positive social behavior. Our Program Director is available to provide additional resources as needed.

Should a biting incident occur involving your child, we immediately clean the bite and use ice to minimize bruising and swelling. We will notify you verbally and in writing via an accident report. In the rare occasion the skin is broken, we will notify you immediately so you can determine whether you want to seek medical attention.

Should your child be the initiator of a bite, we will inform you verbally so we can work together to monitor the situation and to attempt to assist your child in preventing future biting from occurring.

Please know we will not disclose the names of the children involved in individual incidents. While we do encourage "victim assertiveness", we will not encourage victims of a bite to retaliate in any way other than using their words. Retaliation only models and encourages further aggressive behavior. We do reserve the right to carefully examine each individual situation to determine what recourse is best for the parties involved. It is our primary goal to assist children and families in getting through this very difficult stage in a child's development.

## **Preschool Program**

Our preschool program consists of five classrooms designed to meet the individual needs of children age three to five. Each classroom has the capacity to care for up to 20 children. Two classrooms currently provide early education and care for children ages three and four and two rooms provide early education and care for children ages four and five and one serves a more mixed age range.

Our Preschool Program uses the Creative Curriculum. The Creative Curriculum is rooted in education philosophy and theory as well as practice. It builds on Erik Erikson's stages of socio-emotional development, Jean Piaget's theories of how children think and learn, on principles of physical development, and an appreciation of cultural influences.

The Preschool Program provides a safe and exciting environment for young children to both learn and explore. Children are exposed to a wide variety of hands-on, developmentally appropriate materials and experiences that will help to foster their social, emotional, physical, and cognitive growth and development. We provide breakfast, lunch and snack for all children. Each parent is assigned a parent mailbox that should be checked daily for important information, updates, and the monthly newsletters and curriculum plans from your child's classroom.

### **Preschool parents are responsible for providing:**

- At least one complete extra change of clothing.
- Appropriate outerwear for outdoor play (snow pants or snowsuits, mittens, hats, and boots are a must in the winter months and swim suits and/or extra shorts for pool and sprinkler time in the summer). PLEASE LABEL ALL CLOTHING, as we cannot be responsible for lost items.
- Rest sheets and blankets for nap (licensing regulations require your child to have something both under and over them at rest time). We recommend a small sheet or a large pillowcase for underneath and a small blanket to cover your child. Some parents purchase small sleeping bags instead. These items are bagged each Friday for you to take home and launder and return to us the following week.

We rely on your adherence to these important responsibilities to keep your child safe, comfortable, and healthy during their stay with us. If a child arrives without these necessary items, a parent may be called to bring these items to the center. We regret that we cannot be responsible for items that are lost or stolen.

### **Television / Screen Time**

Our daily routine does not include television watching but occasionally we may view a video that relates to our curriculum. We will make sure all content is age appropriate and children will always be offered an alternative activity to engage in. We have learned that screen time of all sorts should be limited for young children and use computers only if their use furthers our curriculum objectives.

### **What is STEAM Education?**

By the time your child enters the work force, 65% of the jobs that will be available don't yet exist today. We are continually adding experiences and materials to our classrooms that will encourage your child's natural curiosity and talents in the areas of Science, Technology, Engineering, Art and Mathematics. This STEAM focus will help your child learn how to persevere, how to learn from failure and try again, how to evaluate, design and find unique and inventive solutions. We are preparing your child for the future and a world with technologies that do not yet exist.

### **Multiculturalism**

Multiculturalism is vital for all children because it sets social goals and promotes respect for all people and the environment we inhabit. We utilize books, music, games and other activities to teach children to respect diversity in our community and the world.

## **Transition**

During the course of your child's tenure with us, and as he/she shows readiness to move on to another level of our program we will begin the transition process. Your child's teacher will keep you informed of your child's development and readiness, and will work with you regarding a decision to move your child to the next level. Parents will receive information from the center regarding the process, which is designed to be flexible to meet the emotional needs of your child. We work diligently to ensure that transitions occur in a timely manner whenever possible.

## **Confidentiality & Client Records/Files**

Rochester Child Care Center and its employees have both an ethical and legal obligation to respect the privacy of our clients, this includes protecting and maintaining the confidentiality of all information that we learn about our clients, their family members and friends in the course of providing our services. Our client records are legally protected, confidential records and are treated as such. Client records are kept in locked file cabinets unless being reviewed or supplemented by an authorized employee. Clients may authorize the exchange of confidential information with other agencies or parties by completing an authorization for disclosure form, which is available in our main office.

## **Babysitting**

We do not encourage staff to babysit for children who are enrolled at the center. However if families and providers do choose to enter into such an arrangement a form (available in our office) holding the agency harmless must be completed.

## **Staff Qualifications**

Our programs are staffed with teachers, many who meet and/or exceed the New Hampshire Child Care Licensing regulations for educational and experience requirements. All staff actively participate in ongoing professional development and many are credentialed by the New Hampshire Child Development Bureau. Before hire all staff must pass a background check including finger printing.

## **Volunteers and Trainees**

Our agency prides itself on being an important part of our community and serves as a site for a variety of volunteers. All volunteers complete a basic orientation process with our Program Directors, and are given specific guidance and direct supervision at all times while volunteering in our programs. All regular volunteers are required to undergo a background check.

## **Open Door Policy**

Our “Open Door” policy does not mean that our doors are unlocked. Actually all external doors are locked, but accessible through a key pad with your individual family code. We encourage visits that are conducive to the routine of your child’s classroom. While visiting classrooms, we prohibit parents from disciplining other children or from disciplining their own child in a manner that is not within the philosophy of the agency.

## **Visitors**

At times we receive requests from potential clients, childcare professionals, and students to visit our agency or to observe our programs. Visitors are required to make an appointment and are always accompanied by a staff member while in our building, so their visit is not disruptive to the programs in progress.

Parent participation can be both helpful and rewarding to both the center and your family. Please feel free to discuss specifics with your child’s teacher or Program Director if you are interested in becoming a routine visitor or volunteer (see volunteer section).

## **Services to Children with Special Needs**

Rochester Child Care Center welcomes children of all abilities. Our programs are designed to meet the unique needs of each child; we work with Early Supports and Services as well as the Rochester School Department’s REACH program for children who are eligible for special services. Therapists are able to work with children at the center and RCCC teachers are a part of the child’s education team and carry out activities specified in the child’s IFSP (Individual Family Service Plan). We adapt programs to meet the needs of children with varying abilities and make every effort to maintain children in care. We access the services of PTAN (Preschool Technical Assistance Network) as needed. If you have concerns about your child’s emotional well-being or growth and development, we encourage you to speak with your child’s teacher or the Program Director. If appropriate we will assist families in networking with area services to provide additional supports as needed.

### **Rochester Child Care Policy for Inclusion of Children with Disabilities**

Rochester Child Care Center strives to provide the highest quality of care and education to children of varying abilities. We have a long history of providing care and programming to children with special needs and are dedicated to meeting the unique needs of each child.

We have learned that in order for children to be successful it is imperative that we work closely with parents, the school department and other providers and have thorough information, consistent collaboration and open two way communication among everyone involved.

### **The Process:**

When a child with a diagnosed disability is enrolled in our program we request that parents/guardians meet with the program director/coordinator and teacher/site Director if possible to share information regarding the child’s needs and plan ways our program

can accommodate these needs. Parents will be asked to give permission for Rochester Child Care Center to obtain and share information with the school department and/or other service providers.

We request that the child's IEP or IFSP be shared with our program so that we may learn about specific strategies and strive for consistency as much as possible.

Once the child is attending our program we may ask for parent/guardians to meet with us as needed to address specific challenges should they arise. We may seek out other sources of expertise after obtaining parent permission or make referrals to outside agencies with parent permission.

### **The Law:**

#### **Section 504 of the Rehabilitations Act**

This law outlines the specific responsibilities of caregivers of children with diagnosed disabilities and outlines the parent/guardian's responsibilities to provide information and collaborate in planning for their child's care. Programs are required to make "reasonable accommodation" to include children with disabilities. Accommodations that fundamentally alter the program or pose an excessive expense are not required.

Accommodations that pose an undue hardship on the program or pose a safety risk to the children in the program are not required. An example of an accommodation we would consider to be one that creates an undue hardship is the provision of a one on one aide.

### **Termination of Services:**

In adherence with NH Child Care Licensing Regulations Rochester Child Care Center for all of its programs agrees to:

- Work with parent/guardians to use multiple intervention strategies to assist the child to be successful in the program
- Seek out additional resources and referrals
- Provide staff with professional development as related to the child's special needs

Child behaviors shall be documented and if after using the strategies noted above Rochester Child Care Center determines that services need to be terminated, the program shall maintain the child's enrollment for two weeks thereafter. Parents shall be informed and given resource and referral information whenever possible. Immediate expulsion may be necessary if the child's behavior poses a serious safety risk to him/herself or others.

Parent/guardians will be provided all documentation involved in making the decision to terminate their child's enrollment at the center.

## **Assessments**

In our preschool classrooms teachers use The Teaching Strategies Gold Assessment Tool to monitor each child's development while in our care. Copies of completed assessments are provided to parents 2 to 3 times per year. Parent conferences are scheduled for parents who wish to meet with their child's teacher to discuss the results. The Program Director is available to make recommendations and references for further evaluation if needed.

We may request parents of toddlers to complete the “Ages and Stages” questionnaire. Please make use to complete these as they will give us reliable information regarding your child’s development. The Program Director is available to make recommendations and references for further evaluation if needed and is always happy to meet with you to discuss any concerns or questions you have about your child’s development.

### **Food Program Information**

All meals at Rochester Child Care Center are served under the guidance of USDA Child Nutrition Program. Accordingly, the Center is the recipient of meal reimbursements for eligible families which assist in keeping tuition costs low. Due to our participation in this program all parents, regardless of income, are required to complete paperwork annually. Our programs serve breakfast, lunch and afternoon snack each day. Breakfast is served between 7:30 and 8:30 and lunch is served between 11:15 and 12:00 depending on the class. Children are encouraged to give every food a try and are never forced to eat foods they do not wish to eat and food is never used as a reward or punishment. Mealtime is designed to be a pleasant and social part of your child’s day. Please find weekly menus posted on the door of the Main Office for you to take home.

We ask that children not bring food or snack from home unless specific arrangements have been made with the classroom.

*In accordance with Federal Law and the US Dept. of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA Director, Office of Civil Rights, Rm 326-W, Whitten Building, 1400 Independence Ave., SW, Washington, DC 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer.*

### **Food Allergies and Restrictions**

In compliance with CACFP regulations, if your child has special meal restrictions or food allergies that require accommodations, you must provide us with written documentation from your child’s physician. A special meals form must be completed by a health professional before any meal substitutions or exceptions can be made for your child.

Please help us to safeguard our children with peanut and tree nut allergies by not bringing any foods into the Center that contain nuts or nut butters. The oil from these products can stay on a child who has eaten peanut butter or even on furniture and equipment and cause a life threatening reaction. Some extremely sensitive children may even react to these products in the air. If your child has eaten peanut butter before coming to the Center please wash up well.

## **Reporting of Suspected Abuse or Neglect**

New Hampshire Law (RSA 169-C: 29-30) requires that any person who has reason to suspect that a child under the age of 18 has been abused or neglected must report the case to the New Hampshire Division of Children, Youth, and Families (DCYF). Our Agency has internal policies for reporting the suspicion of abuse and neglect. If a report has been made, the Executive Director consults with DCYF regarding the decision of notifying the child's parent or guardian of the report. Out of respect to our parents, we prefer to communicate our concerns whenever possible. However, the agency may refrain from notifying parents based on individual circumstances and the needs of the child.

## **Parent Communication**

Parent Mailboxes & Pockets: Each parent/child has a mailbox located in their child's classroom or at their school age site. Please check your mailbox daily! It will contain important information throughout the year and will keep you in touch with our program news and events.

Parent Information Boards: Each classroom has a parent board that contains lots of helpful information for parents. Here you can find specific class schedules, special notices, newsletters, curriculum plans and menus to keep you up to date from month to month. The Center also has two information boards in our entranceway to remind you of important information including closings, fundraisers, community events, etc. Please stop by and check them out!

For additional information please also check our web site at [www.rochesterchildcare.org](http://www.rochesterchildcare.org) and our Facebook page where we are always posting the most up to date information.

## **Program Policies and Rules**

### **Parking**

When dropping off and picking up your children, please use extreme caution as there are often many children and adults walking to and from vehicles. Our driveway and parking lot has a one-way traffic flow. Please be sure to use the entranceway and exit as marked.

Parking is not permitted along the side of the building or in front of our side entrance. This is a fire lane and it must be kept open for emergencies. Please park in the spaces along the playground fence marked for parent drop off.

**Never leave vehicles running or leave children unattended in vehicles as this is against the law and puts your child at risk.** Be sure to always buckle your child into an age appropriate car or booster seat. Please remember to always use caution when entering and departing the lot. PLEASE DRIVE SLOWLY AND WATCH OUT FOR CHILDREN AT ALL TIMES!

## **Security System**

Our building is equipped with a security system designed to allow access to employees and parents only. Our front and side doors are locked at all times. Security codes are issued to families upon enrollment in our program. This code is for parents or legal guardians only. Should another family member or alternate pick-up person need to gain access to our building; please inform them to use the call button to contact the main office. To help us keep our children as safe as possible, please do not let people who are unfamiliar to you into the building.

## **Weapons Prohibition Policy**

The possession of weapons shall be prohibited in all Rochester Child Care Center facilities including Rochester School Department property and at all functions sponsored by Rochester Child Care Center at all times and by all persons except law enforcement officers acting within the scope of their professional capacity.

Weapons include but are not limited to: firearms, explosives, incendiaries, martial arts weapons, electronic defense weapons, clubs, swords, knives, razor blades and box cutters or containers containing chemicals such as pepper gas or mace. Likewise, objects fashioned to look enough like dangerous weapons that they could be mistaken for an actual weapon are subject to the same prohibition.

Persons violating this policy will be immediately directed to leave the premises, subject to enforcement by policy if necessary. Student violation of this policy will be subject to disciplinary action which could result in termination of services.

## **Daily Arrivals and Departures**

All children must be escorted into the building and signed in on the classroom/program attendance.

We ask that parents allow for a few minutes each morning to update staff members with important information that might impact your child's day. We encourage you to keep us informed about changes in your child's sleep pattern or physical and emotional health so staff are prepared to support any additional needs your child might have during the day.

## **Authorization for pick up**

As part of our enrollment procedure, parents are required to provide us with a list of people who are authorized to pick-up their children from the Center and/or who will be called when a parent can't be reached to pick up an ill child, etc. It is recommended that parents/guardians list these names in the order in which they would like people contacted, including their own information. We will NOT release a child to any adult who is not on this authorization list without authorization submitted to the center office. ALL adults, including parents, must be able to present photo identification when picking up children from the Center. Due to our large number of employees, staff members may request identification until they become familiar with a child's parents and extended

family. This is to ensure your child's safety, so please inform all alternate pick-up persons they'll need to bring appropriate identification with them. If an unfamiliar adult cannot produce a photo ID to verify their identification, we will not release a child to them. **In order to promote the safety and well being of children, no child will be released to anyone under the age of 16.**

By law regardless of change in marital/relationship status, biological parents cannot be denied access to their child, including pickup privileges, without documented court authorization. Any court-authorized documents regarding custodial changes or restrictions must be submitted to an administrator in the main office before our staff can enforce these changes. It is our goal to support the individual, sensitive needs of our families, but we will only do so within the required constraints of the law.

If a parent/guardian or designated pick-up person is suspected of being under the influence of alcohol/drugs when they arrive at the center, the individual may be called aside by a staff member and/or administrator to discuss the concern. The Center will provide assistance with contacting an alternate adult or taxi to provide necessary transportation if a parent confirms they are in need of assistance. If the situation isn't able to be resolved and the agency still has concerns about the well being of the child, then the agency will contact the local police department to report the concern and will cooperate with the police as requested.

### **Closing/Late Pick-up Fee**

Our Center closes promptly at 6:00 PM. Parents are asked to arrive promptly so they and their children can vacate the building by 6:00 PM. Anyone arriving after 6:00 PM is charged a late fee, which is added directly to your account and is due with your tuition payment for the following week. Parents are charged a flat rate of \$10.00 for late arrival after 6:00 through 6:15. Parents arriving after 6:15 will be charged an additional \$15.00 for each 15 minutes after that. Be advised that if we are unable to reach you or an authorized pick-up person after the center has closed, we may need to notify appropriate authorities. Please be aware that repeated lateness, or failure to pay late fees, could be cause for dismissal from the center.

### **Emergency Closings**

Due to the importance of the services we provide, our agency rarely closes during inclement weather. However, on mornings of severe weather, we ask parents to watch WMUR or check their online listings for possible delay or closing information. In the event that the Center must close in the middle of the day, we will make announcements on the local stations and we will contact parents or an alternate pick up person to come prior to our early closing. You may also check out our web site at [www.RochesterChildCare.org](http://www.RochesterChildCare.org) for this information.

Please understand that per our tuition agreement, we cannot credit parents for emergency closings. Your basic tuition rate is still expected regardless of your child's attendance. Keep in mind we do work diligently to stay open, even in poor weather when schools may close.

## **Illness and Medication Policy**

Our Center works hard to provide a safe, healthy environment for all children. Parents are required to provide us with a copy of their child's immunization record and a current physical prior to their enrollment in our program. This information must be updated annually.

We work hard to prevent illness and injuries at our program. All staff are required to keep current CPR and First Aid certification. Minor injuries, such as bumps, scrapes, and small cuts are treated by our staff using "universal precautions" when administering first aid. Parents are notified of all injuries through written "Accident Report Forms" that require your review and signature. In the case of a bump to the head, or an injury that may require a physician's attention, teachers will call you regarding the situation you may be asked to pick up your child for medical attention. If emergency medical treatment is required we will call an ambulance, and you will be notified of the situation and be asked to meet us at the nearest medical facility.

We also work to prevent the spread of illness by adhering to the "universal precautions" cited in our communicable disease control procedures. This includes disinfecting surfaces and toys in the classroom as necessary, wearing gloves when diapering and administering first aid, and promoting important health practices especially proper hand washing.

It is important to note that our agency does not have the resources for caring for ill children and we ask that you keep your child at home when they are not feeling well. If your child is well enough to attend childcare, they must be well enough to participate in our program including outdoor play. Should your child become ill while at the center, you will be called and required to arrange for your child to be picked up immediately. PARENTS MUST KEEP THEIR AUTHORIZATION LIST AND HOME/WORK PHONE NUMBERS UPDATED AS CHANGES OCCUR SO WE ARE ABLE TO CONTACT YOU WHENEVER NECESSARY. Please make sure cell phones are always activated and charged – we reserve the right to refuse to care for a child if we are unable to reach parents/guardians or alternate responsible adults in case of emergencies.

\*Please refer to our illness policy below. This policy has been developed with consultation from Avis Goodwin Community Health Center.

### **Temporary exclusion is recommended when a child any of the following symptoms are exhibited:**

*Abdominal pain (persistent)*- Pain that continues for more than a 2-hour period or intermittent pain associated with fever or other signs or symptoms.

*Diarrhea*- Two or more episodes within a 24 hour period. Diarrhea is defined as stools that are more watery or of decreased form, or of increased frequency of passing that is not contained in the diaper or toilet and is not associated with changes in diet or other conditions unrelated to illness (teething, medications, etc.). Children may return once the diarrhea is resolved.

*Eye discharge*- Thick mucus or pus draining from the eye.

*Fever (101 degrees F or higher) AND behavior change or one or more of the following symptoms-* headache, sore throat, breathing difficulties, extreme tiredness, earache, rash, diarrhea, vomiting, etc.

*Pediculosis (Head Lice)-* Children with nits should be excluded at the end of the day until AFTER the first treatment (unless the child is infested with nits and live lice). Children with live lice should be excluded as soon as possible. Children will be checked upon their return and again during the next 7-14 days to be sure the lice have been eradicated. It is not uncommon for children to require additional treatment.

*Rash with fever-* We may ask that you have your child examined by a physician to determine the cause of a rash.

*Signs of possible severe illness-* Unusual tiredness, uncontrolled coughing or wheezing, continuous crying, difficulty breathing.

*Vomiting-* Two or more episodes within a 24-hour period unless the vomiting is determined to be due to a non-infectious condition and the child is not in danger of dehydration.

## **Administering Medications**

Administering medication is a serious business and parents must follow the following procedures in order for us to medicate your child. Parents must carefully and completely fill out a medication form for each prescription/non-prescription medication that is to be administered. These forms are available in the main office or from your child's teacher. All medication must be brought in its **original** container with the child's name, current date, the dosage information, and the physician's name printed clearly on the label. Non-prescription medications such as cough syrups, Tylenol, etc. must also be in their original containers and be accompanied by written authorization from your doctor to provide them to your child as needed throughout the year, and we do **not** need a doctor's permission to apply diaper rash ointment. For your convenience, physicians can fax necessary information to us at 332-3912. Please know that we are NOT able to administer medication without all of the required information.

## **Sunscreen/ Insect Repellent**

Daily outdoor activity is very important for all children, even in the hot summer months. In the case of extreme heat and humidity in the summer, children may go outside only in the early or late parts of the day when the temperatures are the coolest. We require parents to supply sunscreen for our staff to apply each day before outdoor play in the summer. Pediatricians do not recommend spray on sunscreen for children and we will not accept them for use in our programs. As part of your enrollment, you will be asked to provide us with permission to apply sunscreen. Please make sure all sunscreen is labeled with your child's name. Parents may supply insect repellent for their children if they wish. Please make sure to give all products directly to a teacher for safe storage.

## **Nap/Rest/Relaxation**

Licensing regulations require us to provide at least one hour of rest time for our children each day. We provide a quiet, soothing atmosphere that is conducive to resting through the use of calming activities, appropriate music, and by sitting with the children to rub backs or help settle them down. Per licensing regulations, children who do not fall asleep after 30 minutes of rest are given the opportunity to do quiet activities on their mats, after 60 minutes, children are allowed to get off their mat and engage in quiet activities.

There is one less teacher present in your child's classroom during rest time to allow for the teachers to take a lunch break. Administrative staff are always available to the classrooms as needed and the teachers have immediate access to the office, via the intercom system, if teachers need assistance during this time.

## **Outdoor Play**

Because outdoor play and exploration are such an important part of your child's development, our programs plan daily outdoor activity time every day. Please be aware that if your child is well enough to attend the program, they must be able to participate in outdoor activities.

Please dress your child in practical clothing that allows for freedom of movement and is appropriate for the weather. Our playground is used as an extension of our center and outdoor play may get messy. Please dress your child in clothes that can easily be washed. We find that flip flops or open sandals are not safe for our playgrounds and make it difficult for your child to play.

In the winter months children are restricted from using the playground equipment once the ground is frozen, per licensing regulations. We provide winter play opportunities, including walks, to keep the children active and moving in the winter months and enjoy outdoor play daily as long as the temperature is above 15 degrees. Please make sure your child has adequate cold weather wear.

Classrooms also use the hall space on our bottom floor for gross motor activities when weather restricts outdoor play. Please bring sneakers or other footwear for outdoor play.

*\*Please note: Rochester Child Care Center is not responsible for lost clothing- please mark all clothing with your child's name.*

## **Field Trips**

Field trips are scheduled in advance and parents are required to sign the monthly classroom "Field Trip Permission Form" to authorize their child's participation for trips that leave our property. Walking trips are scheduled throughout the year to introduce your child to our community and its helpers, nature, and our environment.

We welcome parent participation and parents who wish to chaperone trips are encouraged to make arrangements with their child's classroom or program.

## **We Make It Better**

**RCCC has adopted the PBIS (Positive Behavior Intervention System)**  
and has developed the following :

### Rules for Behavior

1. Be Safe.
2. Be Kind
3. Be Helpful
4. Make it Better

Our Center believes that discipline is the process by which children will learn self-control. Discipline is not punishment. It is teaching, guiding, and redirecting behavior. The first priority in all of our programs is to provide children with a safe and healthy environment. Occasionally we have issues with children displaying unsafe behavior. Our employees guide children's behavior by using techniques defined in the New Hampshire Child Care Licensing Rule manual. These methods include using positive guidance and establishing rules and limits for acceptable behavior that are designed to promote cooperation and respect, while being appropriate and understandable to the development level of the child. We use consequences that are related to the misbehavior, and enforce these consequences as soon as possible after the misbehavior has occurred.

Should behavior be unsafe and require separation from the group, it is brief and appropriate to the circumstances and developmental level of the child. Children will always be able to see and hear the other children and staff during their respite. Children may also leave the room with an adult for one on one interaction, to assist the child in regaining control. If not successful, a child may also be brought to the Program Director or another administrator for intervention as well. You will be asked to sign a "Behavior Policy" as part of your enrollment packet.

## **Administrative Policies**

### **Registration Fees**

All parents are currently required to pay a non-refundable \$30.00 registration fee prior to their child's date of enrollment, which includes processing fees and a minimal charge for accident insurance. Please note the insurance portion of our registration costs is an annual fee, and it will be added annually to your tuition.

### **Tuition Payment Policy and Late Payment Charge**

As a non-profit agency, we heavily rely on your prompt payment for the important service we provide. Payment is expected in advance, on Monday, for the upcoming week of care. If payment has not been received by Friday of the week that services have been rendered, it is considered one week overdue. If this is your first occurrence of late payment, you will receive a "Friendly Reminder" indicating that we have not received

payment for that week. If payment arrangements have not been made by day's end on Friday, your child will not be able to attend on Monday until payment has been made.

Failure to make payments is serious and is cause for dismissal from the program.  
Services cannot be provided to families whose accounts are overdue.

Should circumstances arise that temporarily affect your ability to adhere to our payment policy, you must immediately contact our office to discuss an appropriate solution. This will ensure that you are not at risk of losing your child care services. It is your responsibility to notify us of these circumstances BEFORE you receive a Final Notice.

Please note that if you are the parent who initiates the child's enrollment and signs for the account, you are legally responsible to pay for the childcare services you have contracted for. We need to collect the fees for our services and do take accounts to small claims court if they can't be otherwise resolved.

If you pay by check, and our bank does not honor it, you may be required to make future payments by cash, money order, or cashier's check. You will be charged a \$25.00 fee for all bounced checks.

For your convenience we accept payments in cash, checks and by credit cards. You may call our office for a credit card payment or use our new Tuition Express automatic payment option.

*\*Tuition is expected to be paid weekly in full regardless of your child's attendance in our program.*

### **Vacation Credit**

After using our services for three months, parents who contract for five days of care per week are entitled to five vacation/sick (free of charge) days each year. After using our services for three months, parents who contract for four days of care per week are entitled to four vacation/sick days each year. Parents are responsible for notifying the office of their wish to use these days, and tuition will be adjusted accordingly. Vacation credits will renew every September. **This applies only to families who have children at our Charles St. facility.**

### **Scheduled Closings**

In the fall of each year you will receive a calendar notifying you of our scheduled closings. Tuition remains the same during the weeks we have a closing, as they already have been included in your tuition rates.

### **Withdrawing from our Program**

Parents are responsible for giving us at least one-week notice when withdrawing their children from the program. This is critical to allow us appropriate time to fill the upcoming vacancy with a new enrollment. We also ask that parents verbally share this

information with their child's teacher so they can assist in making this transition a smooth one for their child as well.

A child will be considered automatically withdrawn from our program after two weeks of absence if no contact has been made with the center.

**Please be sure to keep this book handy for future reference. Once you have signed the tuition contract, you acknowledge that you understand and agree to the information included in this handbook. If you have any questions, please feel free to give us a call!**