



Parent Handbook

AS OF MARCH 2026

Our Philosophy

Our philosophy here at The Village Early Learning Center is that children learn best in a nurturing, play based environment. The primary goal is to set an environment that invites children to observe, explore, experiment, and make choices that allow children to grow and develop through play. A child's experience away from home should be safe, joyful and nurturing. The Village Early Learning Center offers a stimulating and relaxing atmosphere where each child can feel like this is their home away from home.

Enrollment Policy

Enrollment is offered on a first-come, first-served basis, subject to space availability and the Center's discretion. Sibling priority may be given to currently enrolled families. Submission of an application or deposit does not guarantee placement until all required documentation has been received and approved, and confirmation of enrollment has been provided by the Center.

The enrollment process includes completion of all required registration forms, review of the Parent Handbook and Center policies, and execution of a signed Tuition Agreement. Enrollment is not considered finalized until all required forms, fees, and deposits have been submitted.

The Center reserves the right to deny or discontinue enrollment in accordance with its policies and applicable state regulations.

Age Group Classifications

Placement is determined by the child's age, developmental readiness, and space availability.

- **Infants:** 6 weeks through 18 months
- **Toddlers:** 6 weeks through 36 months
- **Preschool/Pre-K:** 24 months and older

The Center reserves the right to make final classroom placement decisions based on licensing regulations, developmental appropriateness, and overall program needs.

Enrollment Definitions

Full-Time Enrollment: Attendance on all designated program days each week.

Two-Day Enrollment: Attendance on two designated days each week.

Three-Day Enrollment: Attendance on three designated days each week.

Initials: _____ **Date:** _____

Registration Fee & Final Tuition Policy

A non-refundable registration fee of **\$100.00**, plus **one week of tuition**, is required at the time of enrollment to secure your child's placement. Enrollment will not be confirmed until all required fees and paperwork have been received.

The one week of tuition collected at enrollment will be applied to the child's **final week of attendance**, provided that a written two (2) week notice of withdrawal is given.

Withdrawal & Final Payment Requirements

Families are required to provide a minimum of **two (2) weeks written notice** prior to their child's last day of attendance.

- The prepaid one week of tuition will be applied to the **final week** of the two-week notice period.
- Payment for the **first week** of the notice period is still required and must be paid in full, regardless of attendance.
- If proper two-week written notice is not given, the prepaid tuition may be forfeited and additional tuition may be due.
- Tuition is due for the full notice period whether or not the child attends during those final two weeks.

Tuition is based on enrollment, not attendance, and no refunds or credits will be issued for absences during the notice period. The Center reserves the right to apply the prepaid tuition toward any outstanding balance owed.

Wait List

There are no fees associated with being placed on a wait list. Children will be placed on the waitlist on a first come, first serve basis.

Statement of Non-Discrimination

Our program does not discriminate against individuals on the basis of race, color, national origin, citizenship, religion, sex, marital status, age, disability, sexual orientation or veteran status.

Initials: _____ Date: _____

Reporting Child Abuse, Neglect, and Safety Concerns

The Village Early Learning Center is fully committed to the **safety, well-being, and protection of all children** in our care. In compliance with **state, federal, and local laws**, all staff are **mandated reporters** and are required to report **any suspected cases of physical, sexual, emotional abuse, or neglect** immediately to the **New Hampshire Division for Children, Youth and Families (DCYF)** or local law enforcement.

Parent and Community Responsibility:

- In New Hampshire, **every person, not just center staff or professionals, is a mandated reporter under RSA 169-C:29.**
- Anyone, including parents or guardians, who has **reason to suspect a child is being abused or neglected** must report it **immediately** to DCYF or local police.
- Parents/guardians are expected to **bring any concerns regarding child safety or potential neglect** directly to the **Center Director at the time the concern arises**. Concerns should **not be withheld** or used as leverage after a child's enrollment ends.

Staff Responsibility:

- All Center staff are trained to **recognize signs of abuse, neglect, or unsafe conditions** and are required to report any suspicions **immediately**, whether the situation occurs **within the Center, during offsite activities, or in the child's home environment**.
- Staff will **document all concerns carefully** and work in coordination with authorities to protect the child.

Commitment to Child Safety:

- The Center reserves the right to take **any necessary steps to ensure the safety of a child**, including reporting concerns about unsafe conditions both inside and outside of the Center.
- Parents, guardians, and staff share the responsibility of maintaining a **safe and supportive environment** for all children.

Parental Notification:

- The Center may **not notify parents/guardians** if doing so could compromise a child's safety or an investigation.
- All actions are taken in accordance with **state law and best practices** to ensure the child's protection.

This policy makes it clear that **child safety is a shared responsibility**, and **timely reporting is mandatory**. The Center takes these obligations seriously to protect every child and maintain a safe environment.

Initials: _____ Date: _____

Open Door Policy

The Village Early Learning Center maintains an open door policy for enrolled families. Parents and legal guardians are welcome to visit or call to check on their child at any time during regular operating hours. Advance notice is not required to visit. We believe full transparency fosters trust, partnership, and open communication between families and staff.

For the safety and well-being of all children, all visitors must:

- Sign in upon arrival
- Present valid identification upon request
- Follow all health, safety, and supervision procedures
- Remain within their child's designated classroom or approved areas

While parents are welcome at any time, we kindly ask that visits be respectful of the daily schedule and classroom environment. Maintaining a calm, consistent routine is essential to supporting children's emotional security and learning. Prolonged visits, frequent transitions in and out of the classroom, or interactions that disrupt classroom activities may be limited at the discretion of administration.

To ensure compliance with state licensing regulations and confidentiality requirements:

- Parents may only interact with or photograph their own child.
- Information regarding other children, families, or staff will not be disclosed.
- Access may be restricted during emergency situations, lockdown procedures, nap times, or when health and safety concerns arise.

The Center reserves the right to deny access to any individual who is not listed as an authorized pick-up person, who appears to pose a safety risk, or who is in violation of court orders or custody agreements on file.

Our open door policy is intended to encourage family engagement while maintaining a safe, secure, and developmentally appropriate environment for all children in our care.

Initials: _____ **Date:** _____

Arrival and Departure Policy

The Center's hours of operation are 7:00 a.m. to 5:30 p.m., Monday through Friday. The Center opens promptly at 7:00 a.m. and closes promptly at 5:30 p.m. Families are expected to arrive and depart within these operating hours.

Parents/guardians must inform the Center of their child's anticipated daily arrival and departure times and notify the Center as soon as possible of any changes in schedule. This allows for proper staffing in accordance with state licensing ratios.

All children must arrive dressed and ready to participate in daily activities. The Center reserves the right to refuse admission for the day if a child arrives unprepared or outside of scheduled hours without prior approval.

Late Pick-Up Policy

Children must be picked up no later than 5:30 p.m. A late fee of \$1.00 per minute, per child, will be charged beginning at 5:31 p.m unless agreed upon in writing waiving the fee. Late fees are calculated based on the time the child is signed out and has exited the building.

Late fees:

- Are not prorated
- Accrue until the child is picked up and has fully exited the building
- Will be added to the following week's tuition invoice
- Are due upon receipt and are not subject to dispute or negotiation

Repeated late pick-ups may result in additional penalties, including but not limited to suspension or termination of services.

If a child has not been picked up and the Center is unable to reach a parent/guardian or authorized emergency contact within a reasonable period of time (approximately 15mins), the Center reserves the right to contact appropriate authorities in accordance with state regulations.

Tuition and late fees must remain current. The Center reserves the right to deny care if accounts are not in good standing.

Initials: _____ **Date:** _____

Weather & Emergency Closures

The Village Early Learning Center will make every reasonable effort to remain open during inclement weather and other unforeseen circumstances. However, the safety of our children, families, and staff is our top priority. The Center reserves the right to delay opening, close early, or remain closed due to weather conditions, power outages, unsafe travel conditions, building emergencies, or other circumstances beyond our control.

All closure, delay, or early dismissal notifications will be communicated through the Brightwheel app. It is the responsibility of parents/guardians to ensure their contact information is current and to monitor Brightwheel for updates. The Center is not responsible for missed notifications.

Closure decisions are made at the sole discretion of the Center and may or may not align with local public school district closings.

In the event of early dismissal, parents/guardians are expected to arrange prompt pick-up of their child. Late pick-up fees may apply if children are not picked up by the designated early closure time.

Health Forms & Immunization Records

For the safety and well-being of all children in our care, the Village Early Learning Center requires that each child have a current and complete medical form on file prior to their first day of attendance. Enrollment will not be finalized, and a child may not begin care, until all required health documentation has been received and approved.

Medical forms are valid for one (1) year and must be updated annually in accordance with your child's routine physical examination. It is the parent/guardian's responsibility to ensure updated forms are submitted on time. Failure to provide updated medical documentation may result in suspension of care until records are current.

Parents/guardians must also provide:

- Up-to-date immunization records in compliance with state regulations
- Documentation of any medical exemptions, if applicable and legally permitted
- Written medical action plans signed by a licensed healthcare provider for allergies, asthma, seizures, or other chronic conditions
- Any required medications in their original container with proper authorization forms completed

All significant medical information, including but not limited to allergies (food, environmental, medication), medical conditions, developmental concerns, dietary restrictions, and special health needs, must be disclosed during the enrollment process and updated as changes occur. The Center is not responsible for complications arising from undisclosed or outdated medical information.

Initials: _____ **Date:** _____

The Center reserves the right to exclude a child from attendance if required immunizations are not current (unless exempt by law), if necessary medical documentation is missing, or if the child's health needs cannot be safely accommodated within licensing guidelines.

Confidentiality

All information contained in a child's file is considered confidential and will be maintained in accordance with applicable privacy laws and state regulations. Records will only be released:

- With written consent from a parent or legal guardian, or
- As required by law, court order, licensing authority, or regulatory agency

Confidential information will only be accessible to authorized staff members who require the information to ensure the health, safety, and proper care of the child.

Items from Home

To minimize distractions, prevent loss or damage, and maintain a safe learning environment, the Village Early Learning Center asks that children not bring personal items from home unless specifically requested by the classroom teacher for an approved activity or special event.

For nap/rest time, children may bring:

- One small blanket
- One small stuffed animal

All nap items must be clearly labeled with the child's first and last name.

The Center is not responsible for lost, stolen, or damaged items brought from home. Personal belongings that are not permitted may be stored out of reach during the day or sent back home.

The following items are strictly prohibited but not limited to the following:

- Toys, electronics, tablets, smart watches, or gaming devices
- Jewelry or valuable accessories
- Money
- Any item that may pose a safety risk

If an item causes disruption, safety concerns, or conflict among children, the Center reserves the right to prohibit the item from being brought in again.

Comfort items beyond those listed may be permitted at the discretion of administration for transitional purposes and may be phased out as the child adjusts.

Our goal is to create a focused, safe, and equitable environment where all children can fully participate without unnecessary distractions.

Initials: _____ **Date:** _____

Lunch & Snacks

The Village Early Learning Center requires parents/guardians to provide a daily lunch, snacks, and beverages for their child. All food and drinks must be sent in a clearly labeled lunchbox with the child's first and last name.

Lunchboxes must be large enough to accommodate:

- Lunch
- Required snacks
- An ice pack (if needed)
- A reusable water bottle

The Center does not provide refrigeration unless otherwise stated. Parents are responsible for ensuring that all food items are properly stored in insulated containers and kept at safe temperatures. The Center is not responsible for spoiled food.

All food should be ready to eat with limited preparation by staff (microwaved heating). To reduce choking risks, parents must ensure food is age-appropriate and cut into safe, manageable pieces.

Due to allergies and the safety of all children:

- Certain food items (such as nut products or other identified allergens) may be restricted at any time.
- Parents will be notified if classroom-specific restrictions apply.
- Food may not be shared between children under any circumstances.

Candy, soda, energy drinks, glass containers, and items posing choking hazards are not permitted.

If a child arrives without sufficient food for the day, the Center will attempt to contact the parent/guardian. The Center is not responsible for providing alternative meals, and repeated failure to provide appropriate meals may result in further action at the Center's discretion.

Our goal is to promote healthy eating habits while maintaining a safe environment for all children.

Initials: _____ **Date:** _____

Tuition Payments

Tuition at the Village Early Learning Center is **based on your child's enrollment, not daily attendance**. Tuition is due whether or not your child is present due to illness, vacations, snow days, holidays, emergencies, or temporary closures, including public health-related closures such as COVID-19.

Families must choose their payment schedule, **weekly** or **monthly** at the time of registration:

Weekly Payments:

- Tuition for the upcoming week is due **each Wednesday** upon arrival or via the Brightwheel app.

Monthly Payments:

- Tuition for the entire month is due **on the 1st of each month**.

Late Payments:

- A **\$5.00 late fee per day** will be applied to any unpaid balance.
- Returned checks will incur a **\$25.00 fee**.
- If tuition remains unpaid **10 days past the due date**, the family will be given a **two-week notice of termination**, and care may be discontinued.

All payments may be made by cash, check, or through the Brightwheel app.

Tuition Rates:

- Tuition rates are based on your child's enrolled schedule and are **subject to change with 30 days' written notice**.
- Changes in attendance, including temporary absences or schedule adjustments, do not reduce tuition.

This policy ensures the Center can maintain staffing, programming, and operational stability while reserving your child's spot in the program.

Tuition During Closures

Tuition is based on enrollment and reserved space, not attendance. Therefore:

- Tuition remains due in full for weather-related closures, delays, or emergency shutdowns.
- Credits or refunds will not be issued for temporary closures due to circumstances beyond the Center's control.

The Center will make reasonable efforts to reopen as quickly and safely as possible.

Initials: _____ **Date:** _____

Vacation Policy

Tuition at the Village Early Learning Center is **due in full regardless of vacations or absences**. However, the Center offers families a limited vacation benefit under the following conditions:

- Families may take **one (1) vacation week per calendar year (January 1 – December 31)** with a **50% tuition credit** for that week.
- A **minimum of two (2) weeks' written notice** must be provided to the Director to qualify for the discounted vacation week.
- All additional weeks taken within the same calendar year are **charged at the full tuition rate**.
- Vacation weeks **cannot be accumulated, carried over, or "banked" for future use**.

This policy allows families flexibility while ensuring that the Center can maintain staffing, program quality, and reserved spaces for all enrolled children.

Ratios

The Village Early Learning Center follows NH child care state regulations. With mixed age groups ratios based on the age of the majority of the group. The ratios are as follows...

- 6 weeks – 12 months: 1 staff member per 4 children
- 13 months – 23 months: 1 staff member per 5 children
- 24 months – 35 months: 1 staff member per 6 children
- 36 months +: 1 staff member per 8 children

Subsidized Care

Parents/guardians will be responsible for paying full tuition rate for care per day for any days that are not covered by a voucher.

Subsidized Care

Families receiving assistance through the **NH Child Care Scholarship program** must promptly report **all changes** in income, household size, or other circumstances to the Child Care Scholarship office. Failure to report changes may affect eligibility and could result in a balance due to the Center.

Parents/guardians are responsible for:

- Paying the **required cost share** as determined by the Child Care Scholarship program
- Paying any additional tuition amount required by the Center beyond what the scholarship covers

The Center calculates the family's portion based on the amount paid directly by the Child Care Scholarship program and the family's required contribution.

Initials: _____ Date: _____

End of Subsidized Care

If the scholarship ends or does not cover all days of care:

- Parents/guardians are responsible for paying the **full tuition rate** for any days not covered by a voucher
- Tuition is due in accordance with the Center's standard **Tuition Payment Policy**

The Center reserves the right to **deny care or terminate enrollment** if required payments are not made in a timely manner once subsidy coverage ends.

Termination Policy

Termination of enrollment at the Village Early Learning Center requires **two (2) weeks' written notice** from either the parent/guardian or the Center Director. This allows the Center to plan for staffing and program needs and ensures proper closure of your child's enrollment.

Voluntary Termination

A **two (2) week notice** is required for all voluntary terminations regardless of the reason behind termination. Tuition for the **full two-week notice period** is required **regardless of whether the child attends** during that two week timeframe.

The **one week of tuition collected at the time of enrollment** will be applied toward the child's **final week of care**. The additional week of the notice period **must still be paid in full** by the parent/guardian, even if the child does not attend.

This policy ensures that the Center can maintain staffing and program stability while honoring the reserved space for your child.

Involuntary Termination

The Center reserves the right to **immediately discontinue care** for reasons including, but not limited to:

- Misconduct by the parent/guardian or child
- Failure to comply with Center policies, procedures, or the Parent Handbook
- Non-payment of tuition or fees
- Behavior that poses a safety risk to children, staff, or others

Non-Payment & Legal Action

Tuition and fees are **mandatory and based on enrollment, not attendance**, regardless of withdrawal, termination, or any other circumstance.

Initials: _____ Date: _____

In the event of non-payment:

- The Center reserves the right to **immediately terminate enrollment**.
- Parents/guardians remain **fully responsible** for all outstanding tuition and fees.
- The Center will pursue **all available legal remedies** to collect unpaid balances, which may include referral to collections.
- Parents/guardians are responsible for any **associated legal fees and collection costs** incurred by the Center.

This policy ensures that the Center can maintain operations, staffing, and program stability for all enrolled children.

Additional Considerations

- Tuition is **based on enrollment, not attendance**, and remains due during the notice period.
- The Center may deny re-enrollment to families whose accounts remain delinquent or who have been terminated for policy violations.

This policy is designed to ensure fairness and transparency while protecting the safety, stability, and financial integrity of the Center.

Absences

If your child will be absent for any reason, parents/guardians are asked to notify the Center through the Brightwheel app by 9:00 a.m.

Important: Tuition is based on enrollment, not attendance, and full tuition remains due regardless of absences, including illness, vacations, snow days, or other unforeseen circumstances.

This policy ensures that the Center can maintain staffing, program quality, and reserved spaces for all enrolled children.

Sleeping & Rest Policy

In compliance with state regulations, the Village Early Learning Center provides a daily rest period for all children.

- **Infants:**
 - Infants will be placed on their backs to sleep in a **crib**.
 - No blankets, pillows, or stuffed animals are permitted in the crib to ensure safe sleep practices.
 - Sleep practices follow all current **state and pediatric safety guidelines**.

Initials: _____ Date: _____

- **Toddlers and Preschoolers:**
 - Children will rest on **cots or mats** during the designated rest period.
 - Children may bring **one small blanket and one small stuffed animal** for comfort, which must be labeled and taken home weekly for washing.
- **Rest Period Procedures:**
 - All children are provided with a quiet rest period each day.
 - If a child does not fall asleep within **30 minutes**, they will be offered a quiet activity to engage in without disturbing others.
 - Bedding and rest items must be **washed at home weekly** to maintain hygiene.

This policy ensures that all children receive adequate rest while maintaining a safe and healthy environment in compliance with state licensing regulations.

Diapering and Potty Training

Children best learn toileting skills through consistent, positive encouragement from all the adults who care for them. When a child shows interest, the parent and the child's teacher can discuss how we will work together to encourage toilet learning. Each parent is responsible for providing the child with enough diapers, wipes and diaper cream for each week.

Medication Policy

The Village Early Learning Center will **administer prescription medications** to children only with written authorization from a parent/guardian and completion of the required **medication administration form**.

Procedures:

- All medication must be **handed directly to a staff member or the Director** by a parent/guardian.
- **Do not place medication in your child's cubby, backpack, or lunchbox.**
- Parents must inform the Director if medication **requires refrigeration or special storage**.
- All medications must be in the **original container** with the child's name, dosage, and instructions clearly labeled.
- Staff will **administer medication strictly according to the directions provided** on the label and the completed authorization form.

Initials: _____ Date: _____

Important:

- Over-the-counter medications (including pain relievers, cough medicine, or creams) **require written authorization.**
- The Center **will not administer expired or unlabeled medications.**
- Staff are trained to follow **state regulations for medication administration** to ensure safety.

This policy ensures that medication is administered safely, accurately, and in compliance with state licensing regulations.

Medical Emergencies

The health and safety of all children at the Village Early Learning Center is our **highest priority**. All staff are trained and certified in **First Aid and CPR** and will respond promptly to any medical situation.

Emergency Information:

- Emergency contact information for each child is **kept on file** and must be kept current.
- Parents/guardians are responsible for notifying the Center **immediately of any changes** to contact information.
- Parents/guardians are responsible for **all costs associated with emergency medical treatment**, including transportation if required.
- Parents must **sign an emergency authorization form** at enrollment permitting the Center to obtain emergency medical care, contact the child's physician, and take any other necessary action to ensure the child's safety.

Medical Emergencies & Injury Procedures:

1. Staff will **assess the situation** and provide first aid or CPR as appropriate.
2. If staff determine that the child requires urgent medical attention, **911 will be called immediately**, even if the parent/guardian cannot be reached.
3. The child will be **separated from other children** and provided appropriate care until help arrives.
4. Parents/guardians or emergency contacts will be **notified as soon as possible**.
5. If emergency transport is required, the child will be accompanied by a staff member, along with relevant **medical records**, to the hospital or doctor's office. **All financial responsibility for medical treatment, including emergency transportation, rests solely with the parent/guardian. The Center assumes no financial liability.**
6. Staff will continue to provide care **within their training scope** until the child is in the care of medical professionals.

Initials: _____ Date: _____

Ongoing Communication:

- The Center will make every effort to contact the child's **physician** if treatment is necessary.
- Parents/guardians will be kept informed throughout the emergency.

This policy ensures that children receive **prompt, trained, and authorized care** in an emergency while keeping parents informed and protecting the Center legally.

Injury Prevention & Reporting

The Village Early Learning Center is committed to providing a **safe and hazard-free environment** for all children. Staff, including teachers and the Director, **consistently monitor classrooms, common areas, bathrooms, and outdoor spaces** to identify and address potential safety hazards.

Injury Reporting:

- Any injury that requires first aid will be **documented on an official injury report**.
- The report must be **reviewed and signed by both the parent/guardian and the staff member or Director** who administered care.
- The Center maintains these reports in accordance with **state licensing regulations** to track safety incidents and ensure proper follow-up.

This policy ensures that children are cared for safely, incidents are properly documented, and parents are fully informed of any injuries or safety concerns.

Biting Policy

Biting is a common behavior in young children, particularly among those who are still developing language and social skills. At the Village Early Learning Center, we take a proactive approach to **minimize biting incidents** and support children in learning appropriate ways to communicate and interact.

Guidelines & Procedures:

- Staff closely **monitor children** and intervene proactively to prevent biting.
- Children who bite will be **redirected and guided** toward appropriate behaviors, and staff will work with them to develop communication and social skills.
- Parents of the child who bites will be **notified promptly** about the incident and any strategies being implemented.
- The child who was bitten will also have the incident **documented and communicated** to their parent/guardian.
- **No child will be punished** for biting; the focus is on guidance, education, and positive behavior support.

Initials: _____ Date: _____

Important Notes:

- Biting is often a normal developmental stage. Staff will maintain **confidentiality**; the identity of the child who bites is **not shared** with other families.
- Repeated biting that poses a safety risk may require the Center to work with parents on a **behavioral plan** or, in rare cases, **temporary suspension** to ensure safety for all children.

This policy ensures a **safe, respectful, and developmentally appropriate environment** while helping children learn positive ways to express themselves.

Illness & Exclusion Policy

The health and safety of all children at the Village Early Learning Center is our **top priority**. To maintain a healthy environment, the Center enforces a **strict illness policy with no exceptions**.

Children **will not be admitted** if they exhibit any of the following symptoms but not limited to:

- Fever of **100.4°F (38°C) or above**
- Skin rash **not evaluated by a physician**
- Diarrhea or vomiting **one or more times in a day**
- Evidence of **head lice**
- Severe coughing or difficulty breathing
- Yellowing of the **skin or eyes**
- Sore throat or inability to **eat or drink normally**
- Green or yellow discharge from **eyes, ears, or nose**

Return to Care:

- Children must be **symptom-free for at least 24 hours** without the use of fever-reducing or symptom-masking medications before returning to the Center.
- If a child is prescribed medication, they must be **on the medication for at least 24 hours** before returning.

Medication Guidelines:

- The Center **does not administer over-the-counter medications** unless accompanied by a **doctor's note** specifying dosage and duration.
- Administration of over-the-counter medications is **limited to two consecutive days** unless otherwise directed by a physician.

This policy is designed to **protect the health of all children and staff** and is **subject to change at any time** in accordance with public health guidelines or state regulations.

Initials: _____ Date: _____

Evacuation Procedures

The Village Early Learning Center has **written policies and procedures** in place to address emergencies, including fire, natural disasters, and other urgent situations. **Evacuation plans are posted** in each classroom and throughout the Center for staff reference.

Evacuation Locations

- **Onsite Evacuation:** In the event of an emergency requiring evacuation from the building, children will be moved to the **grassy area next to the mailboxes** on Center grounds.
- **Offsite Evacuation:** If it is unsafe to remain onsite, children will be transported across the street to the **Windham Kindergarten Cooperative School**. If that location is unavailable, parents will be notified of a **secondary offsite evacuation location**.

Parent Notification & Continuation of Operations:

- Parents/guardians will be **notified as soon as possible** in the event of any evacuation.
- The Center will implement a **continuation of operations plan**, which may include:
 - Remaining open assuming the situation has been resolved or
 - Requiring parents/guardians to **pick up children immediately**
- Parents/guardians are responsible for following staff instructions to ensure the **safety and timely reunification** of children during evacuations.

These procedures are designed to ensure **child safety, orderly evacuations, and clear communication with families** in the event of an emergency.

Loss of Power, Heat or Water

The Village Early Learning Center will always make an effort to stay open and available during severe weather. However, if there is a loss of heat, water, or power in the building and it is unsafe to remain inside our facility, we will notify parents/guardians immediately and ask that the children be picked up. Per state regulation, if we lose power or water, we have two hours to regain power/water before having to close.

Initials: _____ Date: _____

Plan for Infection Control:

We take the well-being of your child very seriously and work hard to provide an environment that is as healthy as possible. We are committed to keeping our facility and the children in it as clean as possible, in order to help minimize and/or prevent the spread of germs. Our facility is kept clean and disinfected at all times. We thoroughly clean surfaces that children come in close contact with using nontoxic cleaning materials. The high chairs are cleaned between each use, and the diaper changing tables are cleaned and disinfected between each diaper change. Toys are cleaned and disinfected often. Hand washing is the single most effective practice in preventing the spread of germs. We wash our hands many times throughout the day, as well as the children's hands.

Communication Policy

Effective and consistent communication is essential to providing **high-quality, safe, and nurturing care** at the Village Early Learning Center. To ensure clarity, transparency, and proper documentation, the following policies are required:

Required Communication Channel:

- **All communication regarding your child or the Center must be conducted through the Brightwheel app.**
- This includes questions, concerns, notifications of absences, or any other information regarding your child's care.

Prohibited Communication Methods:

- Texting, direct messaging, calling, or speaking individually with employees outside of official Center channels is **strictly prohibited**.
- Direct personal communication can lead to **misinformation, miscommunication, unresolved issues, and lack of proper documentation**.

Consequences of Policy Violation:

- Violation of this communication policy **may result in termination of care**.
- This ensures accountability, transparency, and proper documentation for the safety and well-being of all children.

Serious Concerns:

- If parents/guardians have **major concerns regarding care or compliance with regulations**, these should be directed through **proper channels**, such as local authorities, state licensing, or other relevant officials.
- Direct messaging or threatening the Center with outside reports is **not permitted** and will not be considered a substitute for following proper reporting procedures.

Initials: _____ Date: _____

Parent Responsibility:

- Parents/guardians are expected to **check Brightwheel regularly** and respond to messages or updates as needed.
- The Center Director is available for escalated concerns through Brightwheel or scheduled meetings, ensuring **all communications are documented and addressed appropriately**.

This policy ensures that communication is **clear, documented, and professional**, preventing misinformation and maintaining accountability, while supporting the **safety, well-being, and development of every child**.

Defamation, Slander, and Harassment

The Village Early Learning Center respects the right of parents/guardians to **share honest feedback** about their experiences. However, the center has a responsibility to maintain a **safe, professional, and respectful environment** for staff, children, and families.

Policy:

- **Slander, defamation, or harassment** directed at the Center, staff, or other families, whether through **direct messaging, social media, online reviews, emails, or in-person communication**, will **not be tolerated**.
- **Posting false information, making public attacks, or deliberately attempting to damage the Center's reputation or prevent enrollment** of new families is strictly prohibited.
- Any behavior that constitutes harassment, intimidation, or defamation may result in **termination of care and/or legal action**, if necessary, to protect the Center and its staff.

Proper Reporting Channels:

- Significant concerns about care, safety, or compliance with licensing requirements must be addressed through **official channels**, such as:
 - New Hampshire Division for Children, Youth and Families (DCYF)
 - State licensing authorities
 - Local law enforcement
 - Health department or other regulatory agencies
 - Center director
- **Defamation or slander cannot be used as leverage or retaliation** against the Center.

Initials: _____ Date: _____

Parent Responsibility:

- Parents/guardians are expected to **communicate concerns professionally and through proper channels**, and to avoid posting or spreading **unverified, false, or malicious claims**.
- The Center reserves the right to **protect its reputation, staff, and families**, and to pursue **legal action** if harassment, defamation, or public attacks occur.

This policy ensures that all communication is **truthful, constructive, and documented**, while protecting the **safety, integrity, and reputation of the Center** and all families associated with it.

A Final Note & Communication

At the Village Early Learning Center, we believe that **transparency, trust, and accountability** are the foundation of a strong partnership with our families. Open communication is essential to the growth, safety, and development of both your child and our Center.

It is important that you **understand and feel comfortable** with our policies and procedures. If you have questions, concerns, or feel uncertain about any aspect of care, please **address them before enrolling your child**.

During your child's enrollment, we ask that all concerns or feedback be communicated through **one of two channels**:

1. **Brightwheel App:** Using the app ensures that all staff are informed, responses are coordinated, and everyone remains on the same page regarding parent concerns.
2. **Directly to the Center Director:** Speaking with the Director allows concerns to be **documented and addressed appropriately**, ensuring accountability and proper follow-up.

For more in-depth discussions, a **meeting can be scheduled at a mutually convenient time** so that issues are fully addressed while staff continue to care for the other children.

We encourage families to share concerns, suggestions, and feedback **regularly**, as communication is critical to improving our programs, maintaining a safe and nurturing environment, and supporting the development of every child.

By partnering in this way, we ensure that families and staff work together in an environment built on **mutual respect, transparency, and trust**. Our shared goal is to provide the highest quality care and a positive, safe experience for your child.

Initials: _____ Date: _____

Parent Handbook

Acknowledgment Statement

I acknowledge that I have received a copy of **The Village Early Learning Center Parent Handbook**. I understand that it is my responsibility to:

1. **Thoroughly read** the handbook in its entirety.
2. **Seek clarification** from the Center Director for any section, policy, or procedure I do not understand.
3. **Retained a copy** of this handbook for my personal reference.

I understand and agree that adherence to the policies, procedures, and expectations outlined in this handbook is required. I further acknowledge that **any violation of the policies or agreements contained herein may have legal repercussions**, including but not limited to civil or criminal liability, as applicable under local, state, and federal law.

By signing below, I confirm that I have read, understood, and agree to comply with the policies outlined in the Parent Handbook.

Name of child: _____

Parent Name (Please print): _____

Parent Signature: _____ Date: _____

Director Signature: _____ Date: _____

Initials: _____ Date: _____