



Parent Handbook

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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

Families are eligible for enrollment on a first come/first serve basis with preference to siblings. During the enrollment process, all necessary forms will be completed, policies and procedures reviewed and a tuition agreement will be signed.

Infants : 6 weeks - 12 months

Toddlers: 13 months - 36 months

Preschool /Pre-K: 3+ years

Enrollment Definitions

Full time: A child that will be attending everyday Monday through Friday

Two Days: A child that will be attending every Tuesday and Thursday

Three Days: A child that will be attending every Monday, Wednesday and Friday

Registration Fee

A non-refundable registration fee of \$100.00 + 1 week tuition is payable at time of enrollment.

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.

Reporting Child Abuse and Neglect

It is the policy of The Village Early Learning Center to comply with all state, federal and local reporting laws and regulations. State law requires all early childhood professionals to report all suspected cases of physical, sexual, or emotional abuse to the New Hampshire Department of Health and Human Services. Thus, The Village Early Learning Center's employees are mandated reporters of suspected child abuse and neglect and will comply with these reporting requirements.

Arrival/Departure

The hours of operation are opening at 7:00am and closing promptly at 5:30pm. Please let us know what time to expect you and inform us if there are any changes in your schedule. All children are to arrive dressed and ready for the day. **There will be a \$1.00 charge for every minute you are late after 5:30pm. Payment will be charged to the next weeks tuition.**

Open Door Policy

The Village Early Learning Center maintains an open door policy for parents. Parents are welcome to call or visit their children any time during childcare hours. Please keep in mind that maintaining a calm environment is essential to our program. Therefore, please keep visits and interruptions to a minimum.

Weather + School Closing

The Village Early Learning Center will do our best to remain open during all weather. We will notify parents/guardians through the Brightwheel app for all closings, delays, or early dismissals due to inclement weather.

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.

Health Forms/Immunization Records

All children are required to have an updated medical form on file at the time of enrollment. This form will be valid for one year and will need to be updated at your child's yearly physicals. Parents must also provide updated immunization records for their child. All significant medical facts (allergies etc.) must be made clear during the enrollment process.

Information in a child's file is privileged and confidential. We will not release any of your child's information without written consent from the parents/guardians.

Items From Home

The Village Early Learning Center asks for parents/guardians to please not send your child to school with personal items from home, unless otherwise directed by the child's teacher. We ask that only a blanket and one small stuffed animal is brought in for nap time. We are not responsible for any items brought in otherwise.

Lunch + Snacks

The Village Early Learning Center does require parents/guardians to pack each child a lunch, snacks, and drinks for each day. Be sure to bring lunches and snacks in a labeled lunchbox. Please make sure that the lunch box is large enough to hold your child's lunch, snacks, ice pack, and reusable water bottle.

For children under 3 years of age, the Child Care Licensing Unit Code of Administrative Rules requires:

He-C 4002. 27 Nutrition, Food Service and Food Safety

(j) Child care personnel shall not serve foods which can cause a choking hazard to children younger than 3 years of age or to children who have been identified as having chewing and swallowing difficulties, including but not limited to:

- (1) Spoonfuls of peanut butter;
- (2) Whole or rounds of hot dogs;
- (3) Whole grapes;
- (4) Hard candy;
- (5) Raw carrot rounds, peas or celery;
- (6) Chips or hard pretzels;
- (7) Marshmallows;
- (8) Nuts or seeds;
- (9) Popcorn; and

Tuition Payments

Tuition is charged regardless of a child's attendance. This includes illness, snow days, holidays, and unexpected emergencies and COVID 19 closures.

We ask that each family decides if they will be paying tuition monthly or weekly at the time of registration.

Paying weekly:

Tuition for the forthcoming week is to be paid on arrival every Wednesday.

Paying monthly:

Tuition for the month will be due on the 1st of each month in full.

A \$5.00 late fee will be added each day the balance is unpaid. Parent/Guardian agree to pay a \$25.00 fee for all returned checks. Payments may be made by cash/check or through the Brightwheel app.

If payment is not made after 10 days of tuition due date, I will be given two weeks' notice and my child will be terminated.

*Please note: All rates are subject to change with a 30-day notice.

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

Vacation Time

Should your family go on vacation, parents are required to give a 2 weeks' notice to the director. Parents are expected to pay ½ your regular rate for the first week of vacation in a given year. Your year begins on the date your child care contract is signed. Extra weeks in the same year will require full payments.

Subsidized Care

All changes to your income, needs, household size, etc. must be promptly reported to the NH Child Care Scholarship office. The parent/guardian is required to pay the cost share, along with the determined amount by the director. This amount is based off of the amount in which the Child Care Scholarship office pays the center.

End of 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.

Termination Policy:

A two-week written notice from the parent or The Village Early Learning Center's director is required to terminate the contract, with the exception of misconduct on part of the parent or child, or failure to follow the rules as stated in this handbook and the expulsion policy. This is grounds for immediate discontinuation of service.

In lieu of written notice, two weeks of pay may also be given to terminate the contract. In cases of non-payment, legal action may be taken, and the parents will pay legal fees incurred.

Absences

If your child is going to be absent, please notify us through the Brightwheel app by 9:00am.

You will still be required to pay the full tuition.

Sleeping

Infants will be placed on backs to sleep in a crib without a blanket or stuffed animal per state regulation. Toddlers and preschoolers will sleep on cots. All bedding will be washed at home weekly. Per state regulation, it is required that children are given a rest period each day. If the child does not fall asleep within 30 minutes, they will be given a quiet activity.

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.

Medicines

If your child requires prescription medication, please complete the necessary form. Please hand an adult the prescription medicine to be given to your child. Please let the director know if the medicine needs to be placed in the refrigerator or medicine cabinet. Do not place the medication in your child's cubby or lunch box.

Medical Emergencies

In the event of a medical emergency or accident, the director shall contact the parent and doctor of the child. If it is impossible to reach either and medical treatment is required, the child will be taken to an emergency hospital. Parents will be expected to sign an agreement authorizing the school to contact your family physician and to take whatever emergency medical measures are deemed necessary.

Plan for Injury Prevention

All teachers and the director consistently monitor the classrooms, common areas, bathroom and outdoor areas to make sure they are hazard free. Every injury that requires first aid needs to be recorded on an injury report and signed by both a parent and the teacher/director.

Biting

Biting is common in young children. We do our best to minimize biting in our facility. Children are sensory learners and explore orally often. Also, children who have not fully developed language skills may use biting as a form of communication. We do our best to work with these children to help improve these behaviors.

Health

In order to keep our children healthy, we must be strict and consistent. Please try to understand that children will be our first priority. NO EXCEPTIONS SHALL BE MADE!!!

We will not serve children with:

- A fever of 100.4 or above
- A skin rash that has not been identified by a physician who has seen the rash
- Diarrhea and or vomiting one or more times in a day
- Evidence of head lice
- Severe coughing
- Rapid or difficult breathing
- Yellowish skin or eyes
- Sore throat or not being able to eat or drink regularly
- Green or yellowish discharge from eyes, ears or nose

If your child has any of the above symptoms, they must be symptom free for 24 hours before returning to school. Your child, if prescribed medicine, must be on medication for 24 hours before returning to school. There will be no over the counter medications given by the center unless a doctor's note is provided and is limited to two days. This health policy is subject to change at any time.

Medical and Dental Emergency Procedures:

Emergency information is kept on file at the daycare. In case of illness or injury this information will be used to notify you or the person designated by you, of your child's status. If your child is injured while at the daycare, first aid will be administered. If treatment by a doctor is necessary, we will make every effort to contact you or the doctor you have chosen to treat your child. Authorization for emergency treatment must be signed at the time of enrollment to ensure that in the event of an emergency, we can make sure your child receives the necessary emergency treatment he or she needs. It is very important that all emergency contact information is kept up to date and correct. Please inform us immediately of any changes to keep your information current. Parents are responsible for all costs involved in emergency medical treatment, including emergency transportation if required.

Note: In case of a serious accident or sudden illness requiring immediate medical attention, the following procedures will be followed.

A phone call to 911 is made.

Child's parents (or emergency contacts) are called.

Child is separated from the other children and appropriately cared for.

Parent, provider, or ambulance takes the child and health records to the doctor or hospital.

Evacuation Procedures:

The Village Early Learning Center has written policies and procedures for dealing with emergencies and natural disasters. Evacuation plans are posted in the daycare. In the unlikely event, the children will be evacuated to an emergency location, and you will be notified as soon as possible.

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:

In order for us to provide the best possible care, please feel free to communicate any needs, wants and/or concerns regarding your child. It is only through good parent/provider interaction that good quality nurturing care can be achieved. We provide updates throughout each day through the brightwheel app about your child's day and anything he or she may need.

A Final Note:

It is important that you feel comfortable with our policies and procedures. If you do not understand something, have a concern, or you feel uncomfortable with one or more of our policies and/or procedures it is important that you express that to us before enrolling your child in our daycare. We are always open to suggestions and feel communication is a very important part of a quality daycare. If there are any problems or concerns in the future, we encourage you to talk to us about them. If a lengthy discussion is needed, a time that is convenient for both of us will be scheduled, as the other children still need our attention during business hours. Thank you for the opportunity to work with you and care for your little one. We look forward to a future of keeping your child smiling and safe.

Parent Handbook

Acknowledgment Statement

This is acknowledging that I have received The Village Early Learning Center Handbook for which this form was obtained from. I understand that it is my responsibility to thoroughly read this handbook and ask for and receive from the Director, an explanation of anything contained in this handbook which I do not understand. I will obtain a copy of this handbook for my own reference.

Name of child: _____

Parent Name (Please print): _____

Parent Signature: _____ Date: _____

Director Signature: _____ Date: _____