

# NEW HORIZONS CHILD CARE

## PARENT HANDBOOK



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### **Mission Statement**

*At **New Horizons Child Care**, we believe in the value and uniqueness of each child we serve. Our experience is designed to promote each child's own individual social, emotional, physical, and cognitive development. We pride our child care's focus on the individual needs of each child while providing quality, reliable and safe child care, our mission is to provide a safe and developmentally appropriate learning environment, which fosters a child's natural desire to explore, discover, create, and become a lifelong learner, while meeting the needs of each child and family in a safe, educational environment.*

### ***New Horizons Child Care***

14 Baril Lane, Chicopee Ma 01040

Phone (413) 331-0877 Fax (413) 332-0877

### **OWNER**

Felicita Lopez, Ph.D. Ed ABD, MSW, MOML, BSHS

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## Welcome to New Horizons Child Care!

We are delighted that you have chosen our child care to provide for the needs of your child. You and your family are encouraged to visit our child care before the first day of enrollment to give our educators, and your child, an opportunity to meet and become better acquainted. It will make separating on the first day a bit easier. The Parent Handbook has been written to describe our program, philosophy, policies, and all the practical details that go into making each day as happy and successful as possible. Please carefully read this handbook and keep it for future reference. New Horizons Child Care would be glad to address any of your questions or concerns. Once again, welcome!

*Updated September 16, 2021*

### Our Philosophy We believe...

- That children are precious and must receive care from adults who are capable and caring--whose values enable them to be excellent role models.
- That children should experience numerous positive learning milestones, leading to an increased sense of competence and independence.
- That children's play is extremely vital to healthy physical development, acceptable social skills, and cognitive growth.
- That educators, drawing upon their training and experience, must create an appropriate educational environment that carefully guides children from one developmental level to another.
- That parents contribute to, and enhance the quality of care offered at New Horizons Child Care

Our program is built around the concept that children are born ready to learn. As caregivers, we strive to create a learning environment that is safe, stimulating, and encouraging. The following principles are excerpted from the Massachusetts Early Learning Standards (2015) and serve as the foundation for our curriculum.

The Social-Emotional Learning Standards present objectives in five areas:

- Self-Awareness (emotional expression, self-perception, self-efficacy),
- Self-Management (impulse control and self-management), Social Awareness (empathy, respect for others, and diversity),
- Relationship Skills (communication, relationship building, conflict management, seeking help), and
- Responsible Decision Making.

The Standards for Approaches to Play and Learning present objectives in eight areas:

- Initiative,
- Curiosity,
- Persistence
- Engagement,
- Creativity, Cooperation,
- Problem Solving,
- Organization Skills,
- Memory.

### **New Horizons Child Care**

#### **welcomes those of diverse faiths, ethnic origins, and race**

While diversity may include different faiths, gender roles, socioeconomic status, and ethnicity it is not limited to just these areas. We believe that diversity also includes the different physical, cognitive, and social abilities that one possesses. We strive to create a developmentally appropriate classroom environment that not only reflects each child's unique abilities but also encompasses their home culture and experiences as well. One of the most important things that we can do to teach our children about diversity is through role modeling that all people are treated with kindness and respect. While it is impossible to list all the things we do to encourage diversity, listed below are some of the ways we incorporate diversity into our curriculum at New Horizons Child Care:

- Our CHILD ENROLLMENT form encourages families to share their home traditions with us.
- We collaborate with local Child Care Networks to ensure that families can receive tuition assistance to our program.
- We encourage families and members of our community to visit with us throughout the year, not just on special occasions, about their traditions and customs.
- Our educators incorporate props and materials into the different learning environments that reflect diversity in the above-mentioned areas.

## **CHILD ABUSE AND NEGLECT**

New Horizons Child Care is required by law to report any suspected child abuse or neglect.

### **IMPORTANT TELEPHONE NUMBERS**

**Department of Early Education and Care Western MA Office (Region 1) (EEC)**

(413) 788-8401

1441 Main St., Suite 230, Springfield, MA 01103

### **ATTENDANCE**

#### **Enrollment**

Children birth to 5 years are eligible for enrollment at New Horizons Child Care. Children may attend our program for a 9-hour block between 8:00 a.m. and 5:00 p.m., Monday through Friday, following work or school schedules.

#### **Absences**

If you plan to keep your child home due to illness, or any other reason, please notify New Horizons Child Care between 7:30-8:00 AM via text to 657-9144 or call and leave a message before 8:00 at 322-8119. Please notify the program at 322-8119 before 8:00, if you anticipate being late in dropping off your child in the morning.

#### **Appointments and early pick-ups**

Please notify New Horizons Child Care when you drop your child off in the morning if you will be picking your child up early that day, or if your child has an appointment and will be leaving, and returning later in the day.

#### **Termination**

**A two-week notice is required before withdrawing your child from the program (fee is expected if notice is not given).** New Horizons Child Care reserves the right to cancel the enrollment of a child at his/her discretion for the following possible reasons:

- Non-payment or excessive late payments of tuition and fees.
- Not observing the rules of the program as outlined in the parent agreement.
- Your child has special needs that we cannot adequately meet with our current staffing patterns.
- Physical and/or verbal abuse to staff or children by parent or child.
- Expired or non-immunizations and/or physical.

## Waiting List

New Horizons Child Care encourages parents to begin exploring their child care options as early as possible, visiting many different types of programs. If, after carefully weighing the different options and providers, you are interested in enrolling your child at a time when New Horizons Child Care does not have an opening, you are welcome to keep in touch and New Horizons Child Care will let you know when the child care has an opening. However, we do not, as a rule, keep a waiting list because it is our experience that, unless you are looking for future care, parents generally need child care immediately. The exception to the waiting list is for those seeking enrollment for their child for a future date of 3 months or more. If you need immediate care and New Horizons Child Care does not have any openings, we will be happy to refer you to other child care providers in the area.

## HOLIDAYS AND VACATIONS

### Holiday

**New Horizons Child Care is closed for the following paid holidays:**

New Year's Day\* Martin Luther King Day\* Presidents Day\* Patriots Day\* Memorial Day\* Juneteenth\* Independence Day \*Labor Day \* Columbus Day\* Veteran's Day\* Thanksgiving (2 days) \*Christmas (2 days)

### Vacations

New Horizons Child Care will close for 4 weeks every year, 1 week in August for administrative and training purposes. Parents will receive at least 30 days advance written notice of the exact dates.

### Payment during Family Vacations

Each family will receive 1 weeks' vacation tuition-free per year. If you plan on keeping your child out of the program for longer than 1 week, tuition must be paid upfront for the remaining vacation period to hold your child's slot.

### Emergency/Substitute Care

New Horizons Child Care will be happy to provide parents with a list of other child care providers in the area, it is ultimately the parent's responsibility to arrange for a substitute and/or emergency care for their child. **DUE TO COVID-19 SUBSTITUTE CARE HAS BEEN POSTPONED**

## PROGRAM AND CURRICULUM

### Meals

New Horizons Child Care participates in the USDA Child Care Food Program and provides breakfast, lunch, and snacks. If your child has any food allergies or other special dietary needs, please let New Horizons Child Care know, and medical documentation is needed. Menus are posted on bulletin boards in the different program rooms. New Horizons Child Care is a peanut-free facility. No food containing, or processed in a facility with peanuts is allowed at New Horizons Child Care. Unless

it's a special occasion such as a birthday, festivities, or potlucks food may not be brought into the program

### **Supplies**

Parents are responsible for supplying bed sheets for their children. Sheets should be taken home every Friday to be washed and returned Monday cleaned. Parents are also responsible for providing diaper pull-ups and wipes for their children.

### **Change of Clothing**

Parents are responsible for maintaining a spare set of clothing in their child's cubbies. With the changing weather in New England, please check frequently to make sure the spare set of clothing matches your child's current size and the season.

EEC Licensing requires that children be taken outdoors each day. The children will play outdoors if the temperature is 20° or warmer. Children should be dressed accordingly: light jacket, cap, rain boots (for damp days) in fall and spring; heavy winter jacket, mittens, scarf, hat, and snow boots in winter. An extra sweater or sweatshirt at school is recommended for sudden temperature changes. All clothing, including coats and boots, must be labeled clearly with your child's name.

### **Parent Involvement**

New Horizons Child Care encourages parents to be partners in their child's care and encourages parents to volunteer for activities, birthday parties, etc. whenever possible. We know parents are busy, and it is difficult to always find time to talk, but daily communication helps me to better meet your needs and the needs of your child. We at New Horizons Child Care will meet individually with parents regularly to discuss their child's progress, share observations and work together to set individual goals and objectives for each child.

New Horizons Child Care encourages Parent/Educator Communication. The parents and educators need to communicate effectively with families. There will be a daily report given to the parents in a notebook on their child's daily progress. This communication method will be found in the child's cubby after 5:00 P.M. If a parent has any questions or concerns they are always welcome to reply in the notebook where the educator will review daily and respond accordingly.

### **Drop-off and Pick-up Policies**

**Only the individuals listed on the Child Information Record, or on a written permission note from the parent, will be allowed to leave with a child. We are expected to request a picture I.D. from an unfamiliar person (including grandparents). If there is any concern, New Horizons Child Care reserves the right to deny a person's request to pick up a child if the provider feels the pickup person is under the influence of narcotics or intoxicated.**

### **Emergencies**

Fire drills are conducted every other month. In the event of a fire or other emergency where we do have to evacuate, we will assemble and wait for parents at the YMCA parking on Appleton St between Beech and Pine Streets.

## Daily Activity Schedule

Our day begins upon the arrival of the first child and ends upon the departure of the last child each day. Children will be encouraged, but will never be forced to participate in any activity. Children who are not feeling well and cannot participate in daily activities will be sent home per EEC/VOC regulations and policies.

8:00-9:00 Arrival Time

8:45 Breakfast

9:00-12:00 Morning Learning Activities and Outdoor Time

10:00 Diaper change and potty time

12:00-12:30 Lunch Time

12:30 Diaper Change and Potty Time

12:30-2:30 Quiet/Nap Time

2:30 Diaper Change and Potty Time

2:30 Snack Time

3:00-4:00 Afternoon Learning Activities and Outdoor Time

## Wellness Policy

You are the best judge of your child's health and we trust you will not bring a sick child to the child care. However, if while in our care your child becomes ill, displays an unknown rash, or acts out-of-character the child care may call to come to take your child home. When called, you (or an alternate emergency person) are expected to come immediately. This is to protect the health of your child and his/her classmates. Your cooperation is greatly appreciated.

## WELLNESS POLICIES

**EEC regulations and policies state If your child has a fever, diarrhea or vomiting, you should keep them out of care until those symptoms have resolved for 24 hours.**

My additional policies regarding caring for ill children are as follows:

- Fever of 100.4° or higher
- Unknown Rash
- Cough with other symptoms
- Difficulty breathing
- Sore throat
- Muscle aches
- Gastrointestinal symptoms (Diarrhea, nausea, vomiting)
- Headache
- Fatigued
- Highly contagious conditions such as head lice, chickenpox, strep throat, pinworms, mumps, impetigo, conjunctivitis (pink eye), etc.

**If your child is too ill to play outside with his or her class or participate in regular classroom activities, then your child is too ill to attend child care.**



### **Your child may return to the child care after:**

- Fever-free for 24 hours without the aid of Tylenol, or other fever-reducing medications.
- In the case of persistent cough, Dr's note stating ok for child to return to program
- In the case of head lice following treatment with appropriate shampoo (such as Kwell or RID) so that all nits (eggs) are gone.
- In the case of a contagious illness, your child should take an antibiotic for 24 hours before returning and a Dr's note stating ok to return.

**If any questions should arise as to the appropriateness of a child's return to the child care, the final decision will be at the discretion of New Horizons Childcare after consulting our program nurse.**

### **Medication Policy**

Non-prescription medication (Topical ointments) as well as the prescription medication will only be administered after a parent signs and dates a form entitled Medication Permission. The parent must provide all medications. Prescription medication must be in the original container and labeled with the child's name. A parent or guardian must administer the first dosage under our supervision; never the child care. We will not administer cold medications to any child. We cannot administer medication (prescription or over-the-counter) without the proper dosage for that child listed on the container. If the container reads, "Consult/see Doctor" then a note from the doctor with the child's weight, and the dosage recommended, must be provided.

A Non-Prescription Release form for other applications such as diaper wipes, sunblock, soap, etc. will be signed upon enrollment.

Medication consent forms are available upon request to the program administrator. **Parents must hand all medications, instructions, and consent forms to the child care personally.**

### **Injuries and Accidents**

Every consideration will be taken to ensure the safety of your child while in our care. Should an injury occur, a Minor Incident Report would be completed by the closest adult and signed by the child care provider. A copy of this report will be sent home. A parent or guardian will be notified regarding any injury that occurs while your child is in our care.

In the event of a major medical emergency or accident, the child care will call 911 first. The child will be transported to the hospital noted on the Child Information Record (or the closest hospital). The parent/guardian will be called immediately.

### **Immunizations**

Complete Immunization records must be on file prior to your child's first day of enrollment unless an appointment has been made for physical and immunizations within 30 days from enrollment. There will be a six month extension given to those who are displaced.

## Discipline and Guidance Policy

At New Horizons Child Care, the term guidance is used for several reasons. It is a positive term and implies working with the children to develop internal control of their behavior. Our goal is to encourage the children to become creative, independent, responsible, and socially mature human beings. This involves learning to make responsible choices and accepting the consequences of such choices. Our guidance takes several forms within our child care:

- Environment--A place designed for children. Each room is age-appropriate in furniture size, large and small manipulations, and supplies required for hands-on experiences.
- Logical Rules--Such as keeping our hands to ourselves and taking care of the learning environment. These are discussed with the children as well as why such rules are needed.
- Curriculum--Is developmentally appropriate, based on the children's interest and level of readiness.
- Positive Behavior--We reinforce the behaviors we wish to see repeated.
- Redirection--Often interesting a child in another activity can eliminate the potential difficulty. We might ask a child to help us or send a child to a different area to play.
- Positive Reminder--Telling the children what we want them to do rather than using "no" or "don't."
- Renewal Time--Occasionally, as a last resort, a child needs to be removed from the situation for a brief break. This allows the child time to calm down and consider an alternate behavior.

Difficult Behavior We will make every effort to work with the parent or guardian to ensure a cooperative approach for children having difficulties with behavior. We are here to serve and protect all of our children! A parent may be called at work or home at any time the child exhibits uncontrollable behavior that cannot be modified by the child care. The parent may be asked to take the child home immediately. The following steps may be taken regarding children who display chronic disruptive behavior, upsetting the emotional or physical wellbeing of another child or an adult.

Initial Consultation: The child care may request that the parent or guardian meet for a conference. The problem will be defined on paper. Intervention strategies will be discussed. The best solution toward solving the problem will be agreed upon by the child care and parent or guardian.

Second Consultation: If the initial plan for helping the child fails, the parent will again be asked to meet with the child care. Another attempt will be made to identify the problem, and establish a new, or revised, approach for solving the problem.

Disenrolled: When the previous attempts have been followed and no progress has been made toward solving the problem, the child may be disenrolled from the child care at the discretion of the child care.

**NOTE: Corporal punishment will not be allowed. This is defined as the use of negative physical touching (spanking, slapping, pinching, etc.), exclusion from a large motor or outdoor activities, or exclusion from any learning activity. No unusual punishment will be allowed such as humiliation, ridicule, threat, or coercion.**

## PRIVATE PAY TUITION FEES

### Weekly & Daily Rates

Fees are subject to change yearly

	<b>Full-Time</b>	<b>Part -Time/Daily</b>
Caterpillars: ages 18 months -24 months	\$300.00	\$60.00
Butterflies: ages 24 months - 36 months	\$285.00	\$57.00
Preschool Crickets:	\$270.00	\$55.00

- A registration fee of \$25 is due once the child care has assigned a start date. This is a one-time, non-refundable charge. If a child is withdrawn then re-enrolls at a later date, a second enrollment fee will be expected. Tuition for full or part-time child care is based on one of the two following options:
- Monthly Payment-due the 1st day of each month. Late after the 6th day. Tuition X 50 weeks ÷ 12 months= Rate due
- **Weekly Payment-due by noon on Fridays before the child's first scheduled day. Late after 6 p.m. Friday. Tuition is based on 52 weeks.**
- **If your child is full-time, the full weekly rate is due whether or not your child is absent. (This includes all paid holidays listed)**
- **If your child is part-time, the full part-time weekly rate is due whether or not your child is absent. (This includes all paid holidays listed)**

### Fees are accepted by

**CASHAPP Felicita \$USN1775**

**ZELLE 413-657-9144**

**Check, and/or Cash**

### Payment During Family Vacations

Each family will receive 1 weeks' vacation tuition-free per year. If you plan on keeping your child out of care for longer than 1 week, tuition must be paid upfront for the remaining vacation period to hold your child's slot.

### Deposit

A 1-week deposit is due before your child's first day of care. The deposit will be refunded if 2 weeks written notice is given before you withdraw your child. Late Fees A late fee of \$10 will be assessed for every 15 minutes after 4:00. Methods of Payment Parents may pay for tuition in cash or a personal check. A service fee of \$25 will be assessed for any returned check. If 3 or more checks are returned, you will be asked to make all future tuition payments in cash only.

## **Documents to be completed and returned before enrollment**

Child Enrollment Record

Child Introduction Form

Medical Record

Emergency Medical Consent Form

Emergency Contact information

Authorization to Administer Medication

## **CONFIDENTIALITY**

EEC Regulations 7/.04 (12) states Confidentiality and Distribution of Records and Information. Information about our children and their families is privileged and confidential. No licensee or educator may distribute or release information about a child or his/her family to any unauthorized person, or discuss with any unauthorized person information about a child or his/her family without the written consent of the child's parent. The child's parent, at reasonable times, must, upon request, have access to everything in his or her child's record.

Our office must be informed of any of the following changes: • address and/or phone numbers, or e-mail address • parent/guardian employment, • health/immunizations up-dates, or; • other pertinent information related to your child.



## POLICY AGREEMENT

Please carefully read, sign and return the following form to the child care. I have read the New Horizons Child Care Parent Handbook and agree to abide by all the policies and procedures therein.

I have read and understood the Parent Handbook for New Horizons Childcare and will observe all policies and procedures.

### Discipline and Guidance Policy

I have read and agreed to the Discipline and Guidance Policy for New Horizons Child Care.

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### Tuition Fees Private Pay Only

I agree to pay the following tuition amount and understand that these may change depending on schedule and rate adjustments during the course of enrollment.

Starting Tuition \_\_\_\_\_ I choose to pay: Weekly \_\_\_\_\_  
Monthly \_\_\_\_\_

Registration Fee paid on \_\_\_\_\_ Approved Start Date \_\_\_\_\_

Weekly Schedule/Days

\_\_\_\_\_ Hours \_\_\_\_\_

Child(ren)'s  
Name \_\_\_\_\_

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_