

Cover

Poppy's Childcare Parent Handbook



LICENSING

Poppy's Playroom is a public program voluntarily licensed to serve 30 children by the Utah Department of Human Services.

Poppy's Playhouse is a public program voluntarily licensed to serve 75 children by the Utah Department of Human Services.

Poppy's Playroom Layton is a public program voluntarily licensed to serve 69 children by the Utah Department of Human Services.

A copy of the licensing rules is available for review in the office, the staff break room, and on the web www.ccl.utah.gov

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Last Update
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Welcome/ Philosophy

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Welcome to the Poppy's Family

We're thrilled to have you join Poppy's Playroom — a safe, nurturing, and joyful space where children learn, play, and thrive every day. Please review this packet carefully and reach out with any questions. Thank you for trusting us with your little one — we can't wait to make memories together!

Poppy's Philosophy

At Poppy's Playroom we value, love and care for each child; no matter what. We provide a safe, caring place for families to receive affordable childcare based on their individual needs. Children are met where they are in development, and care is tailored to each child. Teachers are encouraged to adapt activities and lessons based on the needs of the children in their care. We value inclusion of all in our childcare and preschool programs. This means we accept and provide reasonable accommodations to children with diverse needs.

We believe play is the work of children, and that through play is how children of all ages—even grown ups— learn the best. That means that we play, we sing, we get messy. We love to go outside to get our bodies moving! We believe childcare is more than watching children. It is playing. It is loving. It is talking. It is a second home, where children are safe, loved and cared for.

Before Enrollment

We welcome all families to attend a tour at our facility before enrolling at Poppy's. During this tour families will be shown the facility, where children will play, sleep and eat. They will be introduced to the teachers in the room and given a chance to ask any questions about our center. Families will also have an opportunity to see our center's day-to-day activities. At the end of the tour, families can sit down with the director to ask questions, and enroll if they wish. If they do not want to enroll at that time the director will ask if they would like to have a packet sent to them.

Visits

Once a family has enrolled at Poppy's, families are welcome to visit our center at any time. Visits could be just to check in, for a parent meeting, or to volunteer in the classroom. Families visiting the center must check in with the director/assistant, must wear a visitor tag, and will not have access to children who are not their own. When possible we do ask the families to let us know if they are planning to visit, however surprise visits are welcome too. We look forward to collaborating with families on visits and opportunities in our classrooms.

Starting Daycare

Starting daycare for the first time can be nerve-racking, and we understand that. It isn't just a change in routine, but a big emotional shift for both child and parent. Separating from parents is a huge milestone for little ones. We never know just how a child will react to attending daycare or school for the first time, but rest assured that we know how to help.

Separation anxiety often peaks between 8-18 months, but can happen anytime especially during transitions. Sometimes the melt down can even come during the second or third week of daycare. Even though they may not seem like it, babies and toddlers are super observant; they are little information sponges. Here are some things we recommend doing before starting Daycare;

- Take a tour of our facility, and bring your child with
- Introduce a comfort item
- Talk about daycare early, and often
- Stick with a drop off routine
- Read books about daycare transitions
 - Llama Llama Misses Momma
 - Daniel Tiger Goes to School

Drop off can be tricky, even for children who have been away from parents before. Here are a few tips on drop-off routines.

- Always say goodbye
- Keep it short and happy- dragging it out can make children (and parents) more anxious.
- Make it fun; sing a song, blow kisses, whatever works for you
- Do the same thing everytime
- Do hand off with the same teacher when possible

Remember; it's new for you too! It's okay to be emotional and nervous! Give yourself space, grace and time to adjust. With time, consistency and support, it will get easier. We are here for you!

Enrollment Info

Enrollment and Fees Information

Enrollment Fee/Tuition

There will be an enrollment fee of \$75 for the first kid and \$25 per additional kid. This fee must be paid before you will be able to schedule any reservations for care and secure a spot. .

FULL-TIME CARE: Your account will be charged on the 1st of each month. Regular fees will be charged for absences, no credits will be given. This policy has been adopted because costs for staff and programs remain the same when children are absent. Accounts will not be charged for school holidays. The center appreciates notification of absence in advance if at all possible to assist with scheduling, classroom and meal planning.

Infant (under 23 Months)	\$1280/Month	OR	\$325/Week
Toddlers & 2Yr Olds	\$1175/Month	OR	\$295/Week
3 Yr Olds	\$950/Month	OR	\$250/Week
4 Yr Olds	\$880/Month	OR	\$240/Week
5 Yr Olds	\$830/Month	OR	\$230/Week
6+ YR Before/After School	\$660/Month	OR	\$175/Week

PART-TIME/DROP IN: Payment is due for days scheduled and will be processed on Fridays. Current cancellation policy remains unchanged.

Infant (Under 23 Months): \$14/Hour or \$67/Day

Toddler & 2 Yr Olds: \$12/Hour or \$61/Day

3 Yr Olds: \$10/Hour or \$52/Day

4 Yr Olds: \$9/Hour or \$49/Day

5 Yr Olds: \$8/Hour or \$47/Day

6+ YR Before/After School: \$7/Hour or \$36/Day

****In the unlikely event a clerical error is identified, Poppy reserves the right to adjust and backdate tuition charges in accordance with our established tuition rates as seen above. If you notice an error on your account please reach out to us.**

Cancellation Policy/No Show Policy

You may make changes or cancel your reservation until 8:00 am on the reservation date by texting. As of May 1st, 2022, we are implementing the following reservation fees:

- In the event that you cancel after 8:00 am, you will be charged a \$25 Cancellation Fee
- You will be charged for the full reservation if you fail to cancel.

- If you are more than an hour past your reservation, we cannot guarantee availability.

****Excessive No-Shows will result in the loss of your recurring reservation****

Availability is subject to change on a daily basis.

We understand that there are times when you must cancel a reservation due to emergencies, obligations for work or family, or no longer need care. However, when you do not call to cancel an appointment, you may be preventing another parent from using our services. We also understand that delays can happen in your routine and commute, so please keep us informed if you anticipate changes to your reservation. We base our staff schedule on daily childcare reservations and want to be able to continue to fit-in families that need last-minute care.

Ratios

Age	Staff	Group Size
Six Weeks to Two Years	1	4
Two Years of Age	1	8
Three Years of Age	1	10
Four Years to 10 Years of Age	1	14

At Poppy's we maintain the following staff-to-child ratios at all times in our classrooms: Children who are aged from two years and older will be combined with other aged children, but no more than 14 students for every staff member present.

Brightwheel

We're excited to announce our partnership with Brightwheel, launching January 2026! This app helps us stay connected and enhances your child's experience with:

- Photos, videos, and learning updates
- Contactless check-in/out and health screens
- Easy online tuition payments and access to statements

Infant families (**under age 2**) will receive daily recaps with details on meals, naps, diapering, and activities. Diaper charts are maintained for all classrooms for at least six weeks.

We're thrilled to bring Brightwheel to Poppy's—making communication simpler, safer, and more connected!

Infants Classroom

The following information is specific to the **six weeks to two year old age group** program rooms:

- Parents must supply diapers, wipes, diaper cream, bottles, formula, baby food, extra clothing, pacifiers, blankets, and stuffed toys for rest time. Please label all items with the child's name.
- Children may use pacifiers during rest time. To reduce the likelihood of spreading illness, pacifiers must be kept in a child's cubby or diaper bag during all other times of the day.
- If you are breastfeeding, please discuss with your child's teacher when your child should be fed breast milk, and when you would like to come in and feed your child.
- Breast milk must be brought in labeled name, date and time in ready-to-use containers. For health reasons, we are not able to store bags of frozen milk for extended periods of time.
- We recommend that all new foods be tried at home first since a child could have an allergic reaction to foods they have not had before. Please inform your child's teachers on the daily charts of any new foods your child has tried.
- Once your child is ready to eat puree or solid foods we recommend you bring the foods you wish to feed your child.
- If food is not provided then an extra \$4.00 will be applied to your daily total.

Financial Agreement And Tuition Increase

Upon enrollment and any changes to tuition, families are provided a Fee Policy & Financial Agreement. This agreement should be carefully reviewed, checked for errors. Effective January 1, 2025, a rate increase of 3% will be applied each year on all tuition rates.

Automatic Payments

Effective January 1, 2022, all future enrollments must make childcare payments electronically with a credit card, checking or savings account. A Direct Debit Authorization form must be completed and returned on a child's first day at the center. You are required to have a current card or bank account on file. If a card/bank account keeps declining a new one will need to be added. Special arrangements must be discussed and arranged with the Director if unable to make electronic payments. Cash is strongly discouraged as we do not have change at the center.

Payments are withdrawn on Friday for the current week of care. The billing schedule is from the previous Friday to the current Thursday. If a holiday falls on a Friday, payments will be withdrawn from your checking or savings account on the next business day.

Late Pick-Up Fee

All of Poppy's locations close at 6:00PM, Monday through Friday. Parents will be charged \$5.00 for every 10 minutes a child is present after 6:00PM. Teachers will record late fees for processing. If there is a late pick-up fee, the fee will be added to your charges for the week.

Returned Checks/Insufficient Funds

All returned checks or direct debit payments rejected due to insufficient funds will be charged a penalty of \$10.00 for cards and \$20.00 on bank accounts. Missed payments and late fees must be paid before a child can attend. Repeated incidents of returned checks or insufficient funds notices could

result in termination of child care services. A payment plan should be discussed with the Director if a family is having trouble making tuition payments.

Delinquent Accounts

Families that are more than 4 weeks or \$400 behind in payments may have their child care services terminated. For information about assistance programs that will help cover the cost of child care tuition, please speak with the Director. A payment plan must be agreed upon between family and Center before an account will be considered “in good standing” and no longer eligible for termination. You are required to have a current bank account or credit card on file.

Holidays

All of Poppy’s locations will be closed on the following holidays:

New Years Eve*/Day	President’s Day		Thanksgiving
Memorial Day*	4 th of July	Labor Day*	Black Friday*
	24th of July	Pioneer Day	Christmas Eve*/Day

We can be open by appointment & pre-paid for the day on certain holidays if caregivers are available

If the holiday falls on a weekend day, Poppy’s will close during the week. For example, if New Year’s Day falls on a Saturday, Poppy’s may close on Friday or Monday.

Families will be given one month’s notice in the event of additional closings.

Extended Absences

In the event that a child needs to take an extended absence, such as summer break or maternity leave, and wishes to return to the program after a period of time, please let the Director/Assistant Director know in a written document at least 30 days before the absence. Please note that your child’s spot will be filled until you return.

Weather-Related Closings

Poppy’s will remain open during the most severe weather. The Director and/or Assistant Director will monitor the weather and local news stations to determine when it is appropriate to close the center early or cancel care for the following day. In the event that Poppy’s closes early or cancels care for the following day, parents will be contacted and informed of the situation. Children should be picked up in a reasonable amount of time to ensure all parents, children, and staff can travel safely home. Families will still be charged during weather closings.

Updating Enrollment Records

Each fall, Poppy’s will complete an audit of enrollment records. At the conclusion of this audit, families will be notified if anything needs to be updated. Some forms must be updated every year, including the Emergency Contact and Medical Consent form. Most forms may be completed electronically.

Immunization records must be updated throughout the year. When visiting your child's physician for a yearly "well-child" appointment, please request a copy of your child's physical and most recent immunization record. You may bring these items in yourself, or have your physician email them to us at poppysplayroom200@gmail.com .

In addition any time a family's information changes such as address, place of employment or health insurance provider, a new Emergency Contact and Medical Consent form must be signed and updated.

Confidentiality

Confidentiality is a top priority for Poppy's. Personal information of families and staff will not be shared for any reason without prior written consent of the individual. When discussing a child's activities and friends in the classroom, only first names will be used. In situations regarding behavior problems and/or Incident/Accident Reports, names of children involved will never be given to families.

Daily Routines

Daily Routines and Activities

Curriculum & Tutoring

Curriculum at Poppy's includes the child-initiated and teacher-directed activities and experiences offered to young children that support and enrich their development physically, emotionally, socially, and cognitively. Poppy's have weekly lesson plans, posted in the classroom. These plans contain a number of activities, designed to foster each child's development, and the development of the group as a whole. Lesson plans may be changed in order to accommodate the children's changing interests. Each classroom is set-up in centers, which include blocks, dramatic play, books, gross motor, fine motor, and art. Self Selection or "free-play" is a daily part of the curriculum and means a child has the opportunity to choose which center or activity he/she participates in. This promotes creative expression and development of important social skills.

Outdoor play is important to a child's physical development and will be included in both the morning and afternoon schedule.

Daily Schedule And Activities

The classroom's teachers work cooperatively to create a daily schedule and plan activities that meet each child's developmental abilities and needs. The daily schedule and activities create a balance between active and quiet times; large and small group, and individual activities; small and large muscle activities; indoor and outdoor play times; as well as times for self-selection and teacher-directed activities.

Consistency from day-to-day is particularly important to the overall well-being of the children and classroom environment. Children thrive on consistency! Routines will be maintained whenever possible for arrivals and departures; meals and snacks; resting or nap times; personal care routines like diapering/toileting and hand washing; and transitions.

Free Play

"Free-play" (also called child initiated activities, free choice, self selection) activities are incorporated into the morning and afternoon schedule. During free-play, teachers actively participate with the children by asking questions about what the children are doing, participating in their pretend play, reading books when prompted, encouraging children to try new activities or play with a new toy, etc. Free-play is another opportunity for a child to grow socially and cognitively through the development of relationships.

Outdoor Play

Outdoor play, where available, is incorporated into the daily schedule for both the morning and afternoon. There is less structure in an outdoor learning environment; however, staff members actively engage in activities when prompted by the children. Outdoor play is an opportunity for children to run, jump, climb and use their bodies in ways that would otherwise be unsafe in an indoor classroom. In addition, a large amount of social interaction takes place when children play outdoors. Because they are engaged in fewer teacher-directed activities and more child-directed

play, children are able to choose their friends and who to interact with. Children will go outside year-round, including winter. Only during extreme weather conditions will the children remain indoors. Our teachers refer to the Child Care Weather Watch poster from the Utah Department of Public Health to determine if it is too hot or cold to play outdoors. It is important for parents to send their children in appropriate clothing and outerwear for the weather conditions (e.g., coat, snow pants, boots, gloves, etc.). Please clearly label all articles of clothing with your child's name. Poppy's has a few extra hats and mittens, but not enough for every child. If a child is not dressed appropriately for the weather, he or she may have to remain inside. Please ask your child's teacher if you have any questions about weather-appropriate clothing.

Nap/Rest Time

The Utah Department of Human Services requires that all children must be provided a regularly scheduled nap or resting time. Children will not be forced to sleep but may be encouraged to lie quietly for a period of time. The length of time a child should have to remain resting varies by child. There is no hard and fast rule regarding the maximum amount of time a child should have to remain resting. Children should be provided alternative quiet activities if unable to rest.

Children are encouraged to bring a familiar item from home to use during nap/rest time, such as a small blanket or stuffed animal. These items will be stored in your child's cubby or on his/her cot or mat; there is limited space for storage of such items. Please take this into consideration when deciding which items to bring. All items should be clearly labeled with your child's name, as all class laundry is washed weekly.

Multimedia

The use of multimedia in our program is an extension of the teaching and learning that takes place in our classrooms. Teachers may select movie, television, and computer game titles based upon weekly themes. Children are not required to view part or all of a video or television show, or to play computer games. Instead, the activity is offered as one of several centers. All multimedia must have a rating of "PG" or "E" and must possess an educational theme. Children are limited to a specified amount of time per week they may use or view multimedia:

Six Weeks to Two Years = No Multimedia exposure

Two Years to School Aged = 20 minutes a day or one full movie a week

School Aged Children and Older = 30 minutes a day or one full movie a week

Weapons/Violent Play

There is a strict policy of allowing no weapon play at Poppy's. Children are not permitted to play with weapons of any type or size or to pretend that other items are weapons, including their fingers, hands, or blocks. Redirection should be used when a child is engaging in weapon or violent play. If a child brings a weapon to Poppy's Playroom, the weapon should be placed out of sight and sent home the same day with a note explaining the policy about weapons.

Competitive behavior is minimized in our programs. In young children, competition often increases negative behavior and decreases acceptance of others. Bullying is not considered acceptable behavior; all efforts will be made to guide children in finding appropriate ways to interact with others.

Field Trips

Poppy's offers a variety of experiences both at and away from the center. As a participant in our child care program, your child may participate in short, unannounced field trips including but not limited to: walks as a class around the perimeter of the building and/or nearby neighborhoods; trips to local playgrounds; trips to local businesses. Teacher-child ratios are maintained at all times. A "Parent/Guardian Permissions" form must be completed at the time of enrollment for this type of field trip.

Rules Related To Transportation

- Children are not allowed to sit in the front seat under any circumstances.
- Children under the age of six riding in a car or passenger van must be properly buckled in a federally approved car seat or booster seat. Older children and adults must be properly buckled in a seat belt.
- Doors should remain locked when the vehicle is moving.
- Smoking and the use of smokeless tobacco products is forbidden when transporting children.
- Children shall enter and leave the vehicle curbside unless the vehicle is in a protected area or driveway.
- Head counts shall be taken before leaving the center, after entering the vehicle, during a field trip, after taking children to the restroom, after returning to the vehicle, and upon returning to the center.
- When children leave the vehicle, the vehicle shall be inspected to ensure no children are left in the vehicle.

Individuals who volunteer to provide transportation for a Poppy's event must be at least 21 and provide:

- Proof of a valid driver's license and current insurance
- Evidence of a safe driving record for at least 5 years, with no crashes where a citation was issued
- No record of substance abuse or conviction for crimes of violence or child abuse
- No alcohol or other drugs associated with impaired ability to drive within 12 hours prior to transporting children
- No criminal record of crimes against or involving children, child neglect or abuse, or any crime of violence

Meals And Snacks

At Poppy's, children are provided a nutritious AM snack, lunch, and PM snack. Poppy's follows the nutritional guidelines established by the Child and Adult Care Food Program. Menus will be posted on the bulletin board near the main entrance. Children will be encouraged to sample all foods that are offered, but will never be forced to eat. Please inform your child's teacher if your child cannot eat a certain food or has different dietary needs (e.g. vegetarian, vegan, lactose intolerant) so a substitution can be made. For certain dietary restrictions, you may be asked to provide food from home for your child.

Play Clothes

Please send your child to Poppy's in comfortable play clothes, socks and shoes.

Play is usually active and often messy; comfortable, washable clothes are important if your child is to participate fully in the program. Outdoor play is scheduled every day as an essential part of our planned curriculum. We expect all children to be dressed appropriately for both indoor and outdoor (where available) activities.

All children occasionally get their clothes wet and have toileting accidents. Whenever this occurs, it is best to change the child into an extra set of clothing provided by the family. Your child's teacher will request that you bring a complete change of clothing, including underwear, to be kept at school and replenished as needed.

Due to health reasons, if a child soils their underwear, it may be thrown away. Please be sure to clearly label all items of clothing. Let the teacher know whenever your child's clothing or other items cannot be located.

Items From Home

Toys, stuffed animals, or other items from home may help your child feel more comfortable at school from time to time. However, it is often difficult for young children to share their special "treasures" with classmates. We ask that all items brought to Poppy's from home be placed in your child's cubby shortly after arrival.

Please clearly label all belongings brought from home. It is recommended that items of value, such as iPods or handheld gaming systems be left at home, due to the risk of damage or theft.

Poppy's employees are not responsible for lost, stolen or damaged items.

Medical Information

Medical Information

Peanut/Egg Facility

We are **NOT** a peanut/egg free facility. Food containing, or processed in a facility with peanuts/eggs, are allowed in the center. Children are welcome to bring in special treats to celebrate a birthday or holiday. Due to various food allergies and dietary restrictions in our classrooms, we recommend supplying store-bought snacks still in the original packaging. Please check with your child's teacher before bringing any homemade snacks. A list of healthy snack options approved by the USDA and Utah Department of Education is available from the Director and/or Assistant Director. Directors may ask for a family to label if food from home contains Eggs or Nuts to protect other children and staff.

Food Allergy Action Plan

If your child has a food allergy, please complete a Food Allergy Action Plan form, available in the office. This form will be posted in your child's room, as well as in food preparation areas. If medication for an allergic reaction is provided, please have your physician sign the Food Allergy Action Plan as well.

SIDS

Sudden Infant Death Syndrome (SIDS) is the unexpected, sudden death of a child under age 1 for which a cause of death cannot be identified. It is not known what causes SIDS, however several sleeping practices have been linked to an increased risk for SIDS. Therefore, Poppy's Playroom and Playhouse have a strict policy for infant sleep placement.

- All infants less than one year will be placed on their back to sleep.
- Infants shall not be allowed to sleep in a car seat or swing for a period of longer than 15 minutes.
- Once a child has been placed in his or her crib for a nap, if the infant rolls from back to front - and is also able to roll from front to back - it is acceptable to leave the infant sleeping on his or her stomach.
- NO heavy blankets, stuffed toys or pillows should ever be placed in a crib.
- A request for alternative sleeping positions must be accompanied by a signed and dated physician's note stating the reason for the request.

Illness

Our first priority at Poppy's is to provide a healthy, safe learning environment for all children. A child will be sent home as soon as possible if any of the following is experienced: an illness prevents the child from participating comfortably in activities (as determined by the staff); an illness results in a greater need for care than the staff can reasonably provide without compromising the health or safety of other children in the classroom; or a child is experiencing any of the following conditions:

- Fever of 100.4 or greater, until 24 hours symptom free without fever reducing medication

- Signs/symptoms of severe illness, including: lethargy, uncontrolled coughing, inexplicable irritability or persistent crying, difficulty breathing, and/or wheezing
- Diarrhea (not associated with diet changes or medications; multiple loose or watery instances within an hour; or accompanied with fever and or vomiting) until diarrhea stops for 24 hours or the continued diarrhea is deemed not be infectious by a licensed healthcare professional.
- Blood in stools not explainable by dietary change, medication, or hard stools
- Vomiting (One instance) the child can return after vomiting has been resolved for 24 hours or until a health care provider determines the cause for vomiting is not contagious and the child is not in danger of dehydration
- Persistent abdominal pain (continues more than 2 hours) or intermittent pain associated with fever or other signs/ symptoms of illness
- Mouth sores with drooling, unless a health care provider determines the sores are not contagious
- Rash until a physician determines that these symptoms do not indicate a communicable disease
- Pink eye (conjunctivitis) until after treatment has been initiated for 24 hours
- Scabies, until after treatment has been completed
- Tuberculosis, until a health care provider states that the child is on appropriate therapy and can attend child care
- Impetigo, until 24 hours after treatment has been initiated
- Strep throat, until 24 hours after initial antibiotic treatment and cessation of fever
- Chicken pox, until all sores have dried and crusted (usually 6 days)
- Hand Foot and Mouth sores have dried and crusted and no fever
- Pertussis, until 5 days of appropriate antibiotic treatment has been completed
- Mumps, until 9 days after onset of symptoms
- Hepatitis A virus, until 1 week after onset of illness
- Measles, until 4 days after onset of rash
- Rubella, until 6 days after onset of rash
- Unspecified respiratory tract illness accompanied by another illness which requires exclusion
- A child who becomes ill while at Poppy's with Herpes simplex, which is uncontrollable, must be removed from the classroom in order to limit exposure of other children drooling to communicable disease.
- An ill child will be sent to the office to wait for his/her parents to arrive. For this reason, we ask families to make every effort to pick up a sick child as soon as possible.

Poppy reserves the right to make the final determination of exclusion due to illness. Any exceptions to our illness policy will require a written note from a licensed healthcare professional stating that the child is not contagious.

Please contact Poppy's Playroom at (435)-799-9959 or Playhouse at (801)-755-6439 by 9:00AM via call or text, or through the Procure App whenever your child is ill.

Notice Of Exposure & Reporting Disease

If your child is exposed to a communicable disease, a notice will be posted at the door to your child's classroom. Additionally, families who have provided an email address will receive email notification of the illness. If your child or anyone in your household becomes ill with a communicable disease, please notify the Director immediately.

In the event a child is reported to have a communicable disease, the Director will notify the health department.

Hand Washing

Frequent hand washing with soap and warm, running water is the most effective way to reduce and prevent the spread of illnesses commonly found in childcares such as the flu, diarrhea, and pink eye. Parents are encouraged to assist their child in the hand washing process upon arrival. Other times your child (and staff members) will be expected to wash their hands:

- Upon arriving at the center or when changing classrooms
- After each diaper change or using the toilet
- Before and after meal times
- Before and after administering medication
- After handling bodily fluids (mucus, blood vomit)
- Before and after using the sensory table
- After coming indoors from the playground
- After handling pets and other animals
- After cleaning or handling garbage

Warm, running water (no colder than 60 degrees F) and soap must be used. Hands must be rubbed vigorously for at least 20 seconds, including the backs of hands, between fingers, under nails, and under any jewelry. A disposable paper towel should be used to dry hands and turn off faucets. Help reinforce the importance of hand washing by encouraging frequent hand washing at home as well.

Medications

Prescription and over-the-counter medications must be given to a staff member in the original container, clearly labeled with the child's full name and birth date. Poppy's staff will not administer any medication without a signed Medication Authorization Form. Forms can be obtained from your child's teacher or from the Director and/or Assistant Director.

Medications are stored in a locked box (refrigerated medications) or in a high cabinet (non-refrigerated medications) while in use at Poppy's Playroom or Playhouse. The Medication Authorization Form must remain with the medication at all times. Unused medications must be immediately returned to the family and will not be stored at a Poppy's location.

Medications are administered only by Lead Teachers, the Director, or Assistant Director. When a medication is given, the teacher will document the type of medication administered, the dosage, and the time it was given.

Immunization Records

Each child must have a current immunization record on file at Poppy's. The physical on file must be updated at least annually; immunization records must be updated whenever a new immunization is received. Updated immunization records and physicals may be emailed to Poppy's directly from your healthcare provider, poppysplayroom200@gmail.com.

Emergency Medical/Dental Procedure

It is important that parents complete and update, as needed, an Emergency Contact and Parental Consent Form. This form contains contact information for both the parents as well as the individuals authorized to pick up the child in the event of illness or emergency. In addition, the form allows Poppy's staff members to seek emergency medical or dental care from authorized care providers in the event of serious injury. It is the responsibility of the parent to complete this form and to make corrections to this information when necessary.

- If a child becomes ill or injured after arriving at the center, the Lead Teacher will attempt to contact the parent(s) at all available telephone numbers. If a parent cannot be reached, the individuals listed as emergency contacts/authorized pick up persons on the Emergency Contact & Parental Consent form will be called.
- Children who are ill or seriously injured will be sent to the office and remain under the supervision of the Director and/or Assistant Director until a parent arrives.
- If the child requires immediate medical attention:
 - The staff member who witnessed the emergency situation will remain with the injured child and instruct someone else to call 911. If no one is available, first ensure the child is stable and if possible, bring the child with you to call 911.

Documentation Of Allergies

A child with allergies must have an Allergy Action Plan posted in a visible location in the classroom. If the allergy is food related, an Allergy Action Plan must also be posted in the kitchen area. All staff working in the classroom of a child with allergies must review the Allergy Action Plan to ensure understanding of emergency procedures should the child have an allergic reaction. All allergic reactions must be documented with a Health Incident Form.

Documentation Of Special Health Care Needs

An Emergency Care Plan will be on file for any child with special health care needs (seizures, etc). A copy of the Emergency Care Plan must be kept in the classroom emergency binder. All staff working in the classroom must familiarize themselves with this plan, should an emergency arise. If necessary, staff will receive training regarding a child's specific health care needs.

Sunscreen & Insect Repellent

Between the months of March and October, all families will be required to supply sunscreen for their child/ren for outdoor activities. A permission slip must be on file before sunscreen will be applied to a child. Sunscreen must be SPF 15 or above, and will be applied by classroom teachers regularly

throughout the day. Parents are encouraged to apply insect repellent to their child before arriving at Poppy's for the day, as Poppy's staff are not permitted to apply insect repellent.

Policies

Policies

Mandatory Child Abuse Reporters

As childcare professionals who interact with children on a daily basis, each staff member of Poppy's is required by law to report any child abuse and neglect reporter and must contact the Utah Department of Human Services whenever abuse or neglect is suspected.

Tobacco Use

Cigarettes and smokeless tobacco products are prohibited on Poppy's premises, including parking lots and outdoor play areas. Smoking and the use of smokeless tobacco products is also prohibited in Poppy's vehicles or in personal vehicles being used for the transportation of Poppy's children, and while on field trips.

Affidavit Policy

At times families may be dealing with difficult situations at home. When legal matters are present in the home, families may need to collect affidavits for their legal team. Due to the nature of the relationship between caregiver and child, families may choose to ask a Poppy's staff member to provide such a statement. Our program's priority is providing the best possible care when children are away from home and our focus will remain on the child, making sure all their needs are met during what could be a difficult time at home. Poppy's staff members will not provide written statements or affidavits of a professional nature to families.

Access Policy

Any person in the center who is not an owner, staff member, substitute, or subcontracted staff or volunteer who has had a record check and approval to be involved with child care shall not have unrestricted access to children for whom that person is not the parent, guardian or custodian, nor be counted in the staff to child ratio. Unrestricted access means that a person has contact with a child alone or is directly responsible for child care. Persons who do not have unrestricted access will be under the direct supervision and monitoring of a paid staff member at all times and will not be allowed to assume any child care responsibilities. The primary responsibility of the supervision and monitoring will be assumed by the Lead Teacher unless he/she delegates it to the Full Time Assistant Teacher due to a conflict of interest with the person. Center staff will approach anyone who is on the property of the center without their knowledge to ask what their purpose is. If a staff member is unsure about the reason, the Director or Assistant Director gets approval for the person to be on site. If it becomes a dangerous situation, staff will follow the "Dangerous Adult" procedure. Non-agency persons who are on the property for other reasons such as maintenance, repairs, etc., will be monitored by a paid staff member and will not be allowed to interact with children on the premises.

A sex offender who has been convicted of a sex offense against a minor (even if the sex offender is the parent, guardian or custodian) who is required to register with the Utah sex offender registry:

- Shall not operate, manage, be employed by, or act as a contractor or volunteer at the child care center.
- Shall not be on the property of the child care center without written permission from the Director, except for the time reasonably necessary to transport the offender's own minor child to and from the center. The Director is not obligated to provide permission and must consult with their DHS licensing agent first.

Blizzard/Severe Winter Weather

The Director and/or Assistant Director will monitor the weather and local news stations throughout the day to determine when it is appropriate to close the center early or cancel care for the following day. Lead Teachers are responsible for contacting parents to inform them of the situation. Routine classroom activities will continue until parents arrive.

Power Failure

Staff members and children should remain in the classroom and if possible, proceed with activities as usual, or may go to the outdoor playground until power resumes. If power cannot be restored within a reasonable amount of time, the center will close and parents will be contacted.

- Lead Teachers are responsible for contacting parents to inform them of the closing and of the need to immediately pick up their child.
- Activities will resume as soon as possible until parents arrive.

Fire, Bomb Or Other Emergency Situations

Fire regulations and tornado warning procedures are posted near the exits in each classroom. Fire drills are conducted each month; all classrooms are required to participate. In the event of a fire, bomb threat, or other evacuation emergencies, the children and teachers will immediately leave the building and meet at the tree across the parking lot at both locations. Parents will be called as soon as safely possible following an emergency situation. For the safety of children, parents, and staff, we ask that parents do not attempt to pick up their child during an emergency situation.

Missing Or Abducted Child

- In the event of a missing child, the Lead Teacher will search for the child in the immediate area, while another staff member calls the Director and/or Assistant Director to help with the search.
- If the child cannot be located in a reasonable amount of time, the Director and/or Assistant Director will notify the Centerville or Bountiful Police Department and the child's parents.
- In the event of an abducted child, the Lead Teacher must immediately contact the Director and/or Assistant Director, the Centerville or Bountiful Police Department, and the child's parents.

Weapons

Poppy's does not permit or tolerate the possession, display, or use of weapons by any person on school premises or vehicles, while the person is participating in or attending Poppy's events and activities, or while the person is away from school grounds if such conduct directly affects the good order and management of the District. Students who violate this policy may be subject to expulsion and/or other disciplinary action. Weapons shall be taken from students and others who bring them onto school premises, vehicles or to school activities. Violations of this section will be reported to law enforcement agencies in accordance with law. Weapons under the control of law enforcement officials shall be exempt from this policy. The principal may allow authorized persons to display weapons for educational purposes on a limited basis.

Definition. - Any object which could be used to injure another person and which has no school-related purpose will be considered a weapon. An object which has a school-related purpose but which is used to threaten or inflict injury will also be considered a weapon. Weapons include, but are not limited to, knives of all types, guns, firearms, fireworks, explosives or other chemicals, and simulated (including toy) weapons.

Cloth Diapers

Only commercially available disposable diapers or pull-ups may be used at Poppy's, unless the child has a documented medical reason that does not permit their use. Documentation from the child's physician must be provided to the Director and/or Assistant Director before cloth diapers will be used while the child is at the center. Families must provide a container for storage of soiled cloth diapers while at the center

SUPPORTING BREASTFEEDING

At Poppy's we support breastfeeding in any way that works for the family. This could mean sending frozen breastmilk-with a child's name, the date and time it was pumped on it- to the daycare for teachers to use in feeding that child. It may also look like a mother coming to nurse their child at the center. Families are welcome to use our space during pick up or drop off to nurse their child. We welcome staff to nurse or pump for their own children at the center.

Behavior Mangment

Discipline:

Guidance Strategies

Every adult who cares for children has a responsibility to guide, correct and socialize children toward appropriate behaviors. These adult actions often are called child guidance and discipline. Positive guidance and discipline are crucial because they promote children's self-control, teach children responsibility and help children make thoughtful choices. The more effective caregivers are at encouraging appropriate child behavior, the less time and effort adults will spend correcting children's misbehavior. Effective guidance and discipline focus on the development of the child. They also preserve the child's self-esteem and dignity. Actions that insult or belittle are likely to cause children to view their caregivers negatively, which can inhibit learning and can teach the child to be unkind to others. However, actions that acknowledge the child's efforts and progress, no matter how slow or small, are likely to encourage healthy development. Teaching children self-discipline is a demanding task. It requires patience, thoughtful attention, cooperation and a good understanding of the child. Poppy's staff will use only positive guidance techniques. When interacting with young children, staff should ask themselves the following questions:

"Am I..."

- Validating feelings?
- Asking open ended questions?
- Encouraging problem solving?
- Respecting children's choices?
- Using praise and positive reinforcement?
- Talking with children – not at them?
- Circulating throughout the classroom?
- At the child's eye level?

Useful Phrases

The following phrases are useful when problem-solving with children.

- Instead of "No" or "Don't"
 - Say "Please stop", "I don't like that", "That's not OK", or "That is not a choice"
- Instead of "That's not nice"
 - Say "That's not OK", "Please use gentle touches", or "That hurts Jordan"
- Instead of "No running"
 - Say "I need you to use your walking feet" or "You may run when we go outside"
- Instead of "Stop crying"
 - Say "I need you to use your words to tell me what is wrong"

- Instead of “Can you put away your toys?” (If it is not a choice, do not pose it as a question)
 - Say “You may help me pick up the blocks, or help Alyssa pick up the puzzles”
- Instead of “I said yes” (when a child tells you “no”)
 - Say “No is not a choice, I need you to...”

Reasons For Misbehavior

If caregivers understand why children misbehave, they can be more successful at reducing behavior problems. Listed here are some of the possible reasons why children misbehave.

- Children want to test whether caregivers will enforce rules.
- They experience different sets of expectations between school and home.
- A child does not understand the rules, or are held to expectations that are beyond their developmental levels.
- They want to assert themselves and their independence.
- They feel ill, bored, hungry or sleepy.
- They lack accurate information and prior experience.
- They have been previously "rewarded" for their misbehavior with adult attention.

Preventing Misbehavior

Child misbehavior is impossible to prevent completely. Children, usually curious and endlessly creative, are likely to do things parents and other caregivers have not expected. However, there are many positive steps caregivers can take to help prevent misbehavior.

- Set clear, consistent rules. (e.g., walking feet; gentle touches)
- Make certain the environment is safe and worry-free.
- Show interest in the child's activities. (e.g., participating in activities with the children so they stay interested for longer periods)
- Encourage self-control and independence by providing meaningful choices. (e.g., “You may pick up the blocks or art center.”)
- Focus on the desired behavior, rather than the one to be avoided. (e.g., “Ashley, please use gentle touches with your friends.”)
- Build children's images of themselves as trustworthy, responsible and cooperative.
- Give clear directions, one at a time.
- Say "Yes" whenever possible.
- Notice and pay attention to children when they do things right. (e.g., “Joey is playing so nicely. I like it when you keep the blocks on the table.”)
- Encourage children often and generously.
- Set a good example. (e.g., using a quiet voice when children should be quiet)
- Help children see how their actions affect others.

RESPONDING TO MISBEHAVIOR

Below are strategies Poppy's staff will use to respond to child misbehavior. Remember, however, that it's always a good idea if rules are explained fully and clearly understood before misbehavior occurs. Whenever possible, involve children in making the rules for the classroom.

- Redirection
 - This strategy should be used most frequently when working with young children. If a child is not following the rules or being uncooperative, quickly get the child's attention and introduce another activity. For example, "Kate, please help me water the flowers now. You've been riding the bike for a long time and it's now Logan's turn."
- •Logical consequences
 - These are structured consequences that follow specific misbehaviors. The child should be able to see how the behavior and the consequence are directly related. For example, Andrew is standing on his chair at lunch. His teacher should remind him that if he stands on his chair, he could fall and get hurt; this will make him sad.
- Participate in the solution
 - If a child damages something, he/she needs to help in fixing it or in cleaning up. If a child causes someone distress, he/she should help in relieving that. For example, "It made Brandon very sad when you told him he wasn't your friend anymore. Please apologize and help me make him feel better."
- Natural consequences
 - Allowing children to experience the consequences of their behavior is also called learning the hard way. For example, Laura does not put her books back in her school bag after she finishes reading. One day she loses a book, and therefore must find a way to replace it. Only use natural consequences when they will not endanger the child's health or safety.
- "Take a break" or "Calm down chair"
 - In some instances, a child may need to be removed from a particular situation in which he/she has become overwhelmed or violent. The child should be directed to "take a break" or sit in the "calm down chair." This strategy gives the child a chance to calm down, regain control, and reflect quietly on her or his behavior away from others. Once the child has calmed down, staff should talk with the child about the actions that led up to and resulted in needing a break or being sent to the calm down chair. For example, "Hannah, we have talked often about how hitting is not acceptable. But because you hit John, please leave the blocks center and go to the calm down chair. I will talk to you when you are ready."

If these actions do not help in reducing or changing behavior the following will take place:

1. Staff will report behavior and what strategies have been attempted to the Director and/or Assistant Director(s).

2. The Director and/or Assistant Director will observe the child and meet with the Lead Teacher to develop a behavior management plan.
3. The behavior management plan will be discussed with the parent and then put into practice.
4. The Director and/or Assistant Director, Lead Teacher and Assistant Teachers, and parents will evaluate the behavior management plan. If needed, adjustments will be made.

** If a child's behavior becomes threatening to themselves, other children, staff or teachers, the child will be removed from the classroom and possibly the program for a period of time.

Biting Policy

Biting is a behavior that usually appears between the ages of one and three years. While biting is an age-appropriate behavior, it is important to remember it is also an unacceptable behavior in a childcare environment. Children bite for a variety of reasons: teething, sensory exploration, cause and effect, imitation, crowding, seeking attention, frustration and stress. Biting is not something to blame on children, their parents or their teachers. There are a variety of strategies we implement at Poppy's to prevent and stop biting. This is the process followed when a child bites:

- The biting child is stopped and told, "Stop biting. Biting hurts" in a firm voice. Teachers should remain calm, being careful not to show anger or frustration towards the child.
- The biting child is removed from the situation. Depending upon the observed motive for the bite, the separation may include re-direction or meeting the child's needs. As little attention as possible will be placed on the biting child, to avoid reinforcing the behavior.
- Appropriate first aid will be provided to the child who was bitten. Bite will be washed with soap and water; cold compress will be applied to reduce pain and swelling. A bandage will be applied if necessary.

It is important to explore the reasons for biting when it occurs. Teachers need to work with parents to gather information about the child's behavior and begin observations to determine the reasons for biting. Examples of triggers would be: communication deficits, transitions, hunger, lack of sleep, need for oral stimulation or teething pain. Once triggers are identified, staff can work on prevention strategies and start teaching replacement skills. Below are the steps the teacher will take to identify triggers and replace the behavior:

1. The teacher will examine the context in which the biting is occurring and look for patterns. The following questions should be asked:
 - a. Was the space too crowded?
 - b. Were there too few toys?
 - c. Was there too little to do or too much waiting?
 - d. Was the child who bit getting the attention and care he/she deserved at other times?
2. The teacher will change the environment, routines or activities if necessary.

3. The teacher will work with the child who is biting to resolve conflicts and frustrations in more appropriate ways
4. The teacher will observe the child, to get an idea of why and when they are likely to bite.
5. The teacher will identify children likely to be bitten and make special efforts to reduce their chance of being bitten.
6. The teacher, parent and Director and/or Assistant Director will meet regularly to regulate an action plan and measure outcomes.
7. If biting continues the teacher will observe the group more closely and work with the parents to seek out additional resources as necessary to shadow the child who is biting. All information is confidential and names of the children involved in the incident are not shared between parents. In addition, biting is always documented on an Incident/Accident Report which is completed and signed by a teacher and parent. A copy is provided to the parent and the original kept on file in the office.
8. If all of our attempts to stop the biting do not improve the behavior we will ask for outside help through Early Intervention or the Children's Center. If the biting continues after we have met with them and implemented their strategies we may put the child on a temporary probation period where they can only attend for short periods of time when we have the staff to accommodate the child.
9. As a last resort if we cannot stop or help the biting behavior the child biting may be expelled with the possibility of coming back when they are older and no longer exhibit the biting behavior.

Expulsion Policy

At Poppy's Playroom we strive to provide a safe, healthy and caring environment for children and staff. We believe children and families deserve to be full members of their communities and to experience a sense of belonging. We know that suspensions and expulsions from early childhood programs can have a significant negative impact on children and families. We take suspension and expulsion decisions seriously, consider the impacts carefully, and keep children enrolled whenever possible. We work closely with families to set children on positive paths. Parents and Families can be assured that children are free from discrimination based on race, disability, family status, or any other factors. Children will not be removed from our program without being given additional support and resources.

Guidelines and Discipline:

To prevent suspension and expulsion, we:

- Create learning environments in which every child feels good about being there.
- Design a learning environment that promotes children's engagement.

- Focus on teaching children what to do, specifically by teaching expectations and routines as well as skills children can use in place of challenging behaviors.
- Talk to families about issues as they arise. This may be in person or through Brightwheel communication.
- Provide Incident Reports and Behavior Plans when appropriate and partner with the family to identify the best ways to teach positive replacement behaviors.

Support and Intervention:

If a behavior(s) becomes a major concern- happening twice or more a week- additional communication and support will be provided for children and parents alike. This may look like: **If needed a behavioral support plan will be developed in partnership with parents or guardians. This will typically look like:**

- Individual behavior plans with goals, consequences and rewards
- Clear behavior tracking for parents
- Parents will be informed of changes to plan and given chance to provide feedback
- Parent, director/teacher conferences
- Providing literature suggestions on methods of improving behavior
- Referral to professionals for further evaluation

If a child requires additional support by an outside provider, we welcome these providers to our center with prior notice. Included in the policy is a list of community resources and providers that families can reach out to for additional support.

Staff and Caregiver Support:

The staff at Poppy's Playroom promise to care for, respect and value each child in their care, however difficult behaviors can be stressful for caregiver-family and teachers alike.

In order to support staff the following are available:

- Teachers are provided with one-on-one conferences with admin to create goals and provide feedback.
- Teachers can ALWAYS ask for a break when a group/child becomes overwhelming.
- Teachers have access to literature regarding a variety of different behaviors, ages, and stages.
- Teachers may request evaluation of their teaching and behavior management at any time.
- Teachers have access to various training through Teaching Strategies and Care About Childcare on various topics.

Families and other caregivers are welcome to ask staff questions on behaviors and child development or for additional resources. Parents are always welcome to provide feedback regarding behaviors or request a conference.

We reserve the right to cancel enrollment for the following reasons:

- Non-payment of tuition
- Failure to adhere to policies
- The child's needs exceed the capabilities of our center
- A child or family member's behavior or actions threaten or endanger the safety and well-being of other children or staff .

Additional Info

Additional Information

Program Evaluations

Poppy's may ask parents to complete a program evaluation annually. The information gathered from these anonymous surveys is used by the staff to develop goals for our center and to improve the overall quality of care at our center. A parent's point of-view is different from a teacher's point-of-view. Therefore, parent feedback on the program evaluations is very important to the success of our program and satisfaction of our families.

Questions/Concerns- Grievance Procedures

It is our goal to provide the best possible care for all families. Therefore any positive comments or suggestions are greatly appreciated.

We always welcome input and feedback toward the care of your child. The Director appreciates questions, or discussions that affect the positive outcome for your child. However if you feel that there is a problem concerning the facility or a staff member please follow these steps.

1. Speak with the educator involved with your child
2. Allow the educator time to follow up with you
3. If you are still not satisfied with the results of your concerns, please message the director to set up an appointment to speak in person.

All comments made to the staff are communicated to the Director, so that the director is aware of any concerns, problems or issues. If a complaint is made:

- The Director will listen carefully to the issue/concern the parent has
- Will attempt to problem solve a solution with the parent
- Will provide any additional information to the parent regarding the concern
- Implement a plan of action
- Follow up with the parent

We believe that communication is important to the success of your child's care. We must be sure that we can share openly about concern and welcome parents and guardians to check in when they feel necessary. We understand that, to you, the most important person in the entire centre is your child and we respect that fact and in turn treat your child with just as much respect. We try to put ourselves in the parents place and we recognize that you have a right to expect the best care possible for your child.

Communication between staff and families is key to successful care and support. We encourage daily communication and interactions between staff and families. This is to ensure parents and guardians are kept informed of how your child's day was and that you are made aware of any incidents/accidents.

Also, it is equally important that staff members are informed of any concerns parents may have about their child at the center or at home, and how the staff can assist in the care of your child.

All comments are taken very seriously and we will all do our best to ensure your complete satisfaction. We aim to keep parents stress-free and self-assured knowing that their children are in our loving care.

Acknowledgement Form

By signing this you are acknowledging that you have received a copy of, read, understand and are willing to adhere to the policies outlined in the POPPY'S CHILDCARE parent handbook.

Signature:

Date:

POPPY'S
PRESCHOOL/DAYCARE

