

Parent Handbook of Policies and Procedures

Safe Haven Daycare and
Education Center LLC
3159 Columbia Rd
Medina, Ohio 44256
2162960193

Welcome to Safe Haven
Daycare and Education Center LLC

Welcome to Safe haven daycare and education center. Our center is designed to enhance your child's day through social, educational, and emotional stimulation. Our staff is committed to meet each individual child's needs in a loving nurturing environment. This Handbook is designed to familiarize you with our policies and procedures, as well as to have constant communication and understanding concerning your child's growth and development. Please review the policies outlined here, and feel free to direct any questions and/or comments to our Director.

We are pleased to welcome to SafeHaven!

First day of attendance:

Class:

_____Teacher:_____

Registration Fee:_____ Weekly Fee:

Owner: Felicia Dupay

Director: Melody Mulhair

Safe Haven Childcare Center and education center is licensed for operation for the care of infants, toddlers, pre-schoolers, and school-age children. Safe Haven Daycare and childcare center do not discriminate upon the basis of race, color, religion, sex, or national origin.

Philosophy/Mission Statement

The purpose of Safe Haven Daycare and Education Center LLC's facility is to provide safe, educational, stimulating activities and affordable childcare for your children.

Our teaching objectives are organized in 4 areas of child development (social , emotional , physical language and cognitive) . We strive to focus on each child as an individual and fills each day with supervised activities to enhance physical, emotional, and mental development. Daily schedules vary based on the needs of each child and his/her small group, and they balance activity and quiet play, both indoors and outside, as well as opportunities to explore the creative arts, music, language arts, science, math, and numerous enrichment areas.

Personal Background/Qualifications

Child care will be provided by the following individual(s) with the following qualifications:

Felicia Toler(owner): In home Nanny for 5 years. Developed a love for children while teaching Sunday School at her church for the last 10 years.

Melody Mulhair (Director) : Bachelor's Degree in Early Childhood education , Associates in public service and 10+ years of experience

Hours

Safe Haven Daycare and Education Center LLC will accept children from 6am-7pm , Monday through Friday.

Weather Policy

It is our intention to provide service at all scheduled times. However, severe weather conditions may prevent this. Should we need to close our centers before regular closing time, we will post the information via local news stations. Information will also be posted on our website, www.Safehavendaycareandeducation.com and on our Facebook and Twitter pages. If weather conditions worsen during the day, please check these sources often, or call the center to check on its status. It is important

in these circumstances to be prompt in picking up your child so that children, staff and families have safe travel home.

Visitation

Parents are welcome to visit the child care facility at any time during which child care is provided, except during scheduled nap times, and participate in any of the activities. Communication between parents and the provider is important in maintaining high quality child care. All comments and suggestions regarding services are welcome. Additionally, we are interested in presenting the children with as many varied experiences as possible. If you would like to be a guest speaker, or if you know of someone with an interesting talent or job, please do not hesitate to contact us!

Licensing

Safe Haven daycare and educational center LLC is licensed by the State of Ohio. The license is posted in the entryway . A copy of the State's Rules and Regulations are posted for viewing. The current year's license for operation is located in the entryway and office. A copy of the laws governing the licensing of the center is available for review at any time. The licensing record for each center is also available in the center and with the Ohio Department of Jobs and Family Services. The toll free number for ODJFS Child Day Care Licensing is located on center's license.

Enrollment

Payment of the registration fee will hold a child care spot open. Safe Haven Daycare and Education Center LLC will not hold a child care spot open unless the parent has signed the Day Care Contract, completed all required forms, and paid the registration fee. The registration fee is refundable if enrollment is cancelled.

Parent Responsibility

Maintain current files

It is the responsibility of each parent to work with the center to maintain current and accurate emergency contact information, as well as update each child's medical file yearly. Failure to provide up-to-date medical forms as requested may lead to a suspension in services rendered.

Child pick up

Childrens needs

If your child requires special needs you must report important information to the director . This includes but is not limited to, allergies, changes in behavior and illnesses.

Child Absence

In order to ensure your child's safety, parents must contact the center if: Your child is going to be arriving later than 7:30 am If your child is going to be absent due to illness or other reason. If your child leaves school early and will not be attending the afternoon program. The Director will contact parents who have not called by 7:30 a.m. to report their child absent. If your child is absent for five consecutive days without any communication or contact with the Director, it will be assumed our services are no longer needed and your child will be unenrolled and their spot filled. Parents may re-enroll their child depending on space availability. Fees for absent days will not be prorated or refunded for any reason.

Damage of facility and equipment-

In the event a child maliciously damages equipment, toys or the facility attended, the parent may be asked to reimburse the facility for the replacement cost of said item/s.

Updates to the parent handbook/ parent forms

This parent handbook is evaluated and updated as needed each spring. The handbook will be posted on our website at SafeHaven.com and copies will be available at the center. Teachers will notify parents to check the website if a change is made. It is then the parents discretion to check the website / office for updates , If major policy changes are made to the handbook any other time in the year, the center Director will make copies or flyers noting the policy change available to all parents. Parent forms will be located in the office to pick up . Please ask office staff or director to find the correct form that you may need .

Newsletters / Classroom communications

In addition to daily conversations and regular correspondence, faculty members will reach out to parents via meetings, conferences, newsletters, and other means so they can work together to address children's needs.

- Mini-Conferences are brief conversations that occur daily at drop-off and pickup times and involve factual information about the child to help smooth the transitions between home, center, and school.
- Daily Information Sheets for infants will be provided every day at pickup time and will cover the child's toileting, feeding, naptime, medication, etc., for the day.
- Parent/Teacher Conferences are scheduled meetings to discuss a child's development and progress, including successes in the program and any problems the child may be experiencing. Conferences also allow caregivers a chance to learn about the child's life outside the center. At least one conference will be scheduled per academic year.

Monday Morning Mail will be published throughout the year and sent home or posted on bulletin boards to keep parents informed and involved. Content will include information such as faculty member profiles, parent reminders, articles on childcare issues, policy information, and safety suggestions.

- Special Programs involving both parents and children are scheduled at least once per year and may include holiday musicals, summer picnics, Mother's Day breakfasts, open houses, etc. These programs provide children with interesting projects to help channel their creative energies and give parents and children an opportunity to participate in an activity together.
- Parent Communication Boards will be maintained for each care group and will include up-to date lesson plans, , and other information. We encourage parents to check this board frequently for current information on their child's program.
- Developmental Updates will be provided throughout the year following an initial developmental screening (upon enrollment) and the creation of a personalized development program based on each child's unique needs.

Change of Address /phone number/email address/ emergency contact

If you have a change of address/ phone number and/ or email please communicate ALL changes (one or multiple parents) to the director as soon as possible. This is very important as we would like to keep information as up to date as possible for mailing reasons as well as emergency reasons. The teachers will keep up to date with the parents to ensure that this information is correct.

Supplies

Parents are responsible for providing the items listed on the following page. Please bring the supplies appropriate to each child's age group on or before his/her first day of attendance. ALL ITEMS MUST BE LABELED. The following list includes necessary supplies for each age group:

Infant Supplies

- Formula in labeled bottles (label must have child's name and date)
- Bottles filled with appropriate water levels
- Extra can of formula
- Adequate supply of diapers
- Wipes
- Ointments and Powders
- Two complete change of clothing
- Pacifier, blankets (not allowed in cribs per ODJFS), and bibs
- Plastic shoe box

Toddler Supplies

- Adequate supply of diapers, wipes, and ointments
- Two complete changes of clothing
- Blanket
- Paint shirt (man's old short sleeve shirt)

Pre-School Supplies

- Complete change of clothing, including socks
 - Paint shirt (man's old short sleeve shirt)
 - Blanket and/or pillow
 - Plastic shoe box
- Schoolage Supplies School Year, **Before/After school:** Backpack, pencils, paper and any supplies needed for school (toys, video games, MP3/music players or any other items not allowed by the child's school is discouraged).

Summer/winter camp : Complete change of clothing, including socks Paint shirt (man's old short sleeve shirt) Blanket and/or pillow Plastic shoe box

Children are not permitted to bring cell phones into the center. If a school age child carries a cell phone, it must be turned into the Director's office upon arrival and may be picked up upon departure from the center.

***SAFE HAVEN IS NOT RESPONSIBLE FOR LOST , STOLEN OR DAMAGED PROPERTY**

Daycare center Procedures

Arrival and departure

To ensure the safety of the children attending the child care facility, Safe Haven Daycare and Education Center LLC has established the following procedures for the pickup of a child from its facility: Pull into the lot, follow orange cones around the circle, and remain in car until your child is brought out to you. Photo ID's will be required for pick up.

The parent must inform Safe Haven Daycare and Education Center LLC in advance if someone other than the parent will pick up the child. If the parent has not provided Safe Haven Daycare And Education Center LLC with such information, the child will not be released to the individual(s), and the parent will be notified.

Class assignment

Ratios

Safe Haven Daycare and Education Center LLC will care for a maximum of 125 children. This number is based on the indoor and outdoor square footage of the child care facility as well as the

number of child care providers on staff.

Safe Haven Daycare and Education Center LLC provides care for children between the ages of 0 and 10 years. In order to provide quality child care services, Safe Haven Daycare and Education Center LLC has established limits on the number of children in each age group.

Safe Haven Daycare and Education Center LLC strictly complies with child care regulations regarding child-to-staff ratios.

Supplies

The parent is responsible for providing the following items to Safe Haven Daycare and Education Center LLC for the benefit of the child whenever reasonably requested by Safe Haven Daycare and Education Center LLC:

- Diapers
- Formula
- Sunscreen
- change of clothes
- blanket
- Pacifier
- Stuffed animal
- Snack
- Bibs.

In addition, Safe Haven Daycare and Education Center LLC may request that the parent supply a specific item for the benefit of the child from time to time.

Safe Haven Daycare and Education Center LLC will be responsible for providing the following items:

Toys

Educational materials

Snacks that are prepackaged

If you qualify for the state vouchers the state will provide , diapers , wipes

,

Blankets , clothes , etc

Every child must have sunscreen that will be kept at the daycare . The sunscreen must have the child's name as well as the date labeled on the outside .

Curriculum

Our educational plan accommodates all children's advancement including physical, social, and intellectual and emotional. Our educational program is dependent on experience and accounts of a child's interests and formative capacities. Learning exercises and materials are concrete, genuine and significant ..

Transitioning policy

Student transitions between age groups are determined on an individual basis as deemed necessary. The developmental readiness is determined by the child's primary teacher and the Director in accordance with Ohio's Early Learning and Developmental Standards/Guidelines. Each family will be notified in writing via JFS form number 01129 within a sensible time frame, including the date and time their child will begin the transitioning process, as well as a privilege of meeting their child's new teacher. We give the new teacher the child's family information sheet, JFS form 01511, together with the child so that the new teacher can better meet the child's needs. The length of the transitioning process is determined by the child's continued showing of social / emotional comfort levels in the new setting as a means of preparing them for their new school. Until the teachers determine their child's permanent placement in the room, each parent is verbally informed of their child's progress on a daily basis.

When a child completes our preschool program and is about to begin Kindergarten, we work with the family to assist them in their preparation. We ask a two-week notice if a child withdraws from our program so that we may properly gather and prepare a portfolio. All current curriculum work, a copy of the child's most recent development assessment, and a class portrait to memorialize their time with us may be included in this book. We also use other transitional tactics to prepare your child and his or her classmates for the forthcoming change, such as reading stories about new schools and moving, and taking pictures with their friends and teachers. If a parent has any questions or concerns about this process, we invite them to contact the Director.

Infant Program

INFANT PROGRAM

Safe Haven facilitates the development of a positive self-image in each child. Our infants are active participants in their day and typically learn through eager exploration of their surroundings at their own pace. All caregivers will meet their needs, including routines such as diapering and feeding. Caregivers will typically work with infants to promote individual and responsive care while providing a safe, positive, emotionally nurturing environment. In addition to meeting the basic comfort needs of each infant, faculty members work to stimulate language development and sensory integration. One-to-one interaction between infants and caregivers is very important, and during waking hours, teachers expose each infant to a variety of developmentally appropriate activities to provide sensory, visual, auditory, fine motor, gross motor, and cognitive skill development. Each day, caregivers will prepare a daily report for parents summarizing activities and other details of each infant's care. Caregivers will change infant's diapers every 2 hours; or soiled with a bowel movement. Every attempt is made to maintain a stable faculty schedule with as few changes as possible, enabling each infant to develop a sense of trust and security with the primary faculty.

INFANT SLEEP POLICY

- Infants will always be placed flat on their backs to sleep.

- Infants who use pacifiers will be offered their pacifier when they are placed to sleep, but it will not be put back in should the pacifier fall out once they fall asleep.
- When infants are in their cribs, they will be within sight and sound of faculty at all times.
- Devices such as wedges or infant positioners will not be used.
- Cribs will be free from bumper pads, blankets, loose bedding and other soft objects (i.e., pillows, quilts, comforters, stuffed toys, etc.)
- Sleep clothing, such as sleepers, sleep sacks, and wearable blankets, may be used as alternatives to blankets.
- Infants will not be placed in the crib with any items which could pose a strangulation or suffocation risk, such as a bib, pacifier clip, or any sort of necklace, etc.

INFANT SAMPLE SCHEDULE

6:30am.....Center opens
 7:00 - 8:00am.....Breakfast
 8:00 - 9:00am.....Music and movement
 9:00 - 10:00am.....Sensory activities and fine motor experiences
 10:00 - 10:30am.....Outdoor time (weather permitting)/Gross Motor Activities
 10:30 - 10:45am.....Early literacy concepts (stories and book exploration)
 10:45 - 11:00amPrepare for lunch
 11:00 - 11:45amLunch
 11:45 - 12:00pm.....Clean up
 12:00 - 2:00pm.....Quiet/Rest time
 2:00 - 2:30pm.....Snack
 2:30 - 3:00pm.....Prepare for outdoor time
 3:00 - 3:45pm.....Outdoor time (weather permitting)/Music and movement
 3:45 - 5:00pm.....Environment exploration (language, fine motor, nature, sensory)
 5:00 - 5:30pm.....Clean up 5:30 - 6:00pm.....Quiet activities/Departure

Toddler Program

Our toddlers are active participants in their day by exploration .. Toddlers are always trying new skills, experimenting, working on independence, and developing a sense of identity as well as interacting with others. At this stage of development, social guidelines are introduced throughout the daily routine.. Caregivers will provide a safe, positive, emotionally nurturing environment. Our toddler program is very flexible, with activities adjusted according to individual

and small group needs. Expansion of a plethora of skills are implemented including language skills and self-help skills which are two of the most important skills in their toddler development. Each child is encouraged to explore, experience, and enjoy the environment at his/her own pace. The staff plans activities that gradually lead children from individualized experiences to successful small group interactions. Toddlers' emerging sense of independence is encouraged through opportunities. Written reports are available to supplement verbal exchanges between parent and child about each day's events. Caregivers will change toddler's diapers every 2 hours; or soiled with a bowel movement.

TODDLER SAMPLE SCHEDULE

6:30am.....Center opens
7:00 - 8:00am.....Breakfast
8:00 – 8:30am.....Activity time – creative activity, small manipulative
8:30 – 8:45am.....Clean up and prepare for outdoor time
8:45 - 9:30am.....Outdoor time (weather permitting)/Gross Motor Activity
9:30 - 10:00am.....Snack Time
10:00 - 10:30am.....Sensory activities and fine motor experiences
10:30 - 10:50am.....Music and movement
10:50 - 11:05am.....Early literacy concepts (stories and songs)
11:05 - 11:15am.....Prepare for Lunch
11:15 – 11:45am.....Lunch
11:45 - 12:00pm.....Clean up and prepare for Quiet/ Rest time
12:00 - 2:00pm.....Quiet/ Rest time
2:00 – 2:30pm.....Snack
2:30 - 3:30pm.....Free choice (language, fine motor, nature, sensory)
3:30 - 3:45pm.....Clean up and prepare for outdoor time
3:45 - 4:30pm.....Outdoor time (weather permitting)/Music and movement
4:30 - 5:15pm.....Activity time – creative activity, small manipulative
5:15 - 5:30pm.....Clean up
5:30 - 6:00pm.....Quiet activities/Departure

preschool program

Our preschool program focuses on skills essential for daily life as well as readiness for kindergarten .. Each child's day is filled with activities that enhance physical, social, emotional, and mental development. These activities encourage exploration and experimentation in an

atmosphere allowing each child to develop skills and gain mastery at his/her own pace. There is a balance of active and quiet play to provide children with opportunities to enjoy art, music, language arts, science, and math. Specific attention is given to the development of perceptual motor skills and a positive self-concept that will help children adjust well to kindergarten. Faculty members will conduct periodic developmental assessments to be shared with parents and kept in each child's file.

PRESCHOOL SAMPLE SCHEDULE

6:30-8:30amArrival and breakfast
8:00 - 8:30am.....Quiet activities (puzzles, writing center, library, listening center)
8:30 - 9:00am.....Music & movement activities
9:00 - 9:15am.....Group time
9:15 - 10:15am.....Choice time and small group activities
10:15 - 10:25am.....Clean up time
10:30 - 11:15amOutdoor time (weather permitting)/Music and movement
11:15 - 11:30am.....Group time/Reflection & prepare for lunch
11:30 - 12:00pm.....Lunch
12:00 - 2:00pm.....Quiet/ Rest time
2:00 - 2:30pm.....Restrooms, snack time
2:30 - 3:30pm.....Outdoor time (weather permitting)/Music and movement
3:30 - 3:45pm.....Group time (story, songs, and plan for choice time)
3:45 - 4:45pm.....Choice time (all areas)
4:45 - 5:00pm.....Clean up
5:00 - 6:00pm.....Quiet activities (library, writing center, computer)/Departure

After school Program

Students from Buckeye school district will have the opportunity to come to our care center in order to get homework help as well as participate in a number of activities until their parents arrive to pick them up . The center is open to 6:30 pm . ALL CHILDREN MUST BE PICKED UP BY 6:30 pm NO EXCEPTIONS!

Nap time-

Toddlers and preschoolers are provided with atleast a two hour rest period . Although some children may not sleep during this time it is a quiet time and if a child decides to stay awake they will be given quiet activities to do .

Children are provided with cots , parents must provide a blanket , pillow , and stuffed animal .

Nap time is as follows: 12.30pm to 1.15pm It is helpful if parents do not drop off or pick up their child during scheduled nap times.

Professionalism

Safe Haven does not tolerate offensive language from parents or staff members. All inquiries and concerns must be directed to the Director. State law and Safe Haven policy prohibit parents from physically or verbally disciplining children, either by reprimanding or accusing other children of misconduct. Academy staff are expected to maintain a professional attitude towards parents at all times.

Safe Haven reserves the right to terminate child care services immediately in the event of behavioral issues that endanger the health or safety of our staff or other children in our care

. Safe Haven reserves the right, at any time, to discontinue child care services to any parent or child who does not practice the policies of the center

Discharge

If a child demonstrates consistent aggressive behavior or discipline problems there will be documented observations done by the teachers and all of our procedures will be followed. When we feel we have exhausted all of our abilities to control the behavior we will require a parent-teacher conference to discuss the situation and/or behavior. There will be a set interval of time in which an intervention is done. At that time there will be a follow-up meeting set to discuss any progress and / or behavior . If the behavior has not improved or has gotten worse, and if the teacher and Director feel it is necessary, a professional referral will be recommended. If

professional help is sought and no improvement in the child's behavior is observed in a reasonable time frame, then alternative childcare arrangements must be made.

Child abuse and neglect policy

As Ohio law requires all child development teachers to report suspected abuse or neglect, a staff member who suspects that a child in our care has been abused or neglected is required by law to report this suspicion.

Accessories policy

It is not permitted for children under the age of three (3) to wear beads/barrettes in their hair, earrings, necklaces, bracelets, or anything else that could pose a choking hazard. These items will be removed from the child and placed in his/her cubby.

Emergency safety plan

The center has a written, developed plan including procedures used to prepared or and respond to the following: There is immediate access to a telephone within the building at all times. The Director will monitor weather/news daily by radio/TV and advise staff of any pending weather-related or other emergencies. The Emergency Information for each child will be taken along during any emergency or emergency evacuation drill.

First Aid Kits, medicine and other emergency supplies will be taken along during any emergency or emergency evacuation drill. There will be emergency supplies (food, water, clothes, blankets, flashlights, diapers and other necessary items) to care for children in the facility or the designated "Safe Place." In the event of Emergency Evacuation, staff will contact the local authorities immediately, as well as parents by phone (calls and text messages) and will post on our private center Facebook page informing parents of the situation and location, as well as post a notice on the entry

door of the center. Our evacuation shelter is Buckeye Elementary School, located across from the center.

Upon evacuation, each teacher will conduct a name to face count from their daily attendance. The center will have an evacuation bag that will include coloring sheets, crayons and busy bags for children to use while waiting at our "Safe Place".

To assist with infants, children with health conditions or special needs, staff will use our 6 seat buggy and cribs to transport children. For reunification with parents, the center will have a "Ready to Go" index card box that will contain all of the emergency contact information for each child. If an emergency occurs within the building, and we are unable to communicate with parents due to loss of landline or internet service, parents will be contacted using our cellphones. The supplies for an Emergency Evacuation are located in the Front Office closet. During an Emergency Evacuation, the Director will collect the Medicine Box and Emergency Evacuation Bag. Infant staff will collect bottles, diapers and wipes and place them in a crib. In the event severe weather occurs while Schoolage children are being brought to the daycare / walking to/from school, the staff will wait indoors at either location (center/school) until it is safe to .Staff are trained during orientation on the center's disaster plan. They will sign off after training to ensure they are knowledgeable about the plan and procedures. Certain staff members will be assigned specific duties during an emergency or natural disaster.

Emergency indoor / outdoor lock down

The Director or designated staff member will call local authorities (911) and follow direction as to how to handle the situation. If possible, we will isolate the aggressor from as many adults and children as possible. Seek to move the individual to the Office, Resource Room or less populated area. Remain calm, and do no attempt to physically restrain or block movement. Director or designated staff member will announce "lock down" over the intercom. In a "lock down" situation, all children are kept in classrooms or other designated locations that are away from danger. If not in a classroom, but in an unsecured In the event an individual refuses to leave upon request or

is deemed to be an “intruder” or similar designation, the Director or designated staff member will initiate the “LOCKDOWN” procedure. If there is criminal/unsafe activity occurring outside the building, initiate the LOCKDOWN procedures if an intruder is inside the building: location , children/staff will enter the nearest enclosed room.

If staff and children are not inside the building (on the playground, routine trip) the preschool and pre-k teachers will open the window to inform them of the situation. Staff and students on the playground or on routine trip will go to the “Safe Place” where staff will contact local authorities. Staff will conduct a name to face count from their daily attendance. The Director or designated staff member will secure building entrances, ensuring that no unauthorized individuals can leave or enter the building. Staff and children will remain in the classroom, locking the classroom door, securing the door with available furniture to create a barricade and/or wedge to keep the door closed. Staff and students will stay clear of windows and doors, try to remain quiet. When possible, the teacher will engage in quiet story time activities with the children to maintain calm as much as possible. Staff will have a cell phone within reach at all times and turn phones to vibrate mode. Ignore fire alarm activation. Staff will contact parents as soon as it is safely possible. Remain in room until Director or designated staff member announces the end of lockdown. Director or designated staff member will call 911 if unsafe activity is observed outside the facility. Director or designated staff member will lock all exterior doors and windows Cover windows if possible Keep children away from windows and exterior doors

Fire

Weather Emergencies

Tornado/ severe thunderstorm

In the event of a tornado warning, the Director will alert the staff, and children will go to the assigned “Safe Place,” , located on the emergency evacuation plans in each classroom, bringing with them their emergency supplies and information. All may return to their classrooms when an “all clear” is sounded.

Flash flooding

In the event of flash flooding, the Owner and Director will contact emergency personnel (911) to make arrangements or transportation to a “Safe Place”. Parents will be informed of the evacuation.

Major snowfall , blizzard, ice storm

In the event of closings necessary due to snow/storms, ice storms, blizzards or major snowfall (i.e. Level 3 Snow Emergency), the Director will notify the following media, in a timely fashion. If the facility must close during operating hours because of a snow/storm, the Director and staff will notify families or emergency contacts via local media outlets and if possible, by phone. If weather conditions prevent any child from being picked up from the facility, staff will care for them until families can safely arrive.

Hazardous material / spills

[Warning of a hazardous material/spill incident is usually received from the fire or police department] The Director or designated staff member will determine whether it is safer to shelter students and staff or to evacuate. If it is necessary to evacuate, staff and students will move crosswind, never directly to or against the winds which may be carrying fumes. Upon reaching point of safety, take a name to face count from their daily attendance. Staff and students may not return until emergency personnel have cleared the area to be safe

Gas leak

Staff and students will evacuate the center immediately to the “Safe Place” Director or designated staff member will notify local utilities and fire department. Staff and students may not return until emergency personnel have cleared the area to be safe.

Bomb threat

If a suspicious package / call or letter arrives, the Director or designated staff member will contact local authorities (911). If by phone, The Director or designated staff member will try to gain as many details as possible. We have a checklist to use as a guideline next to every phone. The Director or designated staff member will contact local authorities(911). Staff and students will evacuate the building to the “Safe Place”. Staff and students may not return until emergency personnel have cleared the area to be safe.

Loss of water/ power / heat

- In the event of a power failure, Director or designated staff member will discover whether the power outage is in the facility only, the neighborhood, or a larger surrounding area. Emergency lighting will be activated. The Director will call the local power provider to explain the situation and request assistance, if appropriate. If weather conditions do not allow for children to be cared for at a safe temperature, academy staff will notify parents by phone to make other arrangements for the children’s care. Unless the power failure is accompanied by an emergency situation, children will be kept inside.
- In the event of loss of water, the Director or designated staff member will report disruption to local utilities to explain the situation and request assistance, if appropriate. An emergency supply of water is located in each classroom Director or designated staff member will purchase additional water if necessary. If conditions do not allow for children to be cared for safely, academy staff will notify parents by phone to make other arrangements for children's care. Unless the loss of water is accompanied by an emergency situation, children will be kept safe inside.
- In the event of loss of heat Director or designated staff member will discover the reason for the heat loss. If weather conditions do not allow for children to be cared for at a safe temperature, academy staff will notify parents by phone to make other arrangements for the

children's care. Unless the power failure is accompanied by an emergency situation, children will be kept inside. Unless loss of heat is accompanied by an emergency situation, children will be kept safe inside

Injury and illness

Serious injury and illness

- **Temperature.** One hundred one degrees (101) Fahrenheit or higher in combination with any other sign or symptom of illness. Fever must return to normal for 24 hours before returning to care without the assistance of medication (ie. Tylenol/Advil). Call the doctor if your child suddenly develops a rash, especially if it is accompanied by a fever, sore throat, or swollen glands, as this may be a sign of scarlet fever. This is especially important if your child has any of the symptoms of strep throat, or if someone in your family or in your child's school has recently had a strep infection.
- **Diarrhea.** (three or more abnormally loose stools within a twenty-four hour period). Your child may return to care after 24 hours without loose stools. In the event of a rotavirus diagnosis, please provide release from your physician before returning to care. In the event of a shigella case, parents may be required to exclude their child from class until diarrhea has ceased and the child has two stools that have tested negative for the bacteria. A release from the physician or health department may be required.
- **Severe coughing.** Cough which causes the child to become red or blue in the face or to make a whooping sound as well as difficult or rapid breathing. Return to care when free of symptoms or with a physician's written approval.
- **Ringworm.** A common skin infection which takes different forms depending on the part of the body infected. It is very contagious, so if you believe your child has ringworm, please see your healthcare provider

immediately. Return to care 24 hours after treatment has begun. A release from your physician must be provided.

- **Yellowish skin or eyes.** Return to care when free of symptoms or with a physician's written approval.

- **Pink eye.** Redness of the eye or eyelid, thick and purulent (pus) discharge, matted eyelashes, burning, itching or eye pain. Return to care 24 hours after treatment has begun and a release from your physician is provided.

- **Untreated infected skin patches, unusual spots or rashes.** Return to care when free of symptoms or with a physician's written approval.

- **Unusually dark urine and/or gray or white stool.** Return to care when free of symptoms or with a physician's written approval.

- **Stiff neck with an elevated temperature.** See your healthcare provider immediately. Return to care when free of symptoms or with a physician's written approval.

- **Evidence of untreated lice, scabies, or other parasitic infestations.** Return to care no sooner than 24 hours after treatment is begun. In the event of lice, your child must be "nit free" before being allowed back to care. Upon return, the child must check in with the staff each morning for 4-8 days for a quick recheck in order to prevent recurrence. To assure effective treatment, please check previously treated children for evidence of new infection daily for ten (10) days after treatment. It is recommended you repeat the treatment seven (7) to ten (10) days after initial infestation.

- **Sore throat or difficulty in swallowing.** In the event of a strep throat diagnosis, your child must be fever free for at least 24 hours, and on an antibiotic for a full 24 hours before returning to care.

- **Vomiting.** Vomiting more than one time or when accompanied by any other sign or symptom of illness. May return to care after 24 hours without vomiting or other signs of illness.

- **Hand-foot-mouth disease.** Hand-foot-mouth disease is a common childhood illness featuring mouth sores, fever, and a rash. Often, the first thing parents notice is their children's decreased appetite for solids. Children may also have a fever and a sore throat. A day or two later, many children develop sores in the mouth. They begin as small red spots on the tongue, gums, or mucous membranes. They may blister or form ulcers. A

skin rash may also develop over a day or two, with flat or raised red spots. Unlike with many rashes, the spots are often found on the palms and soles. Symptoms and recovery time may vary, so please speak to your Director before returning to care

- **Fifth's Disease**. Especially common in kids between the ages of 5 and 15, fifth disease typically produces a distinctive red rash on the face that makes the child appear to have a "slapped cheek." The rash then spreads to the trunk, arms, and legs. Fifth disease is a viral illness. Recovery time may vary, so please see your child's physician and speak to your Director before returning to care.

If you have additional questions concerning symptoms of illnesses, a complete "Child Day Care Center Communicable Disease Chart" is posted in the Office. All parents will be notified of a contagious disease by written notice on the "Parent Board". A mildly ill child (minor cold, not exhibiting any of the listed symptoms or discharge) will be permitted to stay in the class and will be closely monitored by the teacher for any communicable disease symptoms to develop.

Your child can return after the signs and/or symptoms of any communicable disease are not present for a period of twenty-four hours unless otherwise indicated by a physician's instructions. Staff members exhibiting any of the signs of symptoms of communicable disease will be excused from job responsibilities and may not be permitted to return to work without a physician stating that they are free of communicable disease.

Communicable disease

Outbreaks

In the event the facility is quarantined, we will continue to provide care, food, and supplies for the children as long as necessary. In the event that a facility needs to be evacuated for disaster relief, the children and staff will evacuate to the closest "Safe Place". Please refer to the Emergency Plan posted in each room for the specific location of the nearest "Safe Place"

Incident report

Immunizations

Parents must provide a list of immunizations upon the enrollment of the daycare . A form to be filled out by the child's provider can be found in the office . This must be turned in to the director within the first week of enrollment

MEDICATION

When a medication, food supplement, or modified diet is requested by a parent, it must be approved by the Director and follow these guidelines:

- 1) Prescription medication must be accompanied by written instructions from a physician and/or written instructions from the parent. It must be presented in the original prescription container with label intact.
- 2) Any fever-reducing medications that do not contain aspirin, or cough/cold medications that do not contain codeine, may be given for no longer than three days. These items must be in the original container and accompanied by written instructions from the parent describing the dosage and the times of administration. Written instructions from the parent may not exceed the manufacturer's recommended dosages.
- 3) Any non-prescription topical lotions, creams or ointments, and lip balm may be administered with written instructions from the parent for no longer than three months.

When used for skin irritations, the ointment, lotions, or creams shall be administered for no longer than fourteen (14) consecutive days at any one time. All topical lotions, including lip balm, are required to be checked into the office. School age children will be permitted to apply topical lotion and/or lip balm themselves with the supervision of staff.

4) All medications must be hand delivered to the Office along with the completed paperwork Safe Haven advises all children with medications to arrive 10 minutes early to ensure all necessary medication forms are properly filled out. If a parent leaves medication and fails to correctly fill out the forms, Safe Haven will not administer the medication.

5) Medicines will be administered in the office by the director. The director will follow all directions via the bottle and dosage recommendations .

Topical creams will be applied by using a glove . (non latex if allergic). Epi

pens that need to be applied will be applied to the upper part of the thigh. 911 will immediately be called followed by the parents ,

ALL MEDICATIONS MUST BE CHECKED IN WITH THE DIRECTOR. DO NOT LEAVE ANY MEDICATION IN DIAPER BAGS OR CUBBIES. SCHOOL AGE CHILDREN ARE NOT PERMITTED TO CARRY THEIR MEDICATION WITH THEM; IT MUST BE GIVEN TO THE DIRECTOR.

Medical insurance

Safe Haven daycare and Education center LLC will not pay any medical expenses for any child, including but not limited to, accidents and/or illnesses children may have at the center. It is the responsibility of the parent/guardian to provide health coverage. Normal childhood related accidents may happen at the childcare facility including falling, bumping into objects, tripping etc. Safehaven shall not be responsible for medical expenses resulting from these types of incidents. It is the policy of Safe Haven to screen the classrooms for potential hazards as well as maintain a clean, safe environment. Even with all the safeguards in place, children can still have accidents. Parents are notified by the Director immediately following an accident and the Director will advise if a visit to the hospital is recommended.

Hospital transportation policy

If the daycare center is unable to reach a parent if their child has had an accident or is ill, Safehaven may send the child to the hospital by ambulance. This includes but not limited to; temperatures over 101 degrees, any head injury, broken or sprained limbs, uncontrollable asthma, wheezing or difficulties breathing and other related symptoms. If it is necessary to transport a child to a hospital by ambulance, one staff member from the Academy will ride along if the parent does not make it to the center in time. In the event the parent does not arrive to the center in time to ride with the ambulance, then the parent must arrive at the

attending hospital no later than 15 minutes after the child and staff member arrive.

Transportation / Field Trips

In the event that there is a field trip students will be transported by staff to and from the site and back to the daycare . All staff will be equipped with a first aid kit, any medicine and sunblock. Any medication that needs to be administered will be done before leaving or upon coming back . A "transportation" binder that will have all the necessary forms such as attendance records, permission slips, as well as a cell phone for emergency use, and a First Aid kit with any medication that a child requires while under the care of the center. Staff walking also hold current First Aid, CPR and Communicable Disease certifications. In the event that your school age child is to be dropped off or picked up by public transportation, you must notify the Director if your child will be absent. In the event your child is scheduled to be at the center after school, but the child does not appear at the center, the Director will be notified immediately and the Director will notify the parent/guardian.

Guidance / management discipline

In terms of discipline, we strive to create an atmosphere that encourages self-esteem, self-control, and self-realization. The daily schedule is planned in such a way that every child is given the opportunity to take control over some aspect of his/her life. It allows each child to understand what is inappropriate behavior and to understand the consequences of their actions since they take part in creating the rules for their classroom. Positive guidance methods work because children take part in creating their classroom rules.

Allowable Discipline Techniques

1. Setting clear limits
- . 2. Redirecting to an appropriate activity.
3. Showing positive alternatives.
4. Modeling the desired behavior.
5. Reinforcing appropriate behavior.
6. Encouraging children to control their own behavior, cooperate with others and solve problems by talking.
7. Separation from situation, if used, shall not last more than one minute per each year of the child's age and shall not be used with infants. Upon the child's return to the activity, the provider shall review the reason for the separation and discuss the expected behavior with the child.

Prohibited Discipline Techniques

1. Abuse, endanger of neglect of children, including shaking a baby.
2. Utilize cruel, harsh, unusual, or extreme techniques.
3. Utilize any form of corporal punishment.
4. Delegate children to manage or discipline other children.
5. Use physical restraints on a child.
6. Restrain a child by any means other than holding children for a short period of time, such as in a protective hug, so that the child may regain self-control.

Prone restraint of a child is prohibited. Prone restraint is defined as all items or measures used to limit or control the movement or normal function of any portion, or all of a child's body while the child is in a face-down position. b. Prone restraints include physical or mechanical restraint.

Biting

In a childcare environment, biting is a typical and often common problem, specifically among toddlers. We give our staff detailed and comprehensive training on how to prevent and reduce biting incidents in the classroom. When biting occurs, parents get written documentation.

Meals and snacks

Safe Haven will provide snacks however the students are to provide their own lunch . Safe Haven recommends having a lunch consisting of one third of the recommended daily allowances of vitamins and foods from each of the four food groups. Any diet eliminating the use of any one of the four food groups or dietary allowances as required by Child Care Licensing must be written, signed, and dated by the child's attending physician. The parent is responsible for any substitute items.. Safe Haven is committed to providing children healthy choices. Our commitment to our families addresses and promotes good health at an early age.

Breastfeeding mothers- We will have the resource readily available for you to feed your child / pump .

Daily Behavior charts

Each day students will be coming home with a behavior chart that say what their behavior was like for the day, what they ate while they were at the daycare center , nap times as well as any incidents that may have occurred . Incidents will be report immediately to the parents as a precautionary .

Outdoor play

Since the children play outside, we recommend they dress appropriately for the anticipated weather. This includes sweater, coats, comfortable shoes and socks, (sandals and flip flops are not permitted), hats, gloves, and boots. Please be certain there is a change of clothes at the facility at all times in order to accommodate children who may be wet or dirty after playing outside. Safe Haven policy states that children will not be taken outdoors in extreme cold/heat conditions. During heat advisories, children will only be taken outdoors in the early morning or evening hours. On days that children are not permitted outdoors due to weather or safety conditions, (such as tornado watch or warning, lightening or other dangerous weather conditions) or any situation which would threaten the children's personal safety, the children will participate in indoor large muscle play. (i.e. games, parachute play, music & movement activities, etc.)

Water Days-The facility may provide water sprinklers and/or wading pools for the children during hot weather. The staff and students will not participate in any water activity where they are fully immersed. Parents will be notified and written permission requested when we have “Water Days”.

Change of clothes- Upon enrollment, each child is to have a plastic shoe box containing two complete changes of clothing. Whenever a child is sent home with soiled clothing, parents must check the box and replace the clothing for the following day. Replacement clothes should be sent in a marked bag. If the teacher provides clothing for a child, we ask that the garments be replaced as soon as possible. It is the policy of Safe Haven to wash the children’s clothing. If a change of clothing is unavailable, the parent will be contacted. If a parent does not wish their child to go out on a specific day, you must sign the “Outside Play” sheet for your child’s class. These sheets are located on the main office. We cannot honor any long-term or ongoing refusal of outdoor play without a written statement from a doctor. Children are required to go outside at least once a day (weather permitting), unless they have written approval by a physician. Safe Haven will not reimburse for clothing that is damaged on the playground and recommends that parents dress children in appropriate play clothes.

Cubbies

Each child is assigned a cubby in or near his/her classroom area. Parents are to provide each child with a box for their items . They are to constantly monitor their cubbies in order to replace soiled items or items needed . Parents should clear their child’s cubby daily. Any items left will be placed in the “Lost and Found” box. Any spare clothing labeled with a child’s name will be kept in the plastic shoe box in the child’s cubby

Nap time

Toddlers and preschoolers are provided with atleast a two hour rest period . Although some children may not sleep during this time it is a quiet time and if a child decides to stay awake they will be given quiet activities to do . Children are provided with cots , parents must provide a blank , pillow , and stuffed animal .

Nap time is as follows: 12.30pm to 1.15pm It is helpful if parents do not drop off or pick up their

child during scheduled nap times

Toilet Training

Safe Haven Daycare and Education Center LLC will assist with toilet training. However, the parent should first initiate the training at home. When training has started, the parent must supply training pants, pull-ups, or underwear with rubber pants.

Lost and found

_There will be a lost and found box at the front of the center located by the sanctuary. If any items of your child's are missing please check the box. The box will be emptied every week and donated to *charity*.

Show-N-tell

_Only on Fridays may children bring a favorite toy. If possible, please choose an item that follows the theme of the week. This item will be shared with the class during the time designated for "Show-n-Tell". All "Show-n-Tell" items must be labeled and placed in their cubby until the time of show and tell. This is the only time children are permitted to bring toys from home to the Center. There are no exceptions to this rule. Toy weapons, such as guns or knives, are absolutely prohibited. Safe Haven Daycare and Education Center LLC is not responsible for lost or broken toys brought from home.

Program Activities

Safe Haven Daycare and Education Center LLC will provide daily activities, toys, and materials appropriate for each child's age level to entertain the child as well as facilitate the child's physical, intellectual, social, and emotional development.

Toy weapons, such as guns or knives, are absolutely prohibited. Safe Haven Daycare and Education Center LLC is not responsible for lost or broken toys brought from home.

Safe Haven Daycare and Education Center LLC will post a weekly activity chart, which will detail the activities for the upcoming week.

At various times, Safe Haven Daycare and Education Center LLC may structure excursions, such as walks, bike rides, or car trips with the children. The parent must sign a general release authorizing Safe Haven Daycare and Education Center LLC to engage in such activities with the child.

Child care fees

Fees for Full-Time Child Care:

Child care fees for full-time prescheduled child care are \$189.00 per week. Full-time child care is defined to be 20 or more hours per week.

Fees for Part-Time Child Care:

Child care fees for part-time prescheduled child care are \$99.00 per week. Part-time child care is defined to be less than 20 hours per week. Parents may vary part-time child care hours if 72 hours advance notice is provided to Safe Haven Daycare and Education Center LLC.

Registration Fee:

Safe Haven Daycare and Education Center LLC charges \$75.00 per child as an initial registration fee. This fee must be paid at the time the Day Care Contract is signed. The registration fee is nonrefundable and is not applied to any child care fees.

Fees for Unscheduled Child Care:

Child care fees for any unscheduled hours are \$99.00 per week, or if less than 1 week, are \$0.00 per day, or if less than 1 day, are \$0.00 per hour.

Payment of childcare fees

Parents must pay child care fees on or before the The first day of each day of each week.

Payments may be made by cash and credit card. Credit cards which will be accepted are:

Discover, Master Card, Visa and American Express. If fees are not paid in full and on time,

parents must pay a \$10.00 per day late fee. If fees are not paid within 10 days of their due date,

the child will not be allowed to attend the facility until all amounts due are received in full.

Returned Check Fee:

The parent must pay a \$50.00 fee for all checks returned unpaid.

Collection Fees:

If any payment obligation is not paid when due, the parent is responsible for paying all costs of collection, including reasonable attorney fees, whether or not a lawsuit is started as part of the

collection process.

Trial Period and Termination of Child Care Services

Trial Period:

The first 2 Weeks of enrollment in Safe Haven Daycare and Education Center LLC is considered

a "trial period." Child care may be terminated by either the provider or the parent during this trial period without advance notice.

***Child care fees must be paid in full on Monday for each week of child care. Fees not paid in full on Monday are subject to a \$10.00 late fee or termination of services.**

Tuition Rates

Holidays and Vacations

Safe Haven Daycare and Education Center LLC will provide child care on the following federal

holidays: All federal holidays excluding Christmas Eve, Christmas and Thanksgiving., but no

others. The child care fees will not be adjusted for the holidays during which Safe Haven Daycare and Education Center LLC is closed.

The parent is responsible for arranging for alternate child care for closings when the provider is

attending training classes and for emergency closings due to severe weather. The child care fees

will be reduced proportionately for the days during which Safe Haven Daycare and Education

Center LLC is closed.

The parent must provide Safe Haven Daycare and Education Center LLC with One Month.

advance written notice of expected family vacations. The child care fees will be adjusted for the time period that a child does not attend because of a family vacation. If timely notice is provided, the parent is not required to pay child care fees for the period of the family vacation.

WITHDRAWAL POLICY

Withdrawing

Safe Haven requests a minimum of a one week notice in writing prior to withdrawing a child. Together, the director , teacher and the parents can use this time to collect the child's belongings, zero out your accounts and receive necessary tax filing information. It also gives each child an opportunity to say goodbye to his or her teacher and friends. Following withdrawal, all belongings and personal effects must be removed from the center within one week or they will be donated to charity.

DELINQUENT TUITION

Safe Haven will give parents a minimum of two (2) notices regarding unpaid tuition. If any parent refuses to acknowledge or respond to these notices, Safehaven will not continue to provide services until the balance is resolved.

PARENT PARTICIPATION POLICY

The Director is available to assist parents and employees with problems related to the childcare center. If he/she is unable to assist you, then you will be directed to the appropriate person/agency where you may be able to receive further assistance. We encourage parents to participate in the center's programs as often as possible. Notices will occasionally be posted or sent home requesting the participation in specific activities such as field trips, parties, special events. Our facility has an open door policy and your unannounced visits are welcomed and encouraged. Safe haven holds two Parent-Teacher Conferences per school year. The dates and times of the conferences will be announced and posted in the facility. You will be asked

to join your child's teacher to discuss your child's care and development and to exchange information about the program. Your child's teacher will conduct two formal assessments each year on children enrolled in our program. Assessments are conducted in the Fall and Spring of each year. The assessments will be kept confidential and only shared with the parent. If you are unable to attend a conference, a phone conference may be available. If you would like to request a conference with your child's teacher and/or the Director, other than those regularly scheduled, you may do so by speaking with the Director

Day Care Contract

The parent must review and sign the Day Care Contract prior to the child's first day of care.

Equal Opportunity

No child will be denied care on the basis of race, color, sex, disability, age, national origin, or religion of either the parent or the child.

Confidentiality

Safe Haven Daycare and Education Center LLC will keep files on each child confidential. All private information exchanged between the parent and the provider will remain confidential.

WELCOME! We look forward to working with you and your child this year !

Felicia Dupay(Owner)

Melody Mulhair(Director)

I have received a copy of this Handbook. I have fully read and understand the Safehaven childcare and education center LLC Parent Handbook. I understand and acknowledge my acceptance of the policies stated within this Handbook. I have been offered an opportunity to ask questions. I will direct any further questions or concerns to my Director. Child's Name:

(please print)

Child's Name:

(please print)

Child's Name:

(please print)

Child's Name:

(please print)

Parent Signature:

Center: Safe Haven

Date: