



Parent Handbook



OUR PHILOSOPHY..... 3

OUR LOCATIONS..... 3

HOURS OF OPERATION..... 3

SCHEDULES..... 3

RATES, DISCOUNTS, FEES, PAYMENTS & ENROLLMENT APPLICAITON 4

PAYMENT BOXES..... 5

CONTRACTS AND WITHDRAWLS 5

ATTENDANCE 6

NON-PAYMENT DAYS 6,7

HOLIDAYS..... 7

HEALTH CARE PLAN 8

SICK CHILD POLICY..... 8,9

ACCIDENTS, INCIDENTS & INJURIES 9

IMMUNIZATIONS & PHYSICALS 9

ABUSE & NEGLECT..... 10

MEDICATION 10

BITING..... 10

PHOTOGRAPHING 11

FUNDRAISERS..... 11

DAILY PROGRAM..... 11

CLASSROOM SCHEDULES 11,12

WHAT TO BRING ON THE FIRST DAY 12

CLOTHING AND OUTDOOR PLAY..... 12

SNOW DAYS 13

TOYS AND ARTICLES TO SHARE..... 13

ALLERGIES & FOOD RESTRICTIONS..... 13,14

EMERGENCY PROCEDURES 14

PARENT NEWSLETTER AND BULLETIN BOARD..... 14

DIAPERING AND TOILET TRAINING 14

ARRIVAL AND DEPARTURE 15

PERSONS AUTHORIZED TO PICK UP CHILD 15

VISITORS 15

CLEAN AIR 15

DISCIPLINE..... 16

CHILD EXCLUSION/REMOVAL FROM PROGRAM 16

FEEDBACK AND SUGGESTIONS 17

ATTICA LOCATION SPECIAL INFORMATION 17

CENTER RESPONSIBILITIES AND COMMITMENTS 18

PARENT RESPONSIBILITIES AND COMMITMENTS..... 18

ADDITIONAL QUESTIONS YOU MAY WANT TO ASK 19

NOTES 20

Our Philosophy

Ms. Jean’s Child Care program revolves around the philosophy that each child is valued and treated with respect. Children are able to reach their fullest potential in a nurturing environment where learning is based on concrete, hands-on experiences facilitated within a play-center atmosphere. Our facility is specifically designed to create a comfortable and child oriented environment that encourages the development of each child.

Our Locations

Akron Location

5155 Crittenden Road
Akron, NY 14001
716-542-5707

Attica Location

121 Prospect Street
Attica, NY 14011
585-708-5014

Hours of Operation

Akron Location

Monday through Friday 6:30am - 6:00pm

Attica Location

Monday through Friday 6:00am - 6:00pm

Schedules

“It Depends”

Every family has different circumstances in their work schedules. Ms. Jean’s will do their best to accommodate each family and their needs. New York State regulations require staff-to-child ratios in each classroom. Full time is a 9-hour day. There is a two-day minimum enrollment for permanent schedules and half days are 4 hours or less with a minimum of 3 days if we have availability.

Rates, Discounts, Fees and Payments & Enrollment Application

➤ **Rates***

Please refer to the provided rate sheet in your parent welcome pack.

➤ **Sibling Discount**

A 10% discount will be applied to the rates of the oldest child when two or more children from the same family are enrolled full-time, a 5% discount will be offered if enrolled part-time. An additional 5% discount is given if payment is made monthly.

➤ **Weekly Fees: Due Dates & Exclusions**

Weekly fees are due every Monday morning of the current week OR the first morning of attendance for the current week. (Applies to absences and/or children whose enrollment does not include Mondays)

If paying by check: Checks should be made out to **Ms. Jean's Child Care****.

** Ms. Jean's reserves the right to change rates.*

*** Returned checks: If the bank returns your check for any reason, a \$40.00 returned check fee will be charged. You will also be expected to pay any other charges that may be incurred as a result of that check. If this becomes a recurring problem, Ms. Jean's Child Care reserves the right to limit you to cash only payments.*

If paying in cash: Please send payment in a sealed envelope with the amount and child's name written out on the front.

A \$10.00 fee will be charged to your account for any payments that are not received by 6 pm on the first day of weekly attendance for your child.

Weekly Fees Include: Meals for children 6 weeks of age and older, as well as snacks and all activity/learning supplies. Also included is formula and baby food for infants as part of our Child and Adult Food Program (CACFP).

Weekly Fees Do Not Include: Diapers, wipes, training pants or bottles.

➤ **Applications**

Applications must be filled out and handed in with all forms required by NYS OCFS. Your child can not start until we have all medical forms.

➤ **Late Payments**

Ms. Jean's Child Care reserves the right to drop your child from enrollment if:

- Payment is over a week late.
- Your child does not attend for two weeks or more without a doctor's note or special arrangements prior to absence.

➤ **Voucher Payments**

Voucher payments from some outside agencies that offer assistance will be accepted. Attendance time will only cover time that has been approved by social service. Any additional time will be billed to you directly at the end of each month. Additional time will be at the hourly rate that applies to your child's age group.

➤ **DSS Payments**

Parents utilizing the Department of Social Services (DSS) payments will be held responsible for any days of tuition not covered by any outside agency. Parents utilizing DSS will also be asked to sign paperwork that acknowledges this responsibility to the tuition at enrollment.

Payment Boxes

A payment box is located at the front desk at the Attica location. A payment box is located near the computer touch screen at the Akron location. Payments should be secured in a plain white envelope, dated, signed and noted with your child's name(s).

Contracts and Withdrawal

➤ **Contracts**

Each family will be required to sign a payment contract that states the specific hours and days that the child has been registered for care. The payment contract will also include the rate for care and the payment schedule.

➤ **Withdrawal**

Parents are expected to give at least two weeks written notice prior to a child's withdrawal from the program. Payment for those last two weeks must be paid in full at the time of the written notice. If written notice is not given in advance, you will lose your last weeks deposit. Any difference is to be paid in full at that time.

Attendance

Attendance is guaranteed for the days and times that your child has been enrolled and contracted for. Part-time attendance is limited to the days and times your child is contracted for. If you need to add a day or additional time, it will depend on availability and the approval of the director.

- Please call if your child will not be attending for any reason.
- Parents with teacher schedules: please take note that your full-time status for September will only be held if you keep your child enrolled for at least two full days during the summer session.

Non-Payment Days

- A full-time child is allowed 10 non-payment days per each calendar year. These days may be used for illness, vacations etc. For vacations, the parent must notify the center in writing at least one week prior to the days that your child will be absent. This is so that the center will be able to schedule staff accordingly. If you would like to use one of your sick days during a week that you have already paid for, just deduct the amount for that day from payment for the following week. Please write the date of the intended sick day on the memo line of your check and fill out a leave coupon. If paying in cash, please insert a leave coupon. If you run out of all of your sick days for the year, or wish to save them for a later date in the year, you are required to pay ½ pay for each day that your child does not attend. This maintains your child’s enrollment status.

- Part-time children will receive non-payment days as follows:

<u>Days Enrolled</u>	<u>Leave Days Granted</u>
2 days	4 days
3 days	6 days
4 days	8 days
5 days	10 days

- Parents wishing to use the teacher schedules will have all Akron/Attica Central School District scheduled holidays and vacations off as non-payment days during the school year. However, no non-payment days other than those will be granted from September to June. Your child will not have a space reserved on those scheduled holiday/vacation days, so if care is needed it will be based upon availability. Your child will be granted three leave days for the summer session.
- If a contract is signed after January 1st, the leave time will be pro-rated depending on the date the contract will take effect.

AKRON LOCATION - 5155 Crittenden Road, Akron NY 14001
ATTICA LOCATION – 121 Prospect Street, Attica NY 14011

- Leave days will renew yearly on your annual date of enrollment.
- Leave days can only be used for non-attendance days and **may not** be carried over to the next contract period.
- You may also use leave days for PAID HOLIDAYS, if you do not want to pay for the holidays as outlined in this handbook (see HOLIDAYS).

Holidays

Ms. Jean's Child Care will be closed on the following holidays:

- | | |
|--------------------|--------------------------------|
| * New Year's Day | * Memorial Day |
| * Fourth of July | * Labor Day |
| * Thanksgiving Day | * Day after Thanksgiving (TBA) |
| * Christmas Day | * Day after Christmas (TBA) |

- If any of the aforementioned holidays fall on a Saturday, the center will be closed on the Friday. If the holiday falls on a Sunday, the center will be closed on the following Monday.
- Any of the above mentioned holidays will be considered **PAID HOLIDAYS**. This means that if your child's regularly scheduled day falls on one of the above listed holidays, you are required to pay for that day as usual.
- A **NON-PAID HOLIDAY** will be where the center makes the decision to close for a day that has not already been pre-decided. You will be informed of any of these days in advance and you will not be required to pay for that day.

Ms. Jean's Child Care will close at 4pm on the following holidays:

- | | |
|-----------------|------------------|
| * Christmas Eve | * New Year's Eve |
| * Good Friday | |

Days where the center closes at 4pm are still payable days.

Health Care Plan

Ms. Jean's has a health care plan in place that outlines what we do for all our health care needs of all our staff and children . This Health plan is available for your viewing by the front parent board.

Sick Child Policy

New York State licensing standards prohibit children from attending any daycare program during a contagious illness. It is also our belief that children need the quiet, personal and individualized care of a special adult when they are ill. Thus, children will be observed daily upon arrival for symptoms of illness. Children exhibiting any symptoms will not be admitted as they might infect others. In general, children should NOT attend our program when:

Symptoms

Keep Child Home Until

Fever

Fever registers below 100 degrees without the use of fever reducers (such as Tylenol) and the child is acting well.

Runny Nose

Thick yellow or green discharge has cleared up.

Earache

A Physician examines the ears and recommends returning to school. **

Rash/Draining Sores

A Physician examines the rash/sores and recommends returning to school. **

Chicken Pox

All sores have crusted over and the child is fever free. **

Unusually Pale or Flushed Skin

Until color returns to normal, or a Physician has examined the child and recommended returning to school. **

Red or Watery Eyes (Pink Eye)

Until symptoms are gone, or a Physician has examined the child and recommended returning to school.

Upset Stomach, Diarrhea, And/Or Vomiting

Child is eating normally without having negative reactions. Child should also be symptom free for 24 hours before returning to school.

Head Lice

Director or Head Teacher examines the child and determines that your child is free of nits.

**** A note from the Physician will be required to return to school.**

If a child becomes ill while at the center, the parent will be contacted immediately and the child will be kept as comfortable as possible under supervised isolation until the parent arrives. When the parent is called to pick up a child due to illness, the child needs to be picked up within 60 minutes.

A child that has been sent home due to illness must be symptom free for 24 hours from the time of pick up before returning to the center. A doctor's note is required when you return to child care when your child had a contagious illness.

If your child is too sick to participate in the daily routine (including outside playtime) then they are too sick to be at the center. *Please keep them home.* We can not keep all the children inside to accommodate the needs of one and New York State regulations state that children must have outside playtime everyday; weather permitting.

Accidents, Incidents and Injuries

Incase of accidents, serious incidents and injuries:

- Incident report will be filled out by your child's teacher and needs to be signed by both the teacher and parent
- Parent will be call ASAP in case of serious injuries as pre our Health care policy
- All will be called on the emergency blue care if unable to reach any parents.

Immunizations and Physicals

An up to date physical & immunization record is required on the first day of enrollment at the center as pre NYS OCFS. All children MUST have an up to date immunization record on file at the center. Please bring in a copy of your child's immunization record every time they receive one! (A dated statement by a Physician that a required immunization is, or may be detrimental to the health of the child will be accepted in place of the immunization record.)

All children must have a yearly physical on file at the daycare. When updates are sent home, please have them filled out and returned by the date stated on the form.

Abuse and Neglect

Ms. Jean's Child Care is licensed by the State of New York. Therefore, all staff at the center who "Knows, or has reasonable cause to suspect that a child has been abused or neglected" as defined by daycare regulations, are required to immediately contact Child Protective Services at the hotline number that is provided to them. All our staff is a NYS Mandated Reporter required by NYS OCFS.

Medication

There is only 1 type of medication that may be administered by our childcare employees.

Topical ointments: such as diaper cream (provided that it is not a prescription), sun screen and bug repellent. These types of ointments/creams do not need a doctor's written consent.

Prescription Medication: We cannot administer prescription medication to your children at this time. If your child receives a prescription, please ask the doctor to write it for twice a day, morning and evening, so that you will be able to administer the medication to your child at home. **We will not be able to do it at the center!**

In our health care plan- we have a waiver for nebulizers and EPI pens . You are able to give us a 1 time verbal or written consent of admission of medications.

Nebulizers: We can give your child nebulizer treatments if needed. your doctor must give us a form informing us how to give your child the treatment and when. we can't give treatments without this information on file.

EPI Pens: if needed, an EPI pen can be administered to your child. Please bring EPI pen in the original box. a form filled out by your child's doctor is required how to and when to administer it.

Biting

Biting is a behavior that is prevalent in 1 to 2 year old children. Due to the fact that children in this age range have limited language ability, biting can become a way to express their feelings. We have methods of dealing with this kind of behavior, and we will set up a conference with parents should this type of behavior occur.

Photographing

Your child's picture may be used in the local newspapers, Facebook and advertisements to show the community the variety of fun activities that we do at Ms. Jean's Child Care. If you do not want your child's photo to be published, a written note stating your wishes is to be given to the head teacher and the director when returning this contract. Please don't ask your child's teachers to send you a picture of your child during the day. that is prohibited.

Fundraisers

Your participation in these events would be greatly appreciated. we may do a fundraiser for any child or family that may need our help in anyway.

Daily Program

Our staff plans daily activities designed to foster development in the areas of social, emotional, physical and intellectual growth. There will be a choice of various activities, such as: art, science, dramatic play, language arts and others. A small portion of the day is set aside for group activities such as story time, circle time and music. However, for the most part, children are given the opportunity to interact with their friends and teachers individually and in small groups. We offer a variety of "hands-on" experiences in which the child learns by doing. We are committed to providing an anti-biased, multi-cultural curriculum. The developmental needs and interests of our children are the foundation for our program.

Infants receive a daily report letting you know how your child's day was, and any additional information that we feel you should be informed of. Toddlers, Pre-school and UPK daily reports are done by written request only. We feel that the preschoolers are able to tell their parents about their day. However, the teachers will put out a sheet that generally describes the events of every day so parents can have an overview of each day. All our Head Teachers have Ms. Jean's Gmail email addresses that you may also use for communication about your child.

Classroom Schedules

Please see attached schedules for Toddlers, Pre-school and UPK, which will also be in each class rooms.

Infant room

Infant feeding schedules and dietary needs are determined on an individual basis.

Please speak with the teacher about your child's daily routine and feeding schedule. You're able to communicate with your child's teacher via email, each head teacher has a Ms. Jeans email account.

Sleeping and Napping agreement

Every child in every classroom must have a sleeping/ napping agreement . except for the Before /after class. this form must be signed by a parent. this form is given to you when enrolling.

What to Bring on the First Day

On the first day of enrollment at the center, your child will need the following:

1. An extra set of season appropriate clothes (shirt, pants, socks and underwear) all marked with your child's name. Infants and toddlers will need 2 sets please.
2. A small blanket to use at rest time, as well as a crib/travel size pillow if desired. Please label it. We wash every child's blanket weekly.
3. A package of diapers/pull-ups and a box of wipes for the children that need them. Please make sure your child's name is on it.
4. Bottles for the infants that are under a year old. Please label all bottles with your child's name or we can label it.
5. A box of facial tissues.
6. For infants that use pacifiers, please send one in to keep in their classroom in a baggie with your child's name on it. Sorry, but New York State regulations do not allow the use of pacifiers and bottles in the toddler room.
7. During cold weather, please be sure to send a send a warm hat, boots, and gloves with your child on a daily basis.

Clothing and Outdoor Play

Children need to wear clothing and shoes that allow for easy movement. We spend much time painting, cooking and working in sand and water. Washable clothing is advised. Shoes should be sturdy and soft soled, and socks should be worn at all times. No sandals (unless they buckle around the ankle), slick soled or plastic shoes should be worn. Outdoor play is essential in building physical fitness and developing group play. Children play outdoors every day unless it is raining or very cold, and should be dressed appropriately for the weather. Please have all outerwear marked with your child's name. Ms. Jean's Child Care is not responsible for any lost, unlabeled clothes. Shoes that have been ruined because boots were not been provided are also not the responsibility of Ms. Jean's Child Care.

Snow Days

The center will be open whenever possible, but should it be necessary to close due to severe weather conditions, or circumstances beyond our control, (such as lack of power or water) it will be announced on:

➤ **Television**

Channel 2

Channel 4

Channel 7

Facebook page (Ms. Jean's Child Care)

➤ **Optional Email or Text Messages**

We now also offer email or text message alerts regarding snow days and closures due to circumstances beyond our control. Alerts will be generated for those who have signed up. If you would like to sign up, please complete the provided Text Message Alert form in your parent welcome package.

Snow days are **PAID** days. Parents are still responsible to for any snow day because closing is beyond the control of the center. Parents can choose to use available sick days to accommodate an unplanned snow day.

Toys and Articles to Share

Frequently, children will want to bring toys to school. For several reasons, we discourage this practice. Activities are planned for children and toys from home tend to get in the way of children participating in school experiences. Sometimes, items are lost or broken and this is disappointing to the child. We do plan special days for sharing special toys from home.

If there is a video/DVD or learning materials that you have at home that relate to the theme your child is doing and you would like to share it, please let the teacher know ahead of time so that she can schedule it into the day. The children are very busy while they are here and we would not want to disappoint them if we did not have the time to share it.

Allergies and Food Restrictions

Ms. Jean's is a part of NYS CACFP (Child and Adult Care Food Program). All our menus are approved by NYS CACFP, all forms required by them must be filled out by all families every year to ensure the correct reimbursement. All forms are audited every three years, regardless if you're still in our program or not. This program enables us to provide healthy meals to your child and infant formula. Ms. Jean's offers 3 meals during the course of a day. Breakfast: 8:30am, Lunch: 11:30am and Snack : 3:00pm . our menu is

AKRON LOCATION - 5155 Crittenden Road, Akron NY 14001

ATTICA LOCATION – 121 Prospect Street, Attica NY 14011

posted at our parent board and handed out every month our newsletter. If your child has any food allergies, your Physician's written instructions concerning such allergies must be on file with the center. If a special diet is required, it must be provided from home.

Birthday Celebrations - please ask your teachers if there is any food restrictions in their room. you may bring in treats to celebrate.

Emergency Procedures

Twice a year a shelter in place drill will take place in our building. This plan is to make sure everyone is in the same room of the building in case of an emergency outside or inside our building. You will be notified in advance of the drill. Our evacuation sites are, 1 - 5176 Crittenden Road or Akron Fire Department, which will be bused by Akron School's. Emergency procedures for fires are posted in each classroom. Practice drills are conducted on a regular basis. Our staff members are all trained in these procedures and there is always at least one staff member trained in infant and child CPR and First Aide on duty at all times. In case of fire, the center is connected to the central alarm system. Children will be evacuated and will assemble outside in our parking lot. We have all these procedures in our Emergency Evacuation Plan.

Parent Newsletter and Bulletin Board

A parent bulletin board and monthly newsletter will help to keep you informed about activities in your child's classroom and all around the building. Please be sure to read them! They include important information! Your teacher will also have a classroom calendar for you with a more of a detailed lesson plan and activities that are happening in their room.

Diapering and Toilet Training

Parents need to supply disposable diapers for their children as well as training pants and a few changes of clothing. Toilet training will begin when appropriate for each child's age and stage of development. As rule of thumb, we generally begin to look at this around 2 years of age. Parents also need to provide input on when they feel their child is ready. Feedback will be provided on each child's progress at the center. Children will be offered frequent opportunities for toileting throughout the day. Please bring in multiple changes of clothes, pants, socks and undies. the center will wash soiled clothing when needed.

Arrival and Departure

Leaving your car running in the parking lot is prohibited. You must have proper car Seats for your children at all times. we will watch your child if you need to run home to get it. Parents will need to sign your child in upon arrival and out upon departure DAILY. The Attica location will do so with sign in/out sheets at the front desk. If you have questions regarding your child's records or your billing account, please see the Director. The Akron location will sign in and out by a computer touch screen system. You will be able to see all of your child's information. On this program, you will see when payment is due, what your child may need for class and if your medical records need to be updated. You will not be able to sign out until you have indicated that you have read all messages for your child on that day.

Either you or another authorized adult must accompany your child into the center. You need to maintain supervision of your child until the teacher has been personally notified of your child's presence.

When picking up your child, be sure that you ask if your child has anything to take home. Please assume responsibility for your child's supervision as soon as you enter his/her classroom.

Person(s) Authorized to Pick Up Child

At the time of enrollment and each contract renewal, parents must provide us with the names and telephone numbers of any person(s) authorized to pick up your child. A form will be provided. It is the parent/guardian's responsibility to notify us of any changes in this authorization. If someone other than an authorized person (as indicated on the child's emergency card or pick up list) is to pick up your child, please notify the director in writing or by phone. Our teachers will ask any unknown person for identification before releasing the child. Copies of legal documents must be provided to the director before any staff person can actively prevent non-custodial parents from picking up their child.

Visitors

Visitors, (other than the parents of enrolled children who are authorized to be at the center) must sign in before entering the center. This is for the security of our children.

Clean Air

There is NO smoking permitted on the property of Ms. Jean's Child Care.

Discipline

Discipline policies in our program have been established to encourage and strengthen positive behavior while discouraging negative behavior. This is achieved by providing opportunities for children to interact with people and materials. One of the primary goals of the program is to maximize the learning of appropriate social skills including safety and respect for one's self and others.

Positive techniques include redirection, anticipation, elimination of potential problems, reinforcement and encouragement rather than competition, comparison or criticism. Limits are set for the children, and the environment is arranged so that a minimum number of "No's" are necessary. Clear and consistent rules are explained to the children. When children exhibit challenging behaviors, (including physical or verbal aggression to staff or other children and/or disruptive behaviors) the following steps will be taken:

1. The problematic behavior will be studied and documented.
2. The classroom teacher will consult with the director to discuss ways to work with the child to improve the problematic behavior.
3. Our staff will request a meeting with parents to discuss and consider solutions as well as to establish a timeline of goals.
4. You may request an evaluation to be made with NYS Early Intervention which is free to all families.

If minor changes to the routine, environment or behavior plan do not seem to be effective, or if the parents are unwilling to work with the staff, the child will be from the program.

At any time in this process, if the child's aggression causes a danger to themselves, other students, or staff, the child will be withdrawn from the program.

Child Exclusion/Removal from Program

We reserve the right to exclude/remove children from Ms. Jean's Child Care for the following reasons:

1. Failure to provide verification of a child's physical examination by the first day of attendance.
2. The program is not appropriate to your child's needs.
3. Your child constitutes a safety or legal hazard to other children, staff or the efficiency of the program.
4. Repeated late pickup of your child from the center.
5. Non-payment of program fees.

Feedback and Suggestions

We feel that a positive environment exists when parents and the program work together as partners. Parents provide valuable input, which we can use to improve our program. A parent questionnaire will be sent home at various times in the year. We encourage you to answer the questions honestly and to let us know what we do well, as well as any areas that you think we could improve on. Should areas of concern arise, please contact your child's teacher or the director. We will listen to you suggestions and/or concerns and will attempt to work through the problem. A confidential suggestion/feedback box is available by the punch in touch screen at the Akron location and in the payment box at the front desk at the Attica location. We value your input.

Attica Location Special Information

Continuity of Care

We have 2 classrooms at this location. Continuity of care means that children and caregivers remain together for the more than one year, often for the first three years of the child's life. Children and caregivers can remain together in the same room in a mixed- age group for 6 week - 3 years. In which children who enter as infants gradually become the new kids. One caregiver will move with a group of children. Even moving a cluster of children to the next age group rather than moving children individually contributes to continuity of care. Continuity of care is an important way to help babies develop secure relationships with caregivers. The extended time together supports a child's development and helps babies believe that people remain in their lives, in caring, meaningful ways- that they can rely on and safely love other people. The month before your child turns 3 we will start to transition them into the preschool classroom. As long as your child is ready, when they turn 3 years of age they will officially move into the preschool classroom.

Parking

Parking is located in the front of the daycare in the front parking lot. there are spaces reserved for Ms. Jeans Child Care. Please do not leave your car running while you come in to pick up your child.

School-age Scheduling

School agers that come before and after school will receive breakfast at 7am and snack at 3:15pm. Attica School District will not bus your child to Ms. Jean's. The school feels that we are in the district walking limits. we will walk the children the first week of school so they are aware of their surroundings to and from school.

Daily program, Health care plan and our Emergency Procedures.

Our Director will provide you with all information upon request. They also posted at our front door of the center.

Center Responsibilities and Commitments

- Provide a warm and caring environment.
- Provide a staff that is qualified under New York State regulations.
- Inform parents of all center policies and updates to the policies.
- Provide an educational program to enhance child development.
- Provide child supervision to ensure the safest possible experience for your child.
- Enhance every child's self esteem through praise, recognition of good behavior and accomplishments, and recognition of a child's individuality.
- Provide nutritious meals and snacks.
- Listen to the concerns of parents who feel that the program is not meeting the needs of their child as well as it could be.
- Notify the parents when their child is too ill (per the center's policy on illness) to remain at the center.
- Notify parents when a child must be discharged from our program due to unresolved behavioral (or other) issues.
- NYS Regulation - can be found on our Parent Board or www.ocfs.ny.gov
- Toll-Free child care complaint line 1-800-732-5207
- Transportation - we do not transport any child.
- Transportation for UPK Class - is transported by Akron School District for any field trips or kindergarten orientation. which is paid by Ms. Jean's child Care

Parent Responsibilities and Commitments

- Observe the rules and policies of Ms. Jean's Child Care.
- Let the staff know if your child will not be attending for any day.
- Pay any fees on time as required by the contract or other agreements.
- Pick up and drop off your children on time.
- Share your concerns with appropriate staff members if the program is not meeting your child's needs. Head teacher or Ms. Jean - director@msjeanschildcare.com
- Listen to any concerns that staff members may have regarding your child's behavior and be willing to work through an agreeable situation to any problems that may occur.
- Early Intervention - evaluation it's free to all families
- Inform staff if your child has been exposed to a contagious illness. So that other families may be informed and our classroom may get disinfected.
- Notify the director in writing of any changes that need to be made to your

- contract at least 2 weeks in advance. if you don't you will lose your deposit.
- Keep child's medical records up to date or any phone number or addresses.
- Check daily announcements and notes. Please pick up materials from your child's cubby. Please read everything that is sent to you and respond quickly when applicable. Check daily announcements and notes. Please pick up materials from your child's cubby. Please read everything that is sent to you and respond quickly when applicable.

Additional Questions You May Want to Ask

- Please see the Director for questions regarding:
 - Enrollment
 - Center Policies
 - Fundraisers
 - Teacher Concerns
 - Changing Schedule/Contract
 - Payments
 - Building and Grounds Issues
 - Registration Fee
 - Year End Statements
- Please see the Teacher for questions regarding:
 - Your child's day
 - Daily lesson plans
 - Your child's transition to the center
 - Special development needs and concerns, early intervention, speech, OT, PT etc.

