



PARENT HANDBOOK

The Winchester Learning Center

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A United Way Agency

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Dear Parents and Caregivers,

Welcome to our Winchester Learning Center family (WLC). We are very excited that you have chosen to share your child with us.

At the WLC we understand that children are sensory learners, therefore our environments are set up to reflect this knowledge. Our teachers are very intentional in how they set each piece of their classrooms up, all with optimal development in mind.

Growing teachers are best for growing children. Our teachers continually train and educate themselves in Child Development. Our staff are credentialed with the NH Child Development Bureau. This is to highlight their experience, and education. Please look for these credentials as you come in the front door.

At the WLC we believe strongly in working with the whole child. This means partnering with you and working together to make sure your child's basic needs are met. Then and only then will your child excel in reaching their optimal development. We believe very strongly that all behavior is communication. We will work with your child to unravel what they need and develop the skills necessary for prosocial behavior.

The WLC is a family resource connection center. If you find yourself in need of any resource, please feel free to reach out to either one of our directors. We will do our best to support you in securing necessary resources.

Our food program is also a very important piece of our daily experience. We work to provide nutritious, healthy choices. These meals are served family style with all of us sitting around a table together. This provides a rich experience in socialization and language.

As we move forward please do not hesitate to reach out to us with any questions or concerns. I am here for your child, and for your family.

Sincerely,

Roberta L. Royce
Executive Director

Monica P. Poole
Assistant Director

Mission Statement

The mission of the Winchester Learning Center (WLC) is to provide high quality child care and preschool programs to families with children and to ensure that services are available and affordable. WLC encourages family and community involvement and partners with the local school system to give each child a strong educational foundation. WLC strives to maintain a strong organizational structure, to have carefully considered business practices and to be financially sound. WLC will continue to improve and expand its programs to satisfy the child care and educational needs of the community

Program Philosophy

The Winchester Learning Center is committed to providing a warm, supportive and stimulating environment, focusing on the individual needs of each child and their family. First and foremost, children have basic needs which must be met every day. We ensure the basic needs such as food and rest are met and then move on to promote and engage development. We strive to create a hands-on environment enriched with materials that support a discovery-based curriculum. We believe children learn best through using all their senses. Our activities support the development and use of exploration, observation and investigation. We also believe no one knows the child like a parent. Our partnerships with you our parents make our program a quality program.

Curriculum Statement

The Winchester Learning Center aligns its curriculum with the NH Early Learning Standards. This means that all of the children's experiences are planned according to their ages and stages of development, while using intentionality and inquiry to scaffold children's learning to the next level.

Absences and Vacations

Please notify your child's classroom teacher if your child will be absent. This includes vacations as well. From a fee perspective since you are "contracted" for the slot you are signed up for, you are obligated to pay for services whether you attend or not. If your child is sick and their missed time creates a financial hardship for you let the office know.

Annual Updates

All information in your file will be updated annually. If there is a change during the year, please make sure to update the information here at the center. Critical information to update includes:

- Medical information-- including immunizations
- Annual Income increase or decrease
- Address and home phone numbers-- updated if there is a change during the year
- Work information-- updated if there is a change during the year

Arrival and Departure Policies

It is important to note the time when your child arrives and departs. Teachers will mark this on a classroom attendance sheet. You will be asked to sign at the end of your child's week to indicate that he/she was in attendance for all the days marked. If your child receives state scholarship we cannot bill the state without your signature.

Authorized Releases

Children will only be released to someone authorized on the Child Emergency Form. Individuals authorized to pick up MUST be at least 18 years of age. If you wish to change or add authorized names, please see one of us from the administration. Classroom staff cannot accept information changes. Please inform anyone on your pickup list that we require picture identification prior to releasing a child.

Celebrations

Classrooms will celebrate holidays, but not allow holidays to be the focus of their classroom environment. If parents would like to donate foods to these celebrations,

there will be a signup sheet on the classroom door.

Child Abuse Reporting

As New Hampshire providers we are mandated reporters. That means if we have any suspicion of abuse or neglect we are required to report it immediately. In order to protect the reporter and the child we must keep any and all information confidential. We are not able to share with a parent when a report has been made per NH State law.

Child Care Transitions/Expulsion Policy/Procedure

We believe that all domains of learning are supported during play and through strong, positive, interactions with adults. Promoting healthy social and emotional development, including self-control, is one of the fundamental responsibilities of our program. The preschool period is a critical time for children to learn to control their thoughts, feelings, attention, impulses, and behavior. They are learning how to get along with others and how to be a friend. Children are not born with these skills. Teachers and caregivers must teach social-emotional skills just as they teach washing hands, or learning colors and shapes.

We know that when children are given the opportunities and support to develop (learn, practice, discuss, etc.), self-control and other social and emotional skills, it gives them the foundation needed for academic and life success. We support this development through:

Our Environment

- We provide children with materials and engage them in activities that are appropriate for their age and respectful to them as individuals.
- We develop schedules to meet the needs of young children and avoid long periods of wait time without activity.
- We are flexible in our schedule and follow the interests and needs of the children's cognitive, physical, and biological needs.
- We regularly observe the environment and the children as they interact in it to ensure it promotes healthy social interactions (ex. Having multiples of the same toy).

Our Teachers

- Work to develop a relationship with each child.
- Encourage peer relationships by creating social opportunities and working with children to resolve conflict.
- Always speak to children in a calm tone, especially during redirections.
- Put words to children's emotions (ex. "Billy, I can tell you were mad when James took your block.").

- Use social stories with young children to teach healthy social skills.

Our Families

- Communicate regularly with staff to ensure consistency in guidance between home and school.
- Partners with us and allow us time to work with all children, including those needing higher levels of support.
- Understand and acknowledge that we do not expel children as they are learning these skills. We strive to serve individual needs while ensuring the safety of young children.
- To best serve children, we may need to partner with social and emotional experts to help give a child the best foundation for academic and life success.

Our Children

- Learn how to handle conflict in a healthy manner (using appropriate words and not hands).
- Develop confidence and self-efficacy.
- Develop skills to help them control their behavior and emotions.

Thank you for choosing to allow our staff to support your child's development. We are committed to each child's social emotional development and so we do not dismiss children from our program because of concerns with behavior. Behavior concerns tell us that children need more time, support and practice to develop their social and emotional skills. When serious concerns arise, we will partner with parents and professionals who specialize in supporting children's social and emotional health. On rare occasions, we may work with families to seek the best care for their child if all parties agree that our program can no longer meet the needs of an individual child

Child Restraint Law

The State of New Hampshire law (RSA 265:107-a) requires all children under age 18 to be properly restrained when riding in a vehicle. Starting January 1, 2014, New Hampshire law requires that children who are under 7 years old AND are 57 inches tall or shorter must ride in a federally approved car seat or booster. The only time this is not the case is if the child is over 57 inches tall; in which case they can use a seat belt.

Children with Special needs

Children and families of all abilities are welcome at WLC. Any reasonable modifications and/or accommodations needed to maintain care for your child or a parent with special needs will be made.

Civil Rights

IF LANGUAGE ASSISTANCE IS NEEDED FOR CIVIL RIGHTS PURPOSES, PLEASE CONTACT THE NH COMMISSION FOR HUMAN RIGHTS AT: 1-603-271-2767, DIAL "0", ASK FOR AN INTERPRETER.

SI ASISTENCIA DE LENGUAJE ES NECESARIO PARA CIVILES DERECHOS PROPÓSITOS, POR FAVOR CONTACTO CON LA COMISIÓN NH LOS DERECHOS HUMANOS A: 1-603-271-2767, MARCAR "0", PEDIR UNA INTERPETER.

Clothing and Shoes

The day is busy and active. Rubber soled shoes and washable clothes are best in this type of environment, and we encourage slippers (rather than shoes) in the winter.

Parents are requested to make sure each child has **at least one change of clothing**.

Please be sure to label all extra clothing and outerwear with your child's initials.

Winter wear should include:

- Snow jackets and snow pants
- Boots
- Extra socks
- Mittens
- Hats
- Some sort of neck protection

Children who do not have the necessary items needed to participate fully in their day here may run the risk of not being accepted into care.

Code of Conduct

The WLC strives to provide a safe, caring, learning environment for all staff, children and families. We believe in equality and respect the diversity of all people. We expect that all adults and children within our center be treated with kindness, dignity and respect. In the event that this code of conduct is violated, it could put a child at risk of being terminated.

Communication

Direct communication with the classroom staff is ideal, but not always possible.

Caregivers are busy attending to children and the conversations with adults sometimes

have to be limited during that time. In addition, some conversations are not appropriate to have in front of children. We have the following in place for those times when a brief conversation is not going to be enough or the content needs to be addressed privately.

If you need more than a brief conversation, you should set up a time to meet or speak over the phone with the Lead Teacher or one of our directors.

There are several ways we communicate to families across the whole center. They include:

- Notes posted on the door for messages from the office.
- Bulletin boards in each classroom with relevant program information.
- Brightwheel
 - Brightwheel is an app for your phone, which serves as a strong link to your child's day. Teachers can log in diaper changes, naps, meals, pictures and send messages. Parents can see all this information in real-time, and be able to send messages. Your child's teacher will send you an email invite to join!
- Email - Email communication, whether through Brightwheel or regular email has proven to be a valuable tool for communication at the WLC. Administration uses email as one of its main sources to reach as many parents as possible, whether through individual or group emails.

Confidentiality

At the Winchester Learning Center confidentiality is of the utmost importance to us. We lock files containing information on children and any financial information you give to us. The office is locked every evening and during the day when administrative staff is out.

We also require staff to sign a confidentiality statement and it is grounds for dismissal if an employee breaches confidentiality. If you have any concerns in regard to your information being kept confidential please speak with our Executive Director.

Continuity of Care Plan

See attached

Diapering

Much of the following procedures are taken directly from the NH State Child Care Licensing Rule Book (Bureau of Child Care Licensing, 2001, He-C 4002.30)

- The use of gloves is mandatory.
- The WLC children will be diapered with disposable diapers provided by parents. • WLC Team shall ensure that during each diaper change, each child is washed and dried with disposable, single use baby wipes or with soft paper towels, which have been moistened with water.
- At least every 2-3 hours, children in diapers will be checked and changed if needed.
- Children having their diapers changed are never left unattended on the diaper changing table.
- Soiled diapers and wipes are disposed of in a foot pedal receptacle located at the diaper changing table.
- The staff member changing the diaper will dispose of the gloves and wash their hands as well as the child's after every diaper change.
- The diaper changing pad is sanitized with a disinfectant solution after each diaper change.
- The child will have their diaper change noted on the dry erase board in the Infant and Toddler classrooms or on a sheet in the Preschool classroom.
- Wash hands thoroughly before moving on to the next child or task.
- The diaper changing receptacle will be emptied at the end of each day and sanitized with a bleach solution.

Emergency Operations Plan

Our Emergency Operations Plan is located next to the Parent Bulletin Board. Please see a member of administration for any clarifications or concerns.

Evacuation

Should there be a need for evacuation we will transport the children to the Sunrise Village meeting room Keene Rd. Winchester NH 03470. Parents will be notified immediately. Any evacuation due to a town-wide natural disaster, transportation will be

supplied by First Student. Students and teachers will be evacuated to a pre-determined location; you may pick up your child there or make arrangements for someone on their pickup list to collect them.

Extra Time

If your child is on a half-time schedule and you need extra time beyond your regular schedule, you will need to make that request with the office at least one week in advance whenever possible. Extra time will be approved based on space availability in the classroom and center.

Field Trips

Parents will be notified if we go on a field trip and will be required to sign a specific permission slip for those types of trips. Information will be left at the center with names of staff and children on the field trip, when we left, when we will return and where we went.

Food Allergy

Due to an avocado allergy in our center, we are asking all parents and staff to please refrain from bringing avocados into our environment.

Any questions or concerns please email roycewlc@gmail.com or call 239-7347.

Hair Clips

Any child under the age of three cannot wear hair clips, as they are a choking hazard. If a child arrives with hair clips in, a staff member will immediately remove them.

Health Policies and Medical Treatment

All children must have a completed Child Health Form signed by a physician upon enrollment. The state mandates an annual physical examination and a regular schedule of immunizations.

The Winchester Learning Center Illness Policy (Currently superseded by Covid protocol)

The Winchester Learning Center will work to support families and children within the guidelines of The New Hampshire Code of Administrative Rules for Child Care Licensing (*He-C 4002.17 Child Health Requirements and Communicable Disease Issues*):

“(f) Child care personnel shall observe each child each day upon arrival and throughout the day for injuries and symptoms of illness which: (1) Impair or prohibit the child’s participation in the regular child care activities; or (2) Require more care than child care personnel are able to provide without compromising the health and safety of the ill or injured child or the other children in their care. (g) The symptoms of illness referenced in (f) above shall include, but not be limited to, the following: (1) More than one episode of vomiting in one day; (2) More than one episode of diarrhea in one day; (3) Uncontrolled coughing or wheezing; (4) Unusual or extreme fatigue or lethargy; (5) Skin lesions which have not been diagnosed or treated by a licensed health care practitioner; or (6) An oral temperature of 101 degrees Fahrenheit or higher or an under arm temperature of 100 degrees Fahrenheit or higher combined with any of the following: a. Diarrhea; b. Rash; c. Ear ache; d. Sore throat; or e. Vomiting. (h) When a child exhibits symptoms of illness as specified in (f) or (g) above, child care personnel shall contact the child’s parents and inform them of the need to remove their child from the program. (i) Child care personnel shall provide any child who is ill an opportunity to rest or an opportunity to do a quiet activity in a comfortable, private, supervised area until parents arrive to remove the child from the program.”

When a child presents with a fever, parent(s) will be notified by phone. The decision can be made (by the parent) to dispense Tylenol, or other fever-reducing product, provided the center has been provided with permission in writing from the parent AND Tylenol. If any over-the-counter medication does not have the dosage provided on the packaging for the child’s age, a doctor’s order must accompany the medication. In any case of over-the counter medication needing to be administered, a parent will be phoned before medication is given.

If no Tylenol is on hand for the child, and a child’s temperature rises above 101 degrees, the child must be picked up or have Tylenol brought to the center for use. If at any

point it is deemed in the child's best interests to leave the care of the center, a parent will be contacted immediately.

Because we go outside every day, parents are strongly encouraged to keep their child home if they are not well enough to be outside.

The state also mandates reporting and exclusion of certain communicable diseases including rubella, mumps, measles, chicken pox, pertussis, impetigo, hepatitis, certain kinds of conjunctivitis, scabies, ringworm, strep throat or scarlet fever. As stated above, please let the teacher in your room or someone in the office know if your child has a communicable disease so we may respond with the appropriate information for other families.

Any orders given by a doctor cannot be overridden.

All staff members are certified in First Aid/CPR. Parents sign a medical treatment authorization form (found in the enrollment packet) allowing staff to treat children in the event of a non-emergency medical situation. It also allows the staff permission to seek immediate medical treatment for your child, if necessary. If that happens, we will contact you while we are in the process of seeking that medical attention and meet you at the ER or wherever the emergency treatment will occur. If a child is transported in an ambulance, WLC staff are not allowed to ride along with them.

Any first aid treatment will be noted on a Child Accident/Injury Form along with details of the incident. Parents will sign this form and may receive a copy if requested.

Holidays and Shut Down

Please see attached schedule. These dates are subject to change, based on the needs of the center. Whenever possible, parents will receive two weeks' notice before a closing.

Inclement Weather

The Winchester Learning Center uses information from the National Weather Service to determine if a delay or cancellation may be needed due to inclement weather. This decision is always made with the safety of staff and children in mind. We will announce a closing or delay on WMUR, the Monadnock Radio Group, Facebook, Brightwheel, and our answering machine.

Late Pick Up Policy

- Every 5 minutes after 5:30 you will be charged at a rate of \$5.00. This will be billed to the parent the following Monday and due Friday. If this is not paid, care will be interrupted.
- If your child continues to be consistently late, we will request you transition your child to a program that better suits your family's needs.

If you pick your child up right at 5:30 please know that they have gone to the bathroom, had their diaper checked or changed at 5:20. If you feel you would like to take your child to the bathroom before you leave please allow time for this. Staff need to be able to make it to their own events or appointments at the end of the day. They also have families waiting for them so please respect the schedule you have agreed to.

Lead Water Testing

The Winchester Learning Center tests its water for lead contamination every five years. Results are posted on the Parent Bulletin board.

Licensing Information

The following information is provided to you from the New Hampshire Licensing Authority:

The licensing authority for this child care agency is the Bureau of Child Care Standards and Licensing. Information regarding recent licensing and monitoring visits for this child care agency is available by calling the Bureau at 603-271-4624 or 1-800-852-3345 extension 4624. It is also posted in the hallway of the center.

During licensing, monitoring, and complaint investigation visits to child care agencies the department interviews children regarding the care they receive at the child care agency if the licensing specialist thinks the child's response would be valuable in determining the quality and level of care provided. If you do not want your child interviewed, or if you wish to be informed prior to your child being interviewed, you must note this on the back of the Child Registration and Emergency Information sheet. This will be updated annually.

The well-being of children is our concern. We recognize that interviewing young children is a delicate responsibility. Therefore, we will make every attempt to help any child we interview feel comfortable by being gentle, reassuring, sensitive and casual. We will spend time playing with the child and will take into account the child's level of maturity and willingness to talk to us.

We believe it is important to interview children when monitoring child care agencies because children often provide us with valuable information about the care they receive and important day care activity that we are unlikely to observe. We ask questions about meals, snacks, activities, teachers, fire drills, day care rules and what happens if children don't follow those rules.

The following are a few of the considerations we will follow when we interview children.

1. We will have the teachers introduce us to the children and explain why we are there.
2. Children will be randomly selected for the interview and will be asked if they would like to talk with us. It has been our experience that children enjoy the interview. However, children may refuse and will not be pressured.

Meals/CACFP

Two meals and two snacks a day are provided to our children at no additional cost to our families. The WLC participates in the United States Department of Agriculture (USDA), Child and Adult Care Food Program (CACFP) which subsidizes the cost of food for us at free, reduced, and paid rates. We also receive a donated share of produce from Picadilly Farm, a Community Supported Agricultural Farm in Winchester NH. We follow all USDA guidelines for nutrition when preparing our menu.

We serve meals family style in our preschool classrooms; this means children will serve themselves. Any child who needs help to serve him or herself for developmental reasons will have the assistance of a teacher. The infant and toddler rooms serve plate style; this means all the components of the meal are put on the plate for the child. No child is forced to eat; however, we do ask that they sit for all meals.

If your child has any allergies to food it is important that you let us know. We can, with a doctor's note, allow for substitutions in our menu.

Non-Discrimination Statement

USDA Nondiscrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

This institution is an equal opportunity provider.

Medication

State regulations mandate that if your child requires prescriptions or non-prescription medication you will need to fill out a Medication Permission Form and note all special instructions. Please note the following requirements for both prescription and non-prescription medications:

- Medications must be in original container
- Medications must be labeled with your child's name
- Children who take medication daily or on a regular basis should have a medication slip filled out every 3 months to ensure all the information is accurate and up to date.
- While this rarely happens, we cannot accept prescriptions written for a child by the child's parent.

- Medication of any kind may not be stored in your child's cubby or back pack.

We do not administer any type of medication, prescription or over the counter, without the full knowledge of the parent. In the case of an over-the-counter medication, a doctor's note is required if the medication DOES NOT display the dosage required for the child's age and/or weight.

Classroom or administrative staff will keep a record of all medications administered.

Necklaces

In accordance with NH Childcare Licensing:

(n) Programs shall obtain parental permission for any child under the age of 6 years to wear a necklace. No child shall wear a necklace during nap time or during sleep, unless the necklace is fused or has a fixed knot such that it cannot be removed, and the parental permission has approved of the child wearing the necklace even during nap time or during sleep.

A separate permission form will be required for your child to wear a necklace.

Open Door Policy

The Winchester Learning Center has an open-door policy. This means that you, as parents and guardians, may at any time enter into our program. We are strong believers that you as a parent should have immediate access to your child at all times. We do however ask that you be respectful of what is happening in your child's room when you enter. We also ask that you connect with the teacher in the room as soon as you enter and make him/her aware of your presence.

NOTE: Before visiting, please take into consideration your child's temperament and how they will handle your visit. For some children, seeing their parent in the middle of the day, and having them leave again, can be very upsetting. Of course, when there are extenuating circumstances, for instance, a parent being deployed, a parent working an overnight shift, etc., we will be more than happy to support that and help with that transition.

Pick-up/Drop-off Parking

Families have access to the first few spaces near the Front Door for drop-off and pick up. New Hampshire law requires all cars to be shut off when they are unattended unless there is an automatic starter installed where you can lock your doors. Children may never be left unattended in vehicles while picking up or dropping off siblings. This is a Center policy.

Potty Training

Is my child ready to begin potty training?

Actually, the real question is, "Are you ready to begin potty training?" Potty training can be a wonderful time but only if all are ready to devote the time, attention, and patience required to get it done. The teachers at the Learning Center are more than happy to support parents during this time. It is really up to the parents and the child to signal when it is time to begin potty training. If we are potty training at school and nothing is being done at home (or vice versa) it can quickly become a very frustrating time for all. We ask that the parents introduce potty training to their child and we will support that choice. There are some signs that we see regularly that may help first time parents to know when it is time to begin potty training.

When do you know it is time to begin?

At the Learning Center we look for certain signs, from the child, to assure us that he/she are ready to begin potty training.

The first signs we see are: the diaper remains dry for a number of hours. The child may express a desire to be changed as they do not like being dirty. The child may show shame or hide when having a bowel movement. The child is able to say, "I pooped," or he will use his own choice of words to say this. The child may have a regular time, during the day, when he has a bowel movement. The child is displaying an interest in the bathroom and what is happening in there. The child is able to follow simple directions and is expressing an interest in more independence in their daily activities. The child can manipulate their own clothing, able to pull up and down with ease. Zippers, belts, and overalls can be a real challenge at this stage.

What do you need to prepare for potty training?

We ask that parents bring lots of changes of clothing and underwear. Please be sure to

pack socks as well and write your child's name on all items. Loose fitting clothing is best in the beginning so the child may pull down his pants on his own. Please try to avoid clothing with buttons or snaps. Sweatpants are very appropriate.

Please be aware that, in the beginning, there will be many accidents, especially at school, where they may forget during play. We are fine changing clothing and understand this to be a natural part of using the potty.

How to introduce potty training?

In most cases, the child will initiate an interest and we can build on this. During our regular diaper changing time, the teacher responsible for pottying will encourage your child to use the potty. Children are provided with a stool, which keeps them from dangling feet. It also provides for independent getting on and off the potty. Children are never forced. We provide encouragement and lots of positive reinforcement.

Procedure for potty training at the WLC

When you are ready to begin potty training, you will need to send your child in pullups for the first week. Then we proceed to underwear. Children left in pull ups feel it is still ok to void in their diaper. Underwear create a sense that the diaper is gone and they are less apt to void unless on the potty. This will require a lot of underwear and laundry for the first two weeks.

What if there's no success?

Lapses will happen. The child may be appearing to be right on schedule and then accidents begin happening more and more frequently. There are many reasons for lapses; illness, urinary tract infection, control issues, too many changes or stress. It could simply be the child forgets when he gets involved in play and waits too long. Or the clothing is difficult to undo in time to reach the potty.

Be patient and understand this is a process. If pottying continues to be a challenge both at school and at home, it is okay to take a break and try again at a later date. Children will use the potty when they are ready. Not allowing potty training to become a power struggle is key.

An open dialogue between the teacher and the parent is very important throughout potty training. If either feels concerned, it is important to remember we are working as a team. If a parent is unable to physically touch base with the teacher a phone call would be very appropriate.

No two children potty train alike so please be cautious in comparing siblings or friends' children, as this will only add unnecessary frustration.

We will not continue to potty train a child who is left in a diaper or pullups after the first week. This only confuses and frustrates the child and is not productive. Communication is key so stay in touch with your teacher.

Quality Staff

We require our staff to achieve a credential with the NH Child Development Bureau. This requirement goes above and beyond the NH Childcare Licensing qualifications for staff. You will see these credentials posted in the front room. Staff are required each year to participate in 18 hours of ongoing professional development. We provide staff meetings for continual training as well as support our staff in attending local Early Childhood Education workshops. All staff are trained in CPR and first aid, medication administration and water safety.

Registration Fee

A non-refundable registration fee of \$50 per child and \$25 for a second child will be assessed at the time of enrollment, with a \$50 per child and \$25 for a second child, non-refundable, re-enrollment fee assessed annually thereafter.

Rest Time

The WLC will accommodate the individual sleeping patterns of infants and children who are unable to adjust to a scheduled nap or rest time. For infants, we place them in their crib, on their backs, with no blankets.

The WLC will allow children who are able to adjust to a scheduled nap or rest time to fall asleep and awaken at their own pace within a block of time set aside as nap or rest time.

The WLC will provide children who do not fall asleep after 30 minutes with an opportunity to do a quiet activity. Child care personnel shall not require that children who are awake stay on mats, sleeping bags, cots, or beds for more than 60 minutes.

Every child in the toddler and preschool rooms are required to use a rest mat for rest

time. We never share bedding. They are available both locally and online. We also keep a small supply on hand for purchase. They are \$10.

There is an ample two feet of space between each resting child, children are placed head to toe.

After rest time, rest mats are placed in the children's cubby for use the next day. They will be sent home every Friday for washing.

The Resting Rule

The Winchester Learning Center uses a rule provided in our state licensing regulations, in our toddler and preschool classrooms. This rule states that "for children 24 months through 5 years, during naptime, a center-based program may have one less staff person in a classroom than required to meet ratios in accordance with He-C 4002.33 through He-C 4002.36 provided that:

- (1) The total number of child care personnel required to maintain all ratios are on the premises of the program;
- (2) The ratio of awake children to staff in the classroom shall be no more than half the number of children as states in He-C 4002.33 through He-C 4002.36 •
- (3) Rooms in which staff is reduced shall be equipped with a two-way communication system, such as an intercom, to allow for immediate contact of assistance for the following:
 - A. Evacuation;
 - B. Supervision;
 - C. Environment;
 - D. Schedule;
 - E. Naptime policy; and
 - F. Staff training and support

Regular Fees and Schedules

You are agreeing to purchase a slot for the hours scheduled. If you need to adjust your child's schedule, you must notify the Executive Director or the Assistant Director two weeks prior to give ample time for staffing adjustments. With that in mind, we know that unexpected fluctuations in your schedule occur, and we will do our best to

accommodate you. Please let us know as soon as you can with any unanticipated schedule changes.

Payment is due Friday of the week of care. You may make payment with a check or cash, or make a payment through Square. For Square payment, a processing fee is added to your balance. We also recommend using Bill Pay through your bank. We have a payment box in the front room that is locked at all times. The Winchester Learning Center does not bill. Payment is due even if your child is absent.

If you are receiving DHHS Child Care Scholarship, and the State does not pay, you are responsible for the balance due. The state will not always pay for missed time.

We cannot give credit for holidays, sick or vacation time. Our payment policy allows us to pay our staff consistently for their much-deserved holidays and time off. If missed time causes a financial hardship for you please see Monica for scholarship opportunities. We would also like to offer you the opportunity to start an absentee bank. If you would like to pay a little extra each week for easier financial planning for absences, we are happy to accommodate you.

Sunscreen and Bug Repellant

The Winchester Learning Center will apply sunscreen and bug repellant to your child. Parents are asked to provide the sunscreen and bug spray of their choice.

Termination of Care

Parents are expected to give two weeks' notice of withdrawal. This gives time to say goodbye to your child and helps with an easier classroom transition.

Termination of care will be given for these reasons described below: • Parent chooses to terminate care: Parent will notify The WLC of child's pending termination. A letter will be sent to the parent notifying the parent that we have received this notice and will end care on said date.

- Child will Transition out of program: The WLC will follow the procedure as outlined in the parent handbook, '[Child Care Transitions-page 5](#)'. If it is determined that the child will transition out of the WLC program at the transition meeting, a letter

will be sent to the parent in confirmation.

- Parent Breaks Payment Agreement: Upon registration, parent/caregiver signs tuition policy form and will adhere by these terms. If parent/caregiver does not adhere to the agreed upon policies, the WLC will consider that the child's care as terminated. A letter will be sent to the parent/caregiver to notify them of this decision.
- Lack of Attendance: If after one week the WLC has not received notice from the parent/caregiver of reason for lack of attendance, The WLC will consider the child's care as terminated. A letter will be sent to the parent/caregiver to notify them of this decision.

Toys from Home

We strongly discourage toys from home. If your child does bring a toy from home, it will live outside the classroom for the day. Children get very upset when someone tries to borrow their toy or it is lost or broken.

Transportation

Under no circumstances can a staff member of The Winchester Learning Center transport children from the center in their personal vehicle.

Thank you so much, from all of our staff and our board, for allowing us to share your child's childhood. We believe that no one knows a child as well as a parent. We look forward to establishing a strong partnership with you and your family. We welcome your thoughts and suggestions. Some of our best ideas for implementing a quality program have come from our parents.

Please feel free to call or stop in anytime with any concerns or suggestions.

Sincerely,
Roberta L. Royce
Executive Director

Monica P. Poole
Assistant Director

DEVELOPMENTAL SKILL CHART

	PLAY THEMES	SEQUENCES OF PLAY ACTIONS	OBJECT SUBSTITUTION	SOCIAL INTERACTION	ROLE PLAY	DOLL/TEDDY PLAY
0-12 MONTHS	N/A	N/A	The child manipulates and explores objects.	The child imitates an adult's action.	Child imitates an adult's action.	The child sits the doll upright.
18 MONTHS	Play themes are related to the baby's body (feeding/dressing).	The child uses one simple imaginative action in play.	The child relates objects functionally. (e.g. spoon in a cup)	Child initiates a pretend play action (e.g. brushing hair).	Child role plays simple actions seen previously.	Child performs one action on the doll (e.g. hug).
20-23 MONTHS	Play themes reflect daily life in the home.	The child sequences two or three similar actions. Play actions are illogical.	Child uses similar looking object for a needed object (e.g. paper as a blanket).	Child initiates a pretend play action (e.g. brushing hair).	Child role plays simple actions seen previously.	Child may place doll in a chair and begin relating actions to the doll.
24-30 MONTHS	Play themes reflect daily life in and out of the home.	Play actions are simple, sequential, and logical.	Child uses inanimate objects for other objects, like a box as a car.	Child asks the adult for objects needed in play. Play is alongside other children.	Child imitates another child.	Child pretends the doll is drinking/sitting.
31-35 MONTHS	Play themes reflect less common events in personal life (e.g. doctor).	Play actions are detailed and logical with no planned storyline.	The child uses one inanimate object as two or more other objects.	Child imitates another child. Play is beside other children.	Child role plays for a short period of time.	Child wakes the doll up.
36 - 42 MONTHS	Play themes expand beyond personal experience (e.g. firefighter).	Multiple play actions occur in a logical sequence.	Inanimate objects are used for many functions.	The child plays beside other child, doing the same activity. Little negotiation.	Role play is fluid.	Child uses doll actively in play. A doll house is used.
43-47 MONTHS	Play themes expand beyond personal experience (e.g. firefighter).	A play strategy is present.	Imaginary objects start to be referred to in play.	The child plays beside other child, doing the same activity. Little negotiation.	Role play is fluid.	Doll is very active. Doll house can be used. Child gives doll characteristics.
4 YEARS	Play themes expand past personal experiences, but include sub-plots.	A pre-planned storyline with complex sequences and sub-plots.	Objects with distinct functions can be used in substitution. (e.g. a hat for a boat).	Child co-operates and negotiates.	The child plays several roles throughout play.	Doll has a character of its own.
5 YEARS	Play themes includes those never experienced (e.g. going to the moon).	Play is pre-planned and organized with sequences and sub-plots.	Child uses language to describe an object and its function. Objects can be use fluently.	Child co-operates and negotiates during play. Play is well-organized.	Child maintains the same role throughout a play session.	Doll has a character. Child talks about the doll's actions.



CONTINUITY OF CARE PLAN (COOP)

Introduction

Continuity ensures that The Winchester Learning Center has planned for ways to provide essential child care services when normal operations are disrupted. A COOP is required by the NH Child Care Licensing Rules He-C 4002.19(v), for all licensed child care programs. It is also required for all license exempt child care programs that participate in the NH Child Care Scholarship Program as set forth in rules (He-C 6916 and He-C 6917).

Section I: Familiarizing yourself with COOP

Readiness and Preparedness

The Winchester Learning Center utilizes the Emergency Operations Plan (EOP) in cases of various emergencies. Please refer to Appendix A for the full emergency operations plan.

To ensure all families are aware of the plan, upon enrollment and when updated, families will receive a copy of the COOP, located in our parent handbook. Families will also be instructed to where our EOP is located, and receive a copy upon request.

Sesame Street Family Guide can be downloaded from:

https://www.sesamestreet.org/sites/default/files/media_folders/Images/PSEG_ePrepFamilyGuide_R10FINAL.pdf.

The Executive Director, Assistant Director, and Office Administrator have all registered for the state electronic notification system. To register visit: <https://public.coderedweb.com/CNE/enUS/BFC2664C2B92>. Active alerts may also be found at WMUR's alert's page: <https://www.wmur.com/alerts>.

Section II: Components of the COOP

COOP Roles

In the event of an emergency in which operations were limited, the Executive Director would be in charge of communicating with the Board President and/or Executive Committee regarding the occurrence and actions being taken. The Executive Director would start the COOP, work with all staff and other entities (e.g. insurance, phone, IT, post office) to ensure communications are up and running. All staff have access to the cell/home lines of all other staff and have programmed one another's information in their cell phones. Appendix C outlines the external partners contact information.

The child care staff would implement the procedures as outlined in the EOP and COOP. Child care staff are the primary contacts for families following the chain of command outlined in the EOP.

Essential Functions (Day to Day Operations)

The Winchester Learning Center does not have the capacity to set up any alternate location. Parents are asked before enrolling their children to make sure they have back up care. WLC will do what we can to locate alternate care slots for children and families when this is necessary.

Orders of Succession/Delegations of Authority

In the event that the Executive Director is unavailable, the Board President/Executive Committee would be responsible for enacting the COOP; and upon delegation would communicate directly with the administrative staff.

In the event the child care director is unavailable the primary point person becomes the incident commander as outlined in EOP.

Alternative Facilities

WLC does not have the capacity to set up care at an alternate site.

Essential Records and Database Management

A secure locking file box will be used to store active child care files on-site with the child care staff to ensure confidentiality is maintained. All other agency files and records are stored securely on The Winchester Learning Center's server which is backed up daily or will be moved as necessary to the Executive Director's house or other off-site location.

Review of COOP

All staff will receive a copy of the COOP upon hire. At that time, the Executive Director and Child Care Director, for child care staff will review the entire document, agency emergency procedures, and the employee's role with the employee. The employee will sign that they have received the COOP and understand their role. The COOP will be reviewed with all staff, annually. Child care staff will follow regulations for practicing drills; all staff will participate in annual drills, with 6-month reminders.

Section III: Activation of COOP

Authorized person has activated the COOP. Complete

Orders of Succession and Delegations of

Authority have been activated, if needed. Complete

Alternate Facility has been secured, and is in use. Complete

Activate Chain of Command for staff notification. Complete

External contacts have been notified:

- Child Care Licensing Unit (CCLU)
 - Bureau of Child Development and Head Start Collaboration (**required if enrolled in NH Child Care Scholarship Program**)
 - Child Care Aware of NH
- Complete

<p>The designated staff person(s) are prepared to transport Go-Files and Go Kits to an alternate location if necessary.</p> <p style="text-align: center;">plan outlined in EOP</p>	<p>Complete <input type="checkbox"/></p> <p>Complete <input type="checkbox"/></p>
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Section IV: Recovery of Operations

determined that The Winchester Learning Center will not resume functions. YES NO

Designated staff will conduct the following actions to prepare for recovery operations.

Planners: *Executive Director will make all arrangements on behalf of the agency; Child care director will delegate responsibilities for child care space/operations.*

Complete

1. Executive Director has determined that the primary facility can be reoccupied or that a different facility will be secured.
2. Executive Director, with the input from Executive Committee of the Board, has

• Yes • No or N/A

<p>3. Executive Director will oversee the orderly transition of all functions, personnel, equipment, and records from the alternate relocation facility to a restored primary facility or a new facility.</p>	<p>Complete <input type="checkbox"/></p>
<p>4. Prior to relocating back to the primary facility or another building, Executive and Child Care Directors will ensure appropriate security, safety, and staff availability to return to work.</p>	<p>Complete <input type="checkbox"/></p>
<p>5. The staff remaining at the alternate relocation facility will transfer essential functions and resume normal operations when all systems, communications, equipment, essential records, supplies, etc., are in place and fully operational at the restored primary facility or the new facility.</p>	<p>Complete <input type="checkbox"/></p>
<p>6. Notifications will be sent to appropriate partners to indicate that the program has resumed normal operations at the restored primary facility or the new facility.</p>	<p>Complete <input type="checkbox"/></p>

Appendix B: Emergency Brochure for Families Please see the following pages



Getting Help: Know” Numbers

“Need-to-

<http://kidshealth.org/en/parents/help.html> sure your “need-to-know” include:

- Call 911 for Emergencies
- Emergency Medical Services: In most this is 911, but your community have its own number.
- Poison Control Center: 1-800-222-1222.
- Hospital Emergency Room (local) • Fire Department (local)
- Police Department (local)
- Your Child’s Doctor
- Your Work
- Your Cellphones and/or Pagers
- Neighbors and/or Relatives
- Pharmacy (local or frequently used)

*Be sure to include any known allergies and/or medical conditions.

Other Emergency Planning Resources AlertsNH:

Keeping Residents of New Hampshire informed. <https://public.coderedweb.com/cne/en/US/BFC2664C2B92>

Child Care Aware of America: Child Care Prepare:

Child Care Aware of America's efforts in Emergency Preparedness Planning
<http://usa.childcareaware.org/advocacy-public-policy/crisis-and-disaster-resources/>

Child Care Aware of NH: Family Resources Access to family resources pages under General Resources, Emergency Planning, Wellness and Safety Resources
<http://nh.childcareaware.org/family-resources/>

Disaster Assistance:

Access to disaster help and resources. <https://www.disasterassistance.gov/>

Ready.gov:

Planning ahead for disasters.
<https://www.ready.gov/>

Sesame Street Let’s Get Ready Toolkits: Planning for Emergencies Together:

Preparing for emergencies is something the whole family and community can do together! These steps will go a long way in keeping children safe and secure.
<https://www.sesamestreet.org/toolkits/ready>

[Company Name]

Visit Us: <http://nh.childcareaware.org> Call Us: 1-855-393-1731



EMERGENCY PLANNING GUIDE **the Winchester Learning Center**

603-239-7347
109 Keene Rd
Winchester NH 03470
roycewlc@gmail.com
winchesterlearningcenter.org

What Is Our Plan?

“Disasters can happen anywhere at any time, plan today how to reconnect with your family in the event of a disaster”. - Ready.gov

Important!

Safety is our # 1 priority both in school and at home. Please make sure your child’s registration form is current including all approved pick-up persons. To ensure that all children are reunited with their families, **ALL** authorized persons must present proper identification (i.e. State License or Passport) prior to the child’s release. There will be **NO** exceptions!

If an Emergency should occur in and/or around our program we will notify you by using the following method of communication:

Phone call and/or text message

If we need to Evacuate the building to an offsite location we can be found at:

Primary Location (In Neighborhood):

Keene Parks & Recreation Center
312 Washington St
Keene, NH 03431

Secondary Location (Out of Neighborhood): [Click here to enter text.](#)



What Do We Practice? Program

Emergency Response Drills

Evacuation: Necessary for staff, children, and visitors to exit the building when the fire alarm activates or an incident in the building poses an unsafe environment.

Reverse Evacuation: Necessary for staff, children, and visitors to enter the building quickly in order to avoid a dangerous or potentially dangerous situation outside the building such as a wild animal, smoke, severe weather, hazardous material, etc.

Lockdown: Necessary for active shooter, hostage incident, trespasser, intruder, or disturbance within the building that would require securing staff and children in their classrooms or other areas that are able to be locked.

Secure Campus: Necessary for threat from outside the building such as a police chase near the program/school or other potential violence in the surrounding community.

Shelter-In-Place: Necessary for airborne hazardous materials outside of the building, severe weather, smoke, radiological or nuclear material, etc.

Drop, Cover & Hold: Necessary for earthquake or possibly tornado.

Bomb Threat (SCAN): Necessary for staff to look around their area for any item which doesn't belong there. Any bomb threat should be taken seriously and treated as a real situation until proven otherwise.

How Do I Know What is Happening in the Area?

“Emergency Planning is a way to stay safe while being informed of what is happening near or around you.” –FEMA/Jana Baldwin

Here are a few helpful apps, for your own family planning, to have on your smartphone or mobile device.

Nixle Alerts

Nixle keeps you up-to-date with relevant information from your local public safety departments & schools.
<http://www.nixle.com/>

ReadyNH

At ReadyNH.gov you can stay informed with the latest safety information from Homeland Security and Emergency Management's (HSEM's). <https://www.readynh.gov/>

WMUR ALERTS

Receive email alerts when severe weather happens in your area.
<http://www.wmur.com/alerts>

Parent Name: _____	Parent Date of Birth: _____
Parent Telephone #: _____	Parent Address: _____
_____	_____
_____	_____

*Use this for your own family planning

Appendix C: Partner Contacts

(for internal use only)

Roberta Heinonen

85 Richmond Road
Winchester, NH 03470
603-209-5826
robertafraser@hotmail.com Winchester
Selectperson Board Member since 2006

Aryca Dubiel, President Elect

780 Keene Rd.
Winchester, NH 03470
802-380-4025
arycajunedubiel@gmail.com Parent/Community
Member Board Member since 2015

Misty Kennedy, Secretary

168a West Shore Rd.
Swanzy, NH 03446
603-801-2262
misty.kennedy@keene.edu Community Member
Board Member since 2018

Rikki Bolewski

261 Ashuelot St.
Ashuelot NH 03441
603-903-9086
rblewski@comcast.net
Local business person
Board Member since 2019

Nicholas Raymond

6 Kendall Lane
Swanzy, NH 03446
413-768-9703
Nick.r.raymond@gmail.com Fitzwilliam School
Teacher Board Member since 2015

Karren Stetson

132 Mechanic St.
Winchester NH 03470
Kstetson13@yahoo.com Business Person
Board Member since 2019

Richard Skeels, Treasurer

187 Westport Village
Swanzy, NH 03446
603-352-1910
rjs2200@yahoo.com
Retired C.F.O. HCS
Board Member since 2001

Sandy Allen

74 Homestead Avenue /PO Box 207
West Swanzy, NH 03469
603-352-7169
burckesdaughter@hotmail.com
Retired School Teacher
Board Member since 2003

Roberta Royce

19 Jones Rd.
Winchester, NH 03470
603-852-3247
roycewlc@gmail.com
Executive Director – WLC

Child Care Licensing

Heather Dombroski or anyone at main office
Main Phone: 603.271.9025
heather.dombrowski@dhhs.nh.gov
129 Pleasant Street, Concord, NH 03301-3852

Child Care Aware of NH

603.578.1386
88 Temple Street, Nashua, NH 03060

Bureau of Child Development and Head Start Collaboration

Child Care Scholarships
603.271.4242
129 Pleasant Street, Concord, NH 03301