

SonShine
Child Care Center

FAMILY HANDBOOK

A ministry of
Community Covenant Church
107 Pleasant Street
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Program Introduction

Nurseries
Toddler Rooms
Pre-Kindergarten
Before & After School

School Policy

SonShine Child Care Center is a ministry of Community Covenant Church and is overseen by the Church Trustees. We are a Christian center which teaches the Bible, Old and New Testaments, as the Word of God.

The school is open on a first come basis with preference given to parents who need full time childcare. We welcome any child, regardless of race, color, nationality, creed or religion who would benefit from our program. The Director supervises teachers, aides and staff in the Center's operations.

Objectives

To enhance each child's total growth by doing the following:

- Helping the child to understand that God loves them and has a place for them in His Kingdom
- Developing a sense of trust in peers and adults
- Assisting in the development of learning skills
- Developing emotional, moral, and cultural training in accordance with God's Word in a loving Christian atmosphere
- Being administrators of loving, but firm discipline and instruction.
- Helping each child develop into a whole person so they might embrace life on all levels.

Mission Statement

SonShine Child Care is a ministry of Community Covenant Church. The church's mission statement is "To celebrate the Lordship of Jesus Christ by loving God and loving our neighbors." SonShine Child Care provides a practical way for Community Covenant Church to express God's love for our neighbors by providing excellent, loving child care for families with children.

We want SonShine Child Care Center to be a place where the peace of God's presence is felt so that staff and children may thrive in an atmosphere of caring and respect. We want the light and love of God's **Son**, our Lord Jesus, to **shine** on the lives of the children at SonShine and their families.

In an age-appropriate fashion, children will take part in chapel services, sing songs of the love of Jesus, and learn the classic Bible stories from both the Old and New Testaments. These Bible stories not only provide the underpinnings of a healthy spiritual life, but also are still part of the vocabulary of what our culture deems meaningful for human existence. We want the children at SonShine to realize that God loves them and that they are important to Him.

Program Information

Hours of operation

- Monday through Friday
- 6:30 a.m. to 5:30 p.m.
- Open year-round

Days Closed:

- New Year's Day
- Martin Luther King Jr. Day (staff in-service training)
- President's Day
- Good Friday
- Memorial Day
- Independence Day
- Friday before Labor Day (staff in-service training)
- Labor Day
- Columbus Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve Day or Day After Christmas
- Christmas Day

Weekend Holidays

When Christmas falls on a weekend, the SonShine holiday will be the following Monday. If Christmas falls on Tuesday, SonShine will be closed the preceding Monday. If it falls on Thursday, SonShine will be closed the following Friday.

Fees and SonShine Holidays

SonShine Child Care Center is closed only 13/14 days during the year. In the computation of year-round weekly charges, the fact that your child will not be present on these holidays is averaged in. Therefore, the weekly fee is the same every week, whether or not the week contains a holiday. For example, the fee

would be the same for a “normal” week as it would be for Thanksgiving week, when the school is closed on Thursday and Friday.

Storm and Electricity Closings

Upon occasion we are forced to close due to dangerous weather conditions. Also, on any occasion when the electricity/ heating are interrupted we are not allowed to open according to the OCFS regulations. Closings are announced over the local Television and online news stations. We will also do our best to alert parents through email and Brightwheel. If you have inquiries regarding whether SonShine is open you’re always welcome to call or email.

Enrollments

In filling available slots in each room, we will give preference to children enrolling full time. However once a child is enrolled, his/her spot is secure, whether full or part time.

Multiple Enrollments

Having to enroll more than one child in childcare can be a financial challenge for many. Therefore, SonShine offers a 10% discount for second and third children within the same family, provided as follows:

- One child is enrolled FULL TIME (26 or more hours per week) and
- The discount is to be taken from the tuition of the oldest child or children.

Overtime Charges

SonShine is open from 6:30 a.m. until 5:30 p.m. If your child is not picked up by an appointed time set by the parents in your Fee Agreement, there will be a late charge. Unless approved, a fee of \$20 for drop off more than fifteen minutes prior to or pick up later than your appointed time will be charged. A \$30 fee will be assessed for pick up after 5:30pm and \$20 for each five-minute increment after that. This charge will be added to your weekly bill and is stated on your current Fee Agreement. If you are going to be late, you must call and inform us.

Daily Schedules

Infants

There are six infant rooms at SonShine, two of which are for napping. The rooms are designated as Room 107, Nursery I (youngest infants), Nursery II, and Nursery III (our oldest infants). Room 107 & Nursery I children sleep in their rooms and Nursery II and Nursery III each have their own nap room.

Nursery I infants need to be on their own schedule and we adjust our care to their needs. As infants grow, their need for naps will decline. In Nursery II, the children begin to develop a daily schedule that includes two naps, mid-morning and early afternoon. They will outgrow their need for a second nap sometime while in Nursery II and Nursery III, at which time they will nap once after lunch.

A typical schedule includes bottle feeding or breakfast, lunch, snacks, free play and naps. Free play may include indoor or outdoor buggy rides, nursery playground time, one-on-one interaction with teachers, and learning cooperative play with friends.

Diapers are changed as children become soiled. As infants grow older, they are checked for soiled diapers when children wake up and before going home, and on a regular basis throughout the day.

Nursery II through Pre-K

- 6:30-8:00: Greet Children and Parents
 - 8:00-8:30: Breakfast
 - 8:30-9:30: *Free play* and morning snack for those who need it*
 - 9:30-10:00:
 1. *Nursery 2- Nap*
 2. *Nursery 3-morning snack*
 3. *Toddlers- Free play**
 4. *3yrs and up- circle time*
 - 10:00-11:30: Free play*
 - 11:30-12:00: Lunch
 - 12:30-1:00: Nursery 2 free play*
 - 12:30-3:00: Nap and/or quiet time
 - 2:30-4:00: Nursery 2 nap and/or quiet time
 - 3:00-3:30: Snack
 - 3:30-5:30: Free play* and departure
-
- Free play* includes developmentally appropriate activities both indoors and outdoors. See individual classroom schedules for a more comprehensive list of activities.

Activities

SonShine Child Care Center has a wide range of activity areas for the children to enjoy. There are separate playgrounds designated for infants, toddlers, pre-K (children from 3 – 5 years) and School Aged children. The gym is used for children beginning in Nursery III and the “Bike Room” (a long carpeted hallway below the reception area) is used for gross motor skills for toddlers and older. The auditorium is used for the annual Christmas Program and special events.

Teachers provide developmentally appropriate activities for the children. Some activities will be teacher directed while others need to be child directed. Certain years there are special activities for parents to elect in addition to SonShine’s tuition fees – soccer (ages 2 and up).

Chapel

Children ages two years and up will have chapel twice a week. During this time they will learn Bible stories, have puppet shows, sing songs, and have activities relating to the Bible.

Field trips

Field trips are planned for children after they turn four years old. There is a fee for these trips due to the cost of chartered bus transportation and entrance fees. Field trips may include a trip to the Zoo or The Wild, Apple Picking, Pumpkin Picking and trips to a museum.

Arrival and Departures

Arrival

When you arrive at SonShine it is important that you check your child in on Brightwheel. You can do so by opening the application and scanning the QR code. If you forget your mobile device please notify the front desk so that your child can be checked in by a staff member. Next you'll bring your child to their designated classroom. For Safety Reasons please do not let children walk by themselves or be alone at any time in the building. Upon arrival, your child will be signed in by the caregiver on the attendance sheet. At that time he or she will perform a health check and ask you about any apparent injuries or illnesses observed. Please disclose any marks or illness to the teacher at this time so that they can be aware of anything going on. A sleeping child cannot be received into our care until he or she is awake. The caregiver will ask you to wake your child before you leave your child in our care.

Say goodbye to your child at drop off time and then you will return. Should you come before your child's scheduled time at drop off, you may be required to wait until we have adequate staffing before we can receive your child into care. The time filled out on your yearly fee agreement is the time for which we provide staffing. If your child's schedule needs to be changed for any reason please see our Registrar to request a change in time so they can review it for approval. This will be approved only if there is adequate staffing for the classroom.

SonShine maintains a **No Idling Policy** for vehicles in our parking lot. We need to keep our parking lot free from polluted air as children and families are entering and exiting. Please turn your vehicles off when you leave them. No child must be left unattended in a vehicle upon drop off or pick-up.

Our Parking lot is a 5mph zone. With so many vehicles coming and going it may be hard to see our small children and families. Please SLOW DOWN when entering and exiting our parking lot. We want to make sure all of our children, families and staff are seen and safe. If we notice speeding in the parking lot we will ask you to slow down.

Departure

A child must be awake when returned to your care. When your child is picked up, you must make visual and or verbal contact with the caregiver who will then sign your child out.

The Police Department and Office of Children and Family Services will be notified if a child is not picked up after we have notified the authorized pick up persons.

Authorization to pick up

No child will be released to a person not authorized by a parent to pick up the child. We must have the name, phone number and address of any of your authorized pick up people on file. Please have anyone who picks up have proper ID to show the receptionist and/or caregiver in case they have not identified them before. We want to make sure all children are given into the care of the proper approved pick up person. We must have written authorization to release your child to someone other than those people designated on the application form. **This form must be kept up to date** and it is the responsibility of the parent to notify the center of any changes in the address or phone numbers for persons authorized to pick up their child.

Meals

SonShine Child Care Center is a nut free facility! Please do not bring any products or foods prepared in a facility that processes nuts.

If you'd like to contribute a "special treat" or snack for a class event, please speak with the teacher to confirm allergies and make sure it is packaged and has ingredients listed on it.

SonShine Child Care Center provides breakfast, lunch and afternoon snack. We serve "family style" as soon as it is age appropriate. This encourages the children in their table manners and meal-time conversational skills.

SonShine Child Care Center participates in the CACFP (Child and Adult Care Food Program) program. Meals and snacks follow CACFP recommendations

which provide for healthy meal components. Parents may opt out of SonShine's meals for religious and cultural purposes as well as for children with allergies, by providing their own healthy meals. A Special Diet Statement is required when an infant's meals do not meet the CACFP infant guidelines.

This Special Diet Statement must be signed by a physician, physician's assistant, certified nurse practitioner, registered dietician, licensed nutritionist or chiropractor.

CACFP Non-Discrimination Policy

"The U.S. Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.

"If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 845-6136 (Spanish).

Health Care Policies

Child Health Policies

Families must provide a current physical and immunization record, and proof of lead screening signed and dated by the physician or physician's assistant **before** being admitted to child care.

Any family who does not submit proof of lead screening will be given a lead screening pamphlet and referred to their physician. SonShine's nurse reviews immunization records on a yearly basis and contacts the parents of children who are not up-to-date.

Children with special needs will have an individual health care plan developed for them in conjunction with their parents and/or health care provider.

Children with Allergies will also be given a special health care plan that must be submitted by a parent and personal Health Care Provider. They will be reviewed by the nurse and that child's classroom will be notified so that everyone is involved in following the health care plan. If your child has special dietary needs or allergies you **MUST** personally notify administration to get the proper paperwork. Once you submit a change of food, medication or allergy the administration must okay it before it can take in to effect. Telling classroom teachers may not get us the information we need in a timely, effective manner.

Sick Child Policy

Children who develop symptoms of illness while at the center will be monitored by the teacher in charge. The child will need to be picked up if they exhibit signs of a possible contagious disease (sore throat, fever of 101 or greater, rash, diarrhea, or vomiting). A sick child will be kept quiet and separated from the group. Any child who is unable to participate in regular indoor and outdoor classroom activities will need to be picked up.

Medications

Medications may only be given by NYS MAT trained staff. If you are dropping off medication, it must be accepted and approved by a MAT trained person. Please do not leave medication in the classroom or in your child's belongings.

All *prescription medications* given to children require the following information on NYS OCFS approved forms:

- A written and signed statement from the child's physician giving the correct dosage, time of dosage, start and end dates of medication, possible side-effects and/or special instructions.
- Documented parent/guardian consent and instructions.
- Please ask if you need a copy of one of these forms so that they can be filled out ahead of time.
- All medications will be given from original containers only. The exact name of the product must match what is on the paperwork for administration.
- SonShine will keep on file NYS approved written documentation for each medication dispensed including date, time, amount of dosage and the administrator's name. These forms expire and have to be updated every 6 months.
- Whenever a medication does not control or help the child within one hour, the parent will be called to remove the child.

Over-the-Counter medications may only be given with written consent by the child's physician. SonShine's OTC form must be filled out completely, including the physician's signature and date.

- Documented parent/guardian consent must be obtained before administering OTC medications.
- SonShine will maintain written documentation for each OTC medication dispensed.
- OTC forms should be reviewed every six months by your physician.

All prescription medication must be in the original container and labeled with the child's complete name. All over-the-counter medication must be in the original container and labeled with the child's complete name and expiration date.

Infection Control

Children who are cared for in close contact with other children are susceptible to acquiring germs and communicable diseases from others. SonShine Child Care Center staff is diligent in their personal hygiene procedures and helps teach our children personal hygiene. Staff and children's hands are washed when soiled, after toileting, before and after food handling or eating, after contact with bodily fluids or secretions, and after coming in from outdoors.

Infants will be kept clean and comfortable at all times while at the center. Equipment and toys that are frequently used or touched by the children on a daily basis will be cleaned and disinfected with a bleach and water solution when soiled at least once weekly.

Daily Health Checks

Every child will be observed for a health check when received into care. A sleeping child will be awakened upon arrival before being accepted into our care. Parents will be asked about any observable injuries or health concerns by the caregiver to document on the daily health log.

Pandemic/ Emergency Health Procedures

1. In case of an emergency or contagious illness, SonShine will take appropriate measures to ensure the health and safety of all children, families and employees.
2. SonShine will develop intermittent plans for staffing rooms, changing hours of operation and placing children so that a spread of disease lessens.
3. SonShine will follow all temporary guidelines given by OCFS and the state regarding CDC and DOH recommendations for child care.
4. SonShine will put in place their own Personal Protective: masks, hand sanitizer, face shields, gloves or whatever necessary.
5. SonShine will make policies for advanced cleaning and disinfecting procedures for staff and families.
6. SonShine will develop temporary policies for quarantining, isolation, testing and monitoring given by the state.
7. SonShine may have to temporarily adjust payment costs, policies (including sick policy restrictions), etc. to accommodate for an emergency situation.
8. SonShine may require vaccination, testing or health care consultation for staff or families as given by the state.

Program Responsibilities

Admission and Disenrollment

Admission

Once you have chosen SonShine Child Care, a non-refundable deposit must be given to hold your child's spot. All children who are admitted are accepted on a trial basis to see if they are a good fit for our program. Preference will be given to full-time enrollments for filling spots.

The following documents must be completed and submitted before a child can be admitted into the program:

- NYS Blue Card providing parent/guardian information
- Authorized pick up form
- Physical Examination form indicating your child may participate in a childcare program
- Immunization record
- Photo publication authorization or non-authorization form
- Signed CACFP paperwork
- Fee Agreement
- Over-the-Counter permission form.

What to bring to school

Due to the special care for these age groups, we ask that you provide a blanket, diapers, toiletries, special creams, change of clothing, formula or drink, baby food, bibs and other personal items for good healthy care.

Except for security objects that are needed in the beginning to help ease your child's transition from home to SonShine, we ask that you leave your child's toys at home. This is especially true of toy guns that tend to cause a disturbance. An updated "First Day Checklist" is available on our website.

What to wear to school

SonShine Child Care Center is not responsible for lost or stolen items. Provide comfortable, washable clothing for your children suitable for play and art materials. Since we go outside if weather permits please bring full gear for outdoor weather including winter wear. Foot-wear needs to be comfortable, safe and for your child's protection while at play. Label clothes, shoes, boots, mittens, hats, coats, backpacks, towels and swimsuits.

Disenrollment

We require a two-week notice for children's dis-enrollment. Disenrollment of children's care by SonShine Child Care Center may result from the following: failure to make tuition payments; false information given by parents, consistently being late for pick up or picking up children after 5:30 p.m., prolonged illness of a child or provider; or children's behavior that is harmful to self or others.

Health and Illness

SonShine Child Care Center can accommodate well children and those who are mildly ill, not contagious, and able to participate in the regular program including going outdoors.

Any child sent home with a temperature of 101 or greater, seen by a doctor and placed on an antibiotic must remain home for at least an entire 24-hour period. An individual is considered contagious before this point and cannot return to the center prior to this time. When a child is sent home for a non-contagious illness, such as an ear infection, that child **MUST** remain home for an entire 24-hour period before returning to the classroom setting. It is the policy of this center to allow a child adequate time for rest to ensure that child's ability for full participation in the program.

An ill child must be picked up within one hour after receiving a phone call from SonShine. When your child is ill or will not be attending SonShine for any reason, please phone the office and report the absence by 7:30 a.m.

Return to childcare after an illness: A child who has been sent home due to illness may return to childcare after an entire 24-hour absence if the following symptoms are no longer present.

- A fever of 100 degrees or higher

- A heavy nasal discharge
- A constant hard cough.
- Symptoms of possible communicable disease, including noticeable rash.
- Vomiting.
- Diarrhea two times at child care.

Children's illnesses will be kept confidential by the staff.

Sick Policy could be changed if there is a Pandemic/ Emergency Situation. See Page 15

Notifications

RE-ENROLLMENT FEES FOR SUMMER VACATION AND MATERNITY LEAVE

In order to ensure your child's continued enrollment, a re-enrollment fee (one week tuition) will be charged for summer vacation or maternity leave.

Withdrawal

A two-week notice is required prior to withdrawal. Tuition will be charged for two weeks after withdrawal notice.

Change in Supervision

When possible SonShine will give parents notification if there is a permanent change in supervision in your child's room.

Move Up

SonShine will notify you two weeks before your child moves up into the next classroom. The child will be given the opportunity to "visit" or "transition" to the new classroom before moving up to become.

Off Campus Events & Field Trips

Occasionally children will take walks off campus with their class. Written permission slips with emergency contact information must be completed for any longer or farther away off-campus event. Permission slips are required for field trips indicating emergency contact information for parents or guardians. SonShine Child Care Center charters buses from established companies for field trips.

Serious injury or accidents

Any child who requires immediate, life-threatening emergency care will be attended to through 911 Emergency Medical Services. Parents will be immediately notified. Should a child have a breathing emergency, a staff member will attend to the child until EMS arrives. The other children will be removed from the room and attended to by staff during the emergency.

Classroom Contagious Illnesses

Notification will be made in classrooms where children have contagious illnesses (measles, strep throat, influenza, croup, RSV, COVID etc.).

Rate Changes

Parents will be notified with any rate changes.

Year-End Tuition Statement

Upon request, SonShine Child Care Center will provide parents with an end of year tuition statement. Please contact our business administrator to obtain this.

Monitoring Camera

SonShine Child Care Center has a monitor at the main entrance to observe anyone who intends to enter the center. If not recognized you may be asked to state who you are when you are buzzed in.

Relocation Site

Should a catastrophic event occur that requires us to relocate our children, arrangements have been made with the Baptist Church on the corner of Pleasant and North Street. The address is 408 Pleasant Street Manlius, NY 13104. All contact information will go with the caregivers and a sign will be placed on the entrance doors to SonShine indicating we have relocated to our “shelter-in-place site”. For safety purposes, the sign will not give an address for our relocation. We do not want non-parents or guardians to try and take advantage of our children during any confusion in relocating.

Handbook Revisions

Revisions or addendums to this handbook and will be available online for parents as they are made.

Behavior Management

SonShine Child Care Center staff will endeavor to help children develop self-control and learn acceptable forms of social behavior. Teachers will help the children talk through situations or conflict, or redirect them at their age appropriate level. When possible, the teacher gives the child or children ideas of how they could resolve their conflict. It is often appropriate to model acceptable resolving techniques or behaviors to better help the children understand what they could do.

SonShine Child Care Center expects children to maintain or regain self-control, treat others with respect and use appropriate manners while at the center. A child who does not employ self-control will not be allowed to remain at SonShine. A child that repeatedly causes harm to him or herself or others will not be allowed to remain at SonShine.

When there is a disruptive child at the center, the teachers will move that child or the other children to a safe place. At this time a parent or guardian may be called to immediately come get their child. An administrator will be called to remove the disruptive child and care for him or her until the parent arrives.

SonShine Biting Policy

It is developmentally appropriate for toddlers to bite. It can be completely normal at this age. SonShine recognizes this and wants to work with parents who have children who bite. However, since we are taking care of many children it is our first priority to keep ALL children safe. If your child is biting we may have to seek further help to try and prevent this. We will work together to try and eliminate this behavior to the best of our ability keeping in mind safety and supervision.

Some reasons children might bite

- **Lack language skills** necessary for expressing important needs or strong feelings like anger, frustration, joy, etc.
- **Are overwhelmed** by the other children, sounds, changes in activity and transitions
- **Are experimenting** to see what will happen
- **Need more advanced play or experiences**
- **Are over-tired, not feeling well**
- **Are teething**
- **Have an need for oral stimulation**

The following steps will be taken if a biting incident occurs at SonShine Child Care Center:

- The biting will be interrupted with a firm, "No...we don't bite people."

- Staff will stay calm and will not overreact.
- The bitten child will be comforted.
- Staff will remove the biter from the situation. The biter will be given something to do that is satisfying, potentially an icy or chewy to soothe self. Child will be redirected
- The wound will be assessed by the teacher and cleansed with soap and water.
- The child who bit will be spoken to on their level in a loving, but firm manner. We will explain that, “You cannot bite your friends because it hurts them. We do not hurt our friends.”
- The parents of both children will be notified of the biting incident. Appropriate forms will be filled out (Incident Report).

When your child has bitten another:

Classroom staff will work together with parents and try to reach the cause in order to deter future biting. Staff should chart location, who was involved, time, other behaviors, staff present, and circumstances. Staff will “shadow” children who indicate a tendency to bite in order to head off biting situations and reinforce appropriate behavior.

1. You will be notified of the biting incident and will be expected to begin your own research and assist us in training your child to use appropriate behavior. We will also further educate staff and try to implement new procedures in the classroom. This includes charting behavior, trying to find patterns and implementing continual and more directed supervision. Staff and Administration can provide resources and information to help with this. You’re not alone!
2. After multiple biting incidents, the Director may request to meet with teachers and parents to go over a written behavior improvement plan for school and home, ask you to provide helpful tools, and offer more resources for assistance. We can look at behavior, when they bite and patterns. They will discuss our biting policy and prepare them for the possibility of dismissal or other options. At this stage we may ask parents of a biting child who is having a progressively aggressive day to come pick up their child and return the next day. Most importantly, we will work closely with the child and parents in hopes to guide them quickly through this stage. Our goal is to make every child have a successful, safe day at SonShine.
3. If biting continues and does not improve, the student may be unenrolled from our program if deemed in the best interest of the child, SonShine Child Care Center, and the other children. Our first priority is the safety of all the children and staff. Re-enrollment for the child into SonShine may be considered six months after the termination.

School Readiness

SonShine Child Care Center provides age appropriate activities for children in our care within a nurturing environment. Our goal is to meet your child's social, emotional, spiritual and academic needs.

“Play is the highest form of research.” *Albert Einstein*. Studies show that “play” is one of the most important elements for learning in young children and we see that in practice at SonShine. We learn through exploration and providing many experiences throughout your child's school day at SonShine.

As our children mature and develop new skills we provide an environment for continued growth and learning. Teachers begin using a formal curriculum with our three year old children. Our four year old rooms have a more advanced version of this curriculum, providing more structured learning times while still engaging in play. If you have questions regarding the specific curriculum please reach out to administration or the Pre-K teachers. The “Pre-K” four/five year old curriculum addresses the 5 essential domains of school readiness identified by the National Education Goals Panel as follows:

- Language & Literacy
- Cognition & General Knowledge
- Physical Development & Health
- Social & Emotional Development
- Approaches to Learning

Custody Visitation & Court Orders

SonShine Child Care Center maintains a policy of non-discrimination against children of divorced, separated, unmarried or same sex parents. The following is a brief summary of these policies:

- The enrolling parent is required to list the names of both parents.
- A certified copy of an Order of Visitation or Custody must be on file.
- A child may not be removed from the center by a non-custodial visiting parent or grandparent.
- We regard our center as “neutral territory” and will make every effort to keep issues of dispute away from the child. We will not meet with an attorney of either parent during a dispute.
- We require documentation of any issue of dispute regarding the paternity of a child.
- Unless there is a court order, both parents will have equal visitation and removal rights.

Parent Responsibilities

Enrollment

Parents must complete the entire enrollment packet and submit the forms to SonShine Child Care Center before your child may begin childcare. Every child must be supplied with adequate amounts of diapers and wipes for infants, adequate changes of clothing for all ages, sunscreen, a crib or cot sheet (that will be taken home at the end of each week for laundering), safe footwear and adequate outdoor wear. Occasionally a teacher may request supplies that a child has run out of and additional supplies be furnished for a project.

Early Arrival & Late Pick-Up

Your agreement with SonShine Child Care Center regarding your need for childcare forms the basis of our commitments to staff. An unexpected early drop-off could result in you having to wait for staff to arrive before we can receive your child. A fee of \$20 for drop off more than fifteen minutes prior to or later than as stated above, unless approved. If you are going to be late, you'll need to call SonShine to let us know. A \$30 fee will be assessed for pick up between 5:30 and 5:45 and \$20 for each five minute increment after that. This charge will be added to your weekly bill and is stated on your current Fee Agreement. Consistently picking up your child after 5:30 could result in disenrollment.

Payment

Registration Fee

To secure the next available spot on a waiting list, you must place a non-refundable Registration Fee. Once the spot is open, you will have first choice for placement in that room. However, the spot will be given to another child if you do not choose to fill it at that time.

Fee Agreement

Your **Fee Agreement** has your weekly tuition or hourly rate on it. This is the amount you should pay weekly in addition to any late fees. You will not receive a paper bill for childcare. The amount you owe is found on your online Brightwheel account. Payments are the responsibility of parents or guardians and are due on the first day of your child's week. **A delinquent account of two weeks or more will result in termination of**

services. We accept cash or checks made out to SonShine Child Care. We also accept online payments to Brightwheel. A receipt will always be given for cash payments and upon request for checks.

When a child is taken out for an extended period of time (except during summer vacation and maternity leave) and another family requests your spot you will be given the opportunity to return at that time or forfeit your spot.

When a child is taken out for summer vacation or maternity leave you must file a request to be approved with the Registrar. There will be a one week tuition re-enrollment fee due at the time of departure for us to save your child's spot for the summer term.

Contact Information

Operations/ Concerns – Director
Program Information- Director
Registration & Tours– Registrar
Childcare times and changes – Registrar/ Assistant Director
Tuition Accounts – Business Administrator
Receipts – Receptionist

Office of Children and Family Services

Regulations

SonShine Child Care Center is regulated by the Office of Children and Family Services. This is the regulatory body that issues regulations all family child care centers, small child care centers, and large day care centers must abide by. A copy of those regulations can be viewed at the Reception Desk, in the offices of the Administration and Director. We will put a link on our website for easy access and viewing. The regulations can also be found at the website of the Office of Children and Family Services as well as at Child Care Solutions, Syracuse.

Procedures if a parent suspects abuse/maltreatment of the program

Every classroom has the phone number of the Office of Children and Family Services and the Child Abuse Hotline for you to call if you suspect a staff person of abuse or maltreatment of a child in care. Resources can be obtained from the administration upon request for any parent who would like more information.

Should an allegation arise regarding a staff member who may have abused or maltreated a child, that staff person may be placed on suspension until there is a finding in the case. Or they will be monitored closely by the administration. After a review the caregiver could be suspended or terminated if the allegation is found to be true. All allegations are on a case by case basis.

Contact Information:

- Office of Children and Family services
The Division of Child Care Services
The Atrium
100 S. Salina St., Suite 305
Syracuse, NY 13202
- Phone (315) 423-1202
- Licensors are assigned by OCFS – call to find the name of the current licensor
- Hotline for non-mandated reporters – 1-800-342-3720.

If you believe a child is in immediate danger, call **911** or the local police department.