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Welcome to the EZ Steps Learning Center!

The information contained in this “Parents Handbook” will introduce you to the philosophy and organization of the Center. It will serve as a quick reference to the daily operating policies and procedures. Your familiarity with them will help make your child’s day a most rewarding experience. The Center was created to meet the needs for high quality child care for the children of EZ Steps Learning Center employees and administration and community neighbors. We look forward to working with you to provide a secure foundation for your child to ensure successful growth and learning. Not all policies and procedures can be listed here. We will be happy to answer any questions you may have.

EZ Steps Learning Center is an equal opportunity employer and provider.

 EZ Steps Learning Center

**PROGRAM PHILOSOPHY:**

We believe that good childcare depends upon consistent caregiving in a home-like atmosphere. Children grow and learn best in a safe environment that provides opportunities to explore, create and communicate with other children and adults. These groups function independently but cooperatively, following routines appropriate to individual needs. The program is designed to be inclusive of all children, including those with identified disabilities and special learning and developmental needs. The Center’s program is designed to include both planned and spontaneous activities in response to children’s interests. Experiences with music, movement, art, language and building are incorporated into daily plans. Regularly scheduled snacks and meals, rest time, indoor and outdoor play, and routines in physical caregiving promotes the child’s health, comfort and ability to care for his/herself. There is maximum flexibility for the children as a group and as individuals. Children are encouraged to develop a positive self-image, to learn inner controls and to cooperate with peers and caregivers. Clearly defined limits help them recognize and accept their emotions and express their feelings as they grow and feel secure in the world around.

**EDUCATIONAL PROGRAMS**

#  INFANTS

 The infant program serves children from the age of 3 month until the age of 18 months. The program is designed to promote feelings of belonging and the loving care which help infants to grow and develop to their full potential. Children eat, sleep, and play according to his or her own schedule. Every infant is an individual with unique abilities, desires and emotions. Our program is designed to meet the individual needs of each child and to provide them with educational experiences. In our infant classrooms, we provide a creative and stimulating program which encourages visual, language, gross motor and small motor experiences to enhance learning through their own natural curiosity. Our highly qualified and professional teachers will guide and encourage your child in every stage of his or her development. We firmly believe in the need for open and thorough communication between teachers and each family to provide loving care for each child and confidence for each parent.

# TODDLER

 Our toddler program serves children from 18 months to 36 months. The toddler classrooms are designed to provide stimulating experiences for the children where they can learn through their own inquisitiveness. The emphasis during the toddler years is on building self-confidence and fostering the natural curiosity that toddlers possess. Throughout the day toddlers enjoy the large variety of play materials that are readily made available to them, as well as creative centers where children can dress-up, build with blocks, and experiment in the sensory table. Art, music, language and science activities geared to little hands are also introduced. Our teachers offer the tenderness, warmth, and patience so essential to this young age. Children feel comfortable in our toddler class settings when their parents leave. Deep respect for each child ensures that your toddler will truly love his or her school environment and, from that, develop a long-lasting love for learning.

# PRESCHOOLERS

The EZ Steps Learning Center has a preschool classroom that serve children age three through five years. Our preschool program prepares children socially and academically, as well as, supports and encourages the development of independence, responsibility, and confidence, all of which are essential for the child’s ongoing success in kindergarten. Our educational program focuses on each child’s social, emotional, intellectual, and physical development by offering concrete, hands-on activities for the child to explore. The preschool curriculum is designed to actively engage each child in developmentally age appropriate activities exploring the content areas of literacy, mathematics, science, social studies, the arts and technology. Our skilled teachers prepare curriculum that is exciting and challenging, as well as supportive of each child's own learning style. Our preschool room arrangement creates the optimum learning environment. It allows children easy access to educational toys, materials and books, enabling them to initiate and expand their activities. Each classroom is organized with areas for block play, manipulative toys, art creativity, dramatic play, and reading in addition to larger spaces for group activities.

# PLACEMENTS INTO OLDER CLASSES

 Children are assessed for class placement into the older classes by chronological ages and in terms of their total development – social, physical and emotional. Interest level in the activities typical of each group is also taken into consideration, as is the actual availability of an open place at a particular time that matches the enrollment days of the child being moved. The classroom teacher is also consulted as to the readiness of the child. Parents will be notified and encouraged to set up a transitional conference with the new teacher.

# ASSESMENT OF CHILD PROGRESS

All age groups are assessed formally and informally to ensure that the teachers plan their curriculum goals and activities to support individualized learning. Our teachers observe, record and document children’s development, participation and learning throughout the year. The assessments are ongoing, systematic and gathered from natural play activities and realistic setting that reflects children’s actual performance. Our center uses variety of methods such as observations, checklists, rating scales, and individually administered tests. The assessment results are used to benefit children by informing sound decisions about children, teaching, and program improvement. When assessments identify concerns, appropriate follow-up, referral or other intervention is used. Our formal assessments are done twice a year, (October and May). All our assessments are kept in the child’s portfolio, which follow the child from group to group to show the progress in cognitive, language, physical social and emotional areas of development that are consistent with our program curriculum and philosophy. Our families are part of assessment process with regular communication, partnership and involvement. Once the formal assessments are completed the head teacher will schedule a parent conference.

#  DISPCIPLINE POLICY

Children who are having difficulty for any reason will be re-directed to another activity with teacher assistance. In the event that a child’s behavior is likely to result in harm to the child, others or property, or seriously disrupts group interaction, the child may be separated briefly from the group. The child will be taken up to the office to sit with an administrator where he/she can gain enough self-control to rejoin the group. The child will always be left in an area where he/she is in full view of and can be supervised and supported by a staff member. Interaction between the child and a staff member will take place immediately following the separation to guide the child toward appropriate group behavior. A method of discipline which frightens, demean, or humiliate a child is strictly prohibited.

#  CHILD ABUSE POLICY

 All staff of the EZ Steps Learning Center are mandated reporters and are required to report any suspected abuse, neglect, or maltreatment on the part of an employee, parent, or volunteer. Any abuse or maltreatment of a child, either as an incident of discipline or otherwise is prohibited. Any means of corporal punishment will not be tolerated. Additionally, withholding or using food, rest or sleep as a punishment is prohibited. If any type of abuse or neglect is suspected, it will be reported to the State Central Registry at the mandated number **–1-800-842-2288**

# NEGOTIATING DIFFERENCES

When a parent has a concern about some aspect of our childcare program we will take every step to help resolve the issue as promptly as possible, keeping the safety and well-being of the children and staff as a priority. The EZ Steps Learning Center is always open to suggestions and feedback to improve the way we serve you and your family.

## GETTING TO KNOW OUR CENTER FAMILIES

EZ Steps Child Care Center builds a positive relationship with our families by being familiar with their unique characteristics, strengths and issues important to each of them. To develop partnerships with the families we create a welcoming environment and opportunities for involvement. Our center gathers information during the enrollment process by asking parents questions and collecting the following items: enrollment form, health history, child’s and family background information. All the data is kept strictly confidential in the child’s file and kept lacked in the director’s office. The EZ Steps Learning Care Center only releases your information under your authorization. In addition, we schedule visit days to meet the family members and create a smooth transition for the enrolled child. Our center has an open-door policy. Parents and family members are welcomed at all times. Our friendly entranceway provides an attractive and cozy area for families to ease transitional times. Each family is provided with the labeled mailbox for program communications and below there are easily accessible parenting resources.

# COMMUNICATING WITH FAMILIES

In addition to conferences and assessments, there are many ways to keep you knowledgeable about what is happening in your child’s classroom.

 WAYS OF COMMUNICATING WITH FAMILIES:

* Daily or weekly bulletins
* Newsletters
* Telephone calls
* E-mails
* Daily sheets
* Notices
* Journals

 CONTACT INFORMATION

Address: 877 Long Ridge Road, Stamford CT 06902

 Phone: 203-569-5084 Fax: 203-724-2195 Website: www.EZStepslearning.com

Child Care Admission Policy

 All child care available requires an interview with the parents or guardians. The child/children must be present at the interview. All child care forms returned within seven days of enrollment. However, child’s immunizations must be submitted before or on the date that the child enrolls. **Child will not be allowed in daycare until the immunization record is submitted. You will be asked to return home or to your doctor and get the record**.

 Trial Period

To assure that the child care arrangements are a good match for the child and the provider there will be a ONE-week trial period. Within this period either the family or the provider may terminate child care for any reason without notice. If the arrangements don’t seem to match for your family, you termined our agreement. Adjustment Period All children enter a Childcare on a one-week trial basis. This can be a stressful transition for your child if he/she has never been in Childcare. Your child may cry when being dropped off with us. This change can take some time for your child to get used to. We will do our absolute best in making this time easier for you and your child. (If your child is enrolled part time this adjustment period might even take longer.) Cancellation of Childcare services in the first week of care may be given without notice if it does not work out for either party. EZ Steps Center offer trial period schedule which means :

We will offer individual first week schedule by administration. For the first week hourly rate could be used. 1-2 days will be only 3 hours attendance. Day 3,4 ,and 5 will be full days with regular payment rate.

**Full Time Care**: Full time care is considered 5 days a week for more than 5 hours per day. Children are to be dropped off and picked up within their individually contracted times each day.

 **Part Time Care** Part time care is considered 1 to 4 days a week with designated minimum number of hours or days per week.

2 days part time schedule offer Tuesday/Thursday only

3 days part time schedule offer Monday/Wednesday/Friday only

Any day part time schedule change is requerire an approve from administration.

 **Fees:**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  Full time/week  |  Part time/day  |  Drop off / 1-hour rate  |
| Infant 6-18 month  |  $ 400 | $92  |  $ 15  |
| Toddler 18-36  | $370 |  $85 |  $ 12  |
| Preschool  |  $ 350 |  $80 |  $12  |
| Meals |  $3/day | $3/day | $3/day |
| Music lessons  |  $5/lesson |  $5/lesson |  $5/lesson  |

# Activity Fees

An additional charge for some activities may be charged. If an additional charge is made, you have the option to have your child not participate in the activity. The center will provide alternative activities that do not have a charge. Music lesson fee is appling to preschool class only.

# FINANCIAL POLICIES TUITION POLICY

Tuition is payable twice a month on day of the month. Make checks payable to Lilly’s Day Care LLC. There will be no refund for days missed while the child is enrolled. Children in transition (moving from one classroom to another will pay the tuition fees of the classroom they were in on the first of the month. Tuition deposits required to reserve a place for your child consist of two weeks tuition. This deposit will be refunded if 30 days’ notice is given to the center, and there is no outstanding balance. Your deposit will be mailed to you once your account is paid in full and cleared by the bank. There will be a $30.00 late payment fee for all checks returned to us unpaid from the bank. There is an additional monthly fee for the extended (Emergency only)hour from 7:30 AM –6 PM.

 All child care tuition and fees are to be paid in advance. Tuition can be paid by personal check from a local bank, on-line payment system. Out of state checks will not be accepted. This schedule will be part of each individual contract. Payment is always due in advance on their first day of your contracted day. There will be a $5.00 per day late fee for any payment received after this time. The late fee may be waived if a child is unexpectedly ill and not able to attend child care. If a child is going on vacation, tuition will be due the week prior to the start of vacation. The director will go over this with you on your financial agreement policy.

##  Absence

 Parents promise to notify EZ Steps Learning Center ASAP!! Even if it is the night before and you know your child is sick and might be the next day. PLEASE keep in mind that our illness policy is very strict about not accepting sick children. If you mask the symptoms with medication and send your child to daycare your contract will be terminated. The parent is responsible for payment of contracted time regardless if the child attends or not.

##  Alternate Care

 Alternate care is the responsibility of the parents when the contracted child care center is closed for notified holidays, continuing education. It is very important to find alternate care before it is needed.

##  Substitute Care

 Substitute child care is the responsibility of the provider on a regularly scheduled contracted child care day. You will be notified.

##  Contract renewal

 Contracts will be renewed annually. Renewal registration fees will be due when the contracts are returned.

 **What do my fees pay for?**

What you pay will buy quality childcare, nutritious meals and a nurturing environment for your child. Also, EZ Steps Learning Center specializes in the care of infants, toddlers and preschoolers. Your fees pay for training, food, toys, equipment, supplies and all the other things that your child will use.

**Agreement with Parents** Please call and let a teacher know if your child is going to be absent for any reason. An adult must accompany your child to and from his/her classroom every day. Please leave at least 2 sets outfits in your child’s cubby (please label! Parents must supply diapers, bottles, baby food, formula, etc. Toys are not to be brought from home except on specified days. Parents are to supply blankets forr cots.NO blankets for infant room .Sleeping socks for infants room only!!!! Any changes in address, phone number, employment, etc. must be given to the Director in writing. In case of inclement weather call the center for closings or delays.

 **Meals and Snacks** the EZ Steps Learning Center provides lunch (for extra $5 /week) , morning and afternoon snacks, as well as milk and water throughout the day . We realize we all have different schedules and some mornings are more hectic than other. Lunch will be offered to everyone starting around 12:00. Some children eat at different times especially toddlers who don’t understand time or care about it. When they are hungry we will feed them. Lunch can start at 12:00 and will be offered until 12:30. Times may vary depending on the daily activities and the demands of the children. If you are worried, you will miss lunch please call and check. We are working with professional dietitian that allows us to provide health and right nutritious meals to each child daily. We will be giving your child a well-balanced, healthy diet and request that you send no extra snacks, unless arrangements have been making for a special event or birthday party. Menus are given upon request or are posted on the bulletin board. Candy and gum, nuts are NOT allowed at EZ Steps Learning Center. Your child will never be forced to eat, if they don’t like what is on the menu, they aren’t that hungry and can wait until the next meal or snack. If your child requires a special diet the parents will have to provide it. However, it must be ready to be served and not require heating.

For children with special diet, parents are to provide the meals. Please make sure that each food has a label with the ingredients.

##  Naptime

 Naptime is required of all children in child care who are in attendance for 4 hours or more. The child may bring a soft toy, pillow and /or blanket for nap-time only (for toddlers and preschoolers only!!!). The child will be provided with an individual resting place. Often time’s children have a difficult time resting in a room with other children. We will allow a transition period for children.

 Children do not HAVE to sleep. If they can stay on their cots and rest quietly and read that would also be sufficient. This requires a lot of support from the families to work with the providers. It is important that parents understand that all children need to rest, and it isn’t fair to deprive other children from their much-needed rest time. Every child will have their own cot or crib which is disinfected after every use. Update: Children cannot be given a bottle or sippy while lying down. This means that no bottles or sippies for naptime at any age. This can be very difficult transition for your child. Please work on this at home also. They can still have them just not laying down to put themselves to sleep.

## Television

 Any movies involved will be communicated with the families ahead of time. Some curriculum activities might have a video to go along with it. Update: music is now also considered media. If you do not want your child listening to music, then my program is not for your family. Music is a very large part of our curriculum and activities, it would be impossible to single out one child to not take part

## Diapering

 Only disposable diapers are used at EZ Steps Learning Center. Parents are welcome to bring a pack of diapers and wipes and we will notify you when we get low. Diapers will be changed every 2 hours or more often as needed.

**Toilet learning**

 If your child is ready for potty training we will begin the training procedure, please discuss it with me so we can be consistent in helping your child. Parent should provide a special note to the administarion of EZ Steps Learning Center before we start porry training .

## Toys and Other objects from Home

 Pleasedo not send toys with your child. They tend to get broken and cause conflict with the other children.

The exceptions are a soft toy or a blanket for nap-time only.

**Daycare toys and equipment will be reviewed monthly for recalls and safety issues. If they are recalled, they will be removed from the daycare or returned.**

**Holiday parties:**

 We will also celebrate Valentine’s Day, St. Patrick’s Day, Easter, Halloween, Thanksgiving, and Christmas and Easter. Supporting differently, multilectal culture invites the parents to arrange to celebrate their holidays if they would like.

# Discipline and Guidance Policy

At EZ Steps Learning Center the term guidance is used for several reasons. It is a positive term and implies working with the children to develop internal control of their behavior. Our goal is to encourage the children to become creative, independent, responsible, and socially mature human beings. This involves learning to make responsible choices and accepting the consequences of such choices. Guidance takes several forms within our center:

* Environment--A place designed for children. Each room is age-appropriate in furniture size, large and small manipulates, and supplies required for hands-on experiences.
* Logical Rules--Such as keeping our hands to ourselves and taking care of the learning environment. These are discussed with the children as well as why such rules are needed
* Curriculum--Is developmentally appropriate, based on the children's interest and level of readiness.
* Positive Behavior--We reinforce the behaviors we wish to see repeated.
* Redirection--Often interesting a child in another activity can eliminate potential difficulty. We might ask a child to help us or send a child to a different area to play.
* Positive Reminder--Telling the children what we want them to do rather than using "no" or "don't."
* Renewal Time--Occasionally, as a last resort, a child needs to be removed from the situation for a brief break. This allows the child time to calm down and consider an alternate behavior.

# Difficult Behavior

We will make every effort to work with the parent or guardian to ensure a cooperative approach for children having difficulties with behavior. We are here to serve and protect all our children! A parent may be called at work or home at any time the child exhibits uncontrollable behavior that cannot be modified by the center's staff. The parent may be asked to take the child home immediately. The following steps may be taken regarding children who display chronic disruptive behavior, upsetting to the emotional or physical well-being of another child or an adult.

Initial Consultation: The director may request that the parent or guardian meet for a conference. The problem will be defined on paper. Intervention strategies will be discussed. The best solution toward solving the problem will be agreed upon by the center director, teacher, and parent or guardian.

Second Consultation: If the initial plan for helping the child fails, the parent will again be asked to meet with the director and teaching staff involved. Another attempt will be made to identify the problem, and establish a new, or revised, approach for solving the problem.

Disenrolled: When the previous attempts have been followed and no progress has been made toward solving the problem, the child may be disenrolled from the center at the discretion of the center director.

NOTE: Corporal punishment will not be allowed. This is defined as the use of negative physical touching (spanking, slapping, pinching, etc.), exclusion from large motor or outdoor activities, or exclusion from any learning activity. No unusual punishment will be allowed such as humiliation, ridicule, threat, or coercion.

**Child Abuse and Neglect\Policies and Procedures**

Staff are required by law to report any suspected child abuse or neglect. All Staff of EZ Steps Learning Center trained detect and prevent child abuse and neglect.

All of our staff have a responsibility to prevent child abuse and neglect of any children involved in our center.

1. Definition: Child Abuse includes:

- Any non-accidental physical or mental injury (i.e. shaking, beating, burning)

- Any form of sexual abuse (i.e. sexual exploitation)

- Neglect of a child (i.e. failure to provide food, clothing, shelter, education, mental care,

appropriate supervision) -

-Emotional abuse (i.e. excessive belittling, berating, or teasing which impairs the child’s

psychological growth)

- At risk behavior (i.e. placing a child in a situation which might endanger him by abuse

or neglect).

Child Abuse is defined as

 A child who has had

 - Non-accidental physical injuries inflicted upon him - Injuries which are at variance with the history given of them

-Is in a condition, which is the result of maltreatment, such as, but not limited to, malnutrition, sexual exploitation, and deprivation of necessities, emotional maltreatment or cruel punishment.

**Child neglect is defined as: A child who has been:**

- Abandoned

 - Denied proper care and attention physically, educationally, emotionally or morally

- Allowed to live under circumstances, conditions or associations injurious to his well

 - being (CT statutes 46b - 120)

2. Staff responsibilities: As childcare providers we are mandated by law to report any suspicion that a child is being abused, neglected or at risk.

3. Specifics on reporting a suspected case of abuse or neglect

 - Call the Department of Children and Families

 (open 24 hours a day) at 1-800-842-2288.

- The reporter’s name is required, but may be kept confidential.

Information needed:

-Name of child/Date of birth

- Address of child

- Phone number of child

- Name of parents or guardians

- Address of parents or guardians

- Phone number of parents or guardians

- Relevant information such as: physical or behavioral indicators, nature and extent of injury, maltreatment or neglect

- Exact description of what the reporter has observed

- Time and date of incident

- Information about previous injuries, if any

- Circumstances under which reporter learned of abuse

- Name of any person suspected of causing injury

- Any information reporter believes would be helpful

- Any action taken to help or treat the child

- Seek medical attention for the child

– if needed Mandated reporters must report orally to DCF or a law enforcement agency within 12 hours of suspecting that a child has been abused or neglected. Within 48 hours of making the report, the mandated reporter must submit a written report (DCF

136) to DCF.

- Staff are protected by law from discrimination or retaliation for reporting suspected abuse or neglect (CT General Statutes, Section 17a - 101e).

All phone calls to DCF shall be documented and kept on file at the Center. A copy of all

statements from staff and the DCF

- 136 shall also be kept on file.

4. The management of this program supports a zero tolerance for abuse and neglect and will implement immediate action should there be an allegation that a staff member abused or neglected a child.

The administration will protect the child, including immediate notification of a parent or

guardian, once there is an allegation of abuse or neglect of a child in our program.

Any staff member accused of abuse or neglect may be immediately removed from his or her position until DCF’s investigation is completed. Based on whether the allegations were substantiated or not, the employee would either be dismissed from his/her position or allowed to return to work.

5. Staff Training:

Staff will be required to attend bi - annual staff meetings, focusing on the steps for reporting suspected abuse and neglect and the role of a mandated reporter. All new staff will be trained in these procedures prior to their start in the classroom.

6. Provisions for informing families of abuse and neglect policy:

A copy of this policy will be included in our parent information packet, and each family will be given a copy upon enrollment. A copy of this policy will also be posted on the parent board.

When an accusation of abuse or neglect by a staff m ember is made, the Director must

immediately inform the parents or guardians that a report has been made to DCF. Health care officials may need to talk to a child’s parents to access the cause of the child’s injuries and offer support and guidance.

**Parking Policies**

 Our parking space is limited. We kindly request you to please be aware of that, and to make the pick-up time as short as possible so that other parents can pick up their children too. If you need to talk with us, we will be more than happy to schedule an appointment for that. If you need to talk with other parents, please make the arrangements to meet somewhere else.

**Late Pick-up**

 Pick up time by 6 PM. You are responsible for ensuring that your child is picked up by the time indicated on your service agreement. All families be subject to $1 a minute late fee if their child is picked up after the scheduled programming time. After 6 :05 pm, you will be charged $1 per minute until your child is picked up. If you need extra time contact with Director.

Two (2) staff members eighteen (18) years of age or older will remain at the program with the child always. If the child has not pick up within (15minute) of the children’s scheduled pick up time, a staff person will attempt to call the children’s parents/guardians using the numbers provided. If they cannot be reached, staff person will attempt to call emergency and authorized, alternate adults provided by the parent/guardians at the time of enrollment. The police will be called after (1 hour) if parents or other adults specified on the permission to release forms cannot be reached. At that time the child may be released to the police.

The non-emergency number for our local police department is (203) 977-4444.

 **Withdrawal of Children** Parents must give the center 30 days notice when withdrawing their child from the center. All tuition through 4 weeks remains due. The program will offer the same 30 days courtesy to parents if care for a child must be terminated for any reason. The Day Care reserves the right to dismiss a child faster than 4 weeks, any reason it deems appropriate.

## SECURITY SYSTEM

The doors to the center are kept locked at all times in order to limit access and to keep children from exiting ahead of supervisors/parents. Then you enroll your child, you will be given the number combination to enter independent entry. There is a front doorbell should you forget the procedure. Please do not give out the entry code to others who are authorized to pick up your child. Photo I.D. is required and kept on file for who is authorized to pick up your child.

**Emergencies Center must have**:

* + Poison control, 911 and other emergency numbers posted.
	+ Phone numbers of parents and physicians.
* A first aid kit
* Arrangements for substitute care
* Fire and storm escape plans
* Monthly fire and storm drills.

**Emergency Plans**

**MEDICAL:**

**In case of a medical emergency, a qualified staff member will attend to first aid as needed. Another staff member will notify the family of the child. Attempts will be made to consult with the child’s physician/dentist.**

**If neither is available, the program’s medical consultants will be contacted. For extreme emergencies, 911 will be called. An ambulance will take the child and a Staff member to the nearest hospital. The child’s emergency permission form will be Brought with them. Staff member will notify the family or alternate pick - up person to meet the child at the emergency room. Additional staff will be called in if necessary, to maintain required ratios. In the event a child becomes ill while at the Center, parents will be notified, and the child will be moved to a designated area where the child will be made comfortable. A staff person will remain with the child at all times.**

**FIRE:**

**In the event of a fire, evacuation from the building will be through the closest fire exit. Staff will be responsible for supervising the children under their care and leading them to the fire exit. Immediately, the group will walk to (the designated area) safely away from the building, and line up to take a name to face attendance.**

**Director or person in charge will be responsible for taking (the sign - in and out sheets or make available the computer access to such documentation), portable first aid kit, and emergency files with them. Should it not be possible to return to the building, alternate shelter will be provided for children and staff until they can be picked up.**

**WEATHER:**

 **In the event of inclement weather, EZ Steps Learning Center will make every attempt to open as usual. However, to preserve the safety of our staff and children we will close if conditions warrant such action. It is at the discretion of the Center’s Administration to make the decision to close earlier or open later due to weather condition(i.e. Snow, ice ...)EZ Steps Learning Center Families will be notified of the decision, prior to 6:00am, in the following ways: • Channel 12 Westchester News • WHUD.com website under Snow closing center If the Center is open, but because of severe weather and/or road conditions Administration decides to close early, families will be notified by phone. We will make every effort to remain open for working parents; however, if we find it necessary to close, we will not credit or discount tuition fees.**

**In the event of other serious weather emergencies, such as tornadoes or hurricanes, staff and children will remain indoors away from windows and doors. First aid staff will be on hand to administer first aid, as needed, until emergency personnel can arrive.Parents will be notified after the immediate danger has passed.**

**EVACUATION:**

**In the event that the facility must evacuate, the children will be (bussed) to the (Turn of the River Fire Station 268 Turn of the River Stamford CT 06905). Advanced contact has been made with the Fire Station, adding the Center to their list for emergencies. Parents will also be notified to pick up their children. Ratios will be maintained at all times and two staff 18 years or older will remain with the children until all children are picked**

**Medication Policies**

 EZ Steps Learning Center will administrate emergency medication which include Prescribedand inhalers and prescription topical medication and EMERGENCY oral medications (i.e. Benadryl). The parental responsibilities include providing the center the proper medication authorization form, and the medication. The medication administration form must be signed by the authorized prescriber and parent/guardian giving the center authorization to administer the medication. This form is available at the center.

**Sickness Policy**

IT IS NOT UNUSUAL WHEN A CHILD STARTS IN ANY TYPE OF GROUP PLAY OR CHILDCARE THAT HE/SHE MAY SEEM TO DEVELOP MORE ILLNESSES THAN BEFORE. CHILDREN WHO HAVE BEEN IN CHILDCARE ARE LESS LIKELY TO DEVELOP ILLNESS IN THEIR SCHOOL AGE YEARS, COMPARED TO CHILDREN WHO HAVE NOT BEEN IN CHILDCARE.

Lilly’s Family Daycare care operates a “WELL CHILD” daycare facility. DO NOT bring your child to childcare when she is ill, or you are suspicious they are becoming ill. Staff will not admit children who are ill and possibly contagious. Admission is at the discretion of the caregiver, not the parents. \_\_\_\_\_\_\_\_\_

if your child is sent home due to illness or possibly contagious symptoms; they will not be allowed to return the following day. If they have a fever, they are not to return for 24 hours after their fever has broken. If a child is ill, they will be cared for in an isolated room

away from the rest of the group to minimize the chances of spreading illness. A parent will be notified of their child’s illness and will be required to plan for the child to be picked up within a half hour of notification by an authorized person. \_\_\_\_\_\_\_\_

If you are unreachable, or cannot come within an hour, you will be charged $10.00 for every fifteen minutes until you are reachable

and/or arrive for your sick child. I do not assume or accept responsibility for any sick child. Please keep in mind that “well” children are demanding, and sick children are even more so. Please be fair to your child, to staff and other children enrolled. \_\_\_\_\_\_\_\_\_\_ **SYMPTOMS REQUIRING YOUR CHILD TO STAY AT HOME ARE (BUT NOT LIMITED TO):**

\*Fever of any kind\_100.1 or higher

\*Vomiting / Diarrhea 2 or (more than twice)

* Lethargy (preventing child from participation in all regular activities.
* Rash (unexplained and/or with fever or behavior change).
* Pink eye/conjunctivitis: pink or red eyes with purulent eye discharge. If the staff suspect child may return to daycare after being on medication for 24 hours.
* Blood or mucous in diarrhea or stool.
* Lice -will be sent home if live lice or nits found. Parent must treat child before returning to school.
* Coxsackie- return when they are fever free for 24 hours without fever reducing medications. And at least 2-3 days after sores come out. Child must be able to participate in regular activities and back on normal diet.
* Mouth Sores with Drooling
* Impetigo (a contagious skin disease, until 24-48 hours after treatment begins)
* Strep throat (until 24 hours after treatment begins and no fever for 24 hours without suppressant)
* Strep throat with rash (until 48 hours after treatment begins)
* COMMON COLD (when accompanied by inability to participate in all regular activities, persistent crying, difficulty breathing, extreme irritability, continuous drainage, or green or yellow drainage from nose, fever) \_Ear infection (when accompanied by inability to participate in all regular activities, persistent cry, or any fever)
* Child complaining that something hurts
* CHILD NOT ABLE TO PARTICIPATE IN ALL REGULAR ACTIVITIES
* Teething (extreme irritability, and/or persistent crying, fever)

I/We agree to respect and abide by the illness policy EZ Steps Learning Center. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Provider Termination of Services:**

When the provider determines that it is in the best interest of a child to terminate the child care, the provider will provide the parents with a written 2weeks’ notice and a final statement of monies due. Provider will also supply parents with resources for child care referrals. **If the provider decides to terminate the child care relationship due to repeated contract violations, by the parent or legal guardian, the provider reserves the legal right to terminate the child care relationship without notice. To avoid the unfortunate situation from occurring, parents and legal guardians are required to thoroughly read the entire child care contract. Parents and legal guardians are required to ask for a detailed explanation of any held care rules and regulations they do not clearly understand prior to enrolling the child in the child care.**

**Parents Termination of Services** When a parent chooses to terminate child care for any reason, the parent will be required to submit in writing and provide at least a four weeks notice. The full tuition amount for the following days will be due at the time of the written notice. The provider will calculate the balance due according to contract.

Parent understands that payment is a guaranteed rate and includes full pay for holidays, vacation, and personal days with no credit for absent or sick days. If a holiday, vacation or personal day falls on a Monday when daycare/preschool is closed, payment will be accepted on Tuesday with no late charge. If for any reason your child(ren) will not be attending daycare on Monday, parent is still responsible for payment on the scheduled day unless other arrangements have been made.

Daycare/preschool observes and is closed for the following holidays:

### Days and Hours of Operation

The Lilly’s Family Day Care is open Monday through Friday, 7: 30 A.M. to 6 P.M. Year-round. The following are our paid by parents/guardians Holidays/ vacation schedule for the school year:

President’s Day

Memorial Day

July **4**

**second one week of August (**Staff Education classes)

Labor Day

Columbus Day

Veterans Day (Staff Education classes)

Thanksgiving Weekend (Thursday / Friday)

 Christmas Days 24/25 / New Year’s Days December 31- January 1st.

#### INCLEMENT WEATHER POLICY

 In the event of inclement weather, EZ Steps Learning Center will make every attempt to open as usual. However, to preserve the safety of our staff and children we will close if conditions warrant such action. It is at the discretion of the Center’s Administration to make the decision to close earlier or open later due to weather condition (i.e. Snow, ice …)

EZ Steps Learning Center Families will be notified of the decision, prior to 6:00am, in the following ways: • Channel 12 Westchester News • WHUD.com website under Snow closing center If the Center is open, but because of severe weather and/or road conditions Administration decides to close early, families will be notified by phone. We will make every effort to remain open for working parents; however, if we find it necessary to close, we will not credit or discount tuition fees.

 **SIGNING IN AND OUT** Parents are responsible for signing children in and out. This procedure is extremely important for attendance records and safety measures in emergencies. There is a sign in/sign out sheet posted within each classroom near its entry door. 10 Parents are welcome to stay briefly to help their child adjust to the group and to smooth the separation if the child is anxious about saying goodbye.

**Vacation**

If a family goes on vacation for long( 2 weeks or longer they can either pull their child from the center and hope, there spot when they get back or they can keep paying for that child’s spot while they are on vacation.

**Fee Increase Policies**

EZ Steps Learning Center have a right applies weekly tuition increase every year in August.

### Required Forms

* Signed parent handbook and contract
* Child’s health information
* Immunization history (this must be updated with every shot child receives
* Infant Feeding Guide
* Permission to administer prescription and non-prescription medication
* Food program form
* Emergency medical authorization form Immunization History – A signed, notarized statement of parental objection to immunizations or form must be on file at the time of enrollment when, for any reason, all immunization is not current.

 We reserve the right to make changes to the policies and procedures, contract or forms as We deem necessary.

You will be notified in writing of any changes.

**EZ Steps Learning Center Rules**

* No outside’s shoes in the Facility of Center. Please take them off at the run under child’s cubby.
* No running or screaming inside house.
* No hitting, pushing, biting, grabbing, kicking, spitting, or pinching others.
* No roughhousing, climbing or sitting on, pulling, or lifting/care other children.
* No going out the door or gate at pick up time without an adult
* No name calling, teasing, swearing or bad language.
* No gum • No gun or violent play will be allowed
* No toys from home. Unless it is a Show-N-Tell day. (If your child would like to bring something soft to sleep with that is more than fine!)

My/Our signatures below confirms that I/we hereby agree to abide by the child care contract in its entirety, including every police, guideline, and release that they have been explained to

my/our complete satisfaction

X

Mother/Father/Guardian signature/date

X

Provider Signature/Date

## 877 Long Ridge Road, Stamford, CT 06902, www.EZstepslearning.com Phone: (203)569-5084 Fax: (203)724-2195