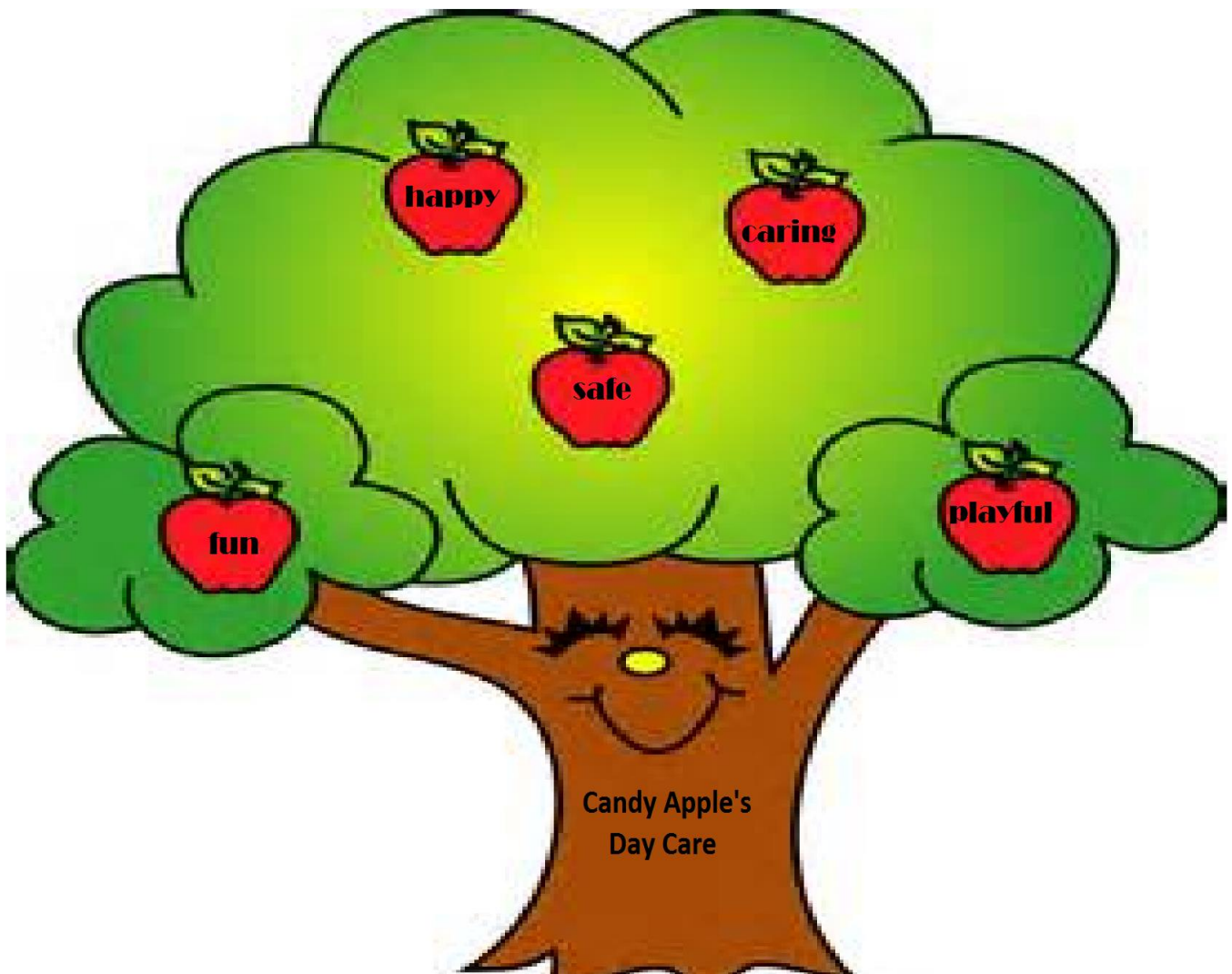


Candy Apple's Day Care

Parent Handbook



June 2018

Welcome!

Welcome to the Candy Apple's Day Care family. We are excited to have your child as part of our family! Candy Apple's Day Care (henceforth Day Care) is here to be a part of your family (henceforth parent (even if guardian) as well. We want to assure you that when your child is in our care that we will provide a nurturing, caring, safe and happy environment, just as if they were at your own home.

Summary

Candy Apple's Day Care is a family-owned organization that provides day care, drop-off and after school services for families of the Portland, Maine area. Our facility offers child care services for children from age 2 month to ten years of age. Our family-owned facility offers a nurturing, secure and happy environment where children will be loved and taken care of by a staff that will treat them as their own.

Mission Statement

Candy Apple's Day Care will offer safe and secure child care at all times. Staff will pay close personal attention to each child, which is essential to providing a quality, nurturing, caring and fun experience for all children.

Philosophy

We believe as Child Care Providers we are here to support the role of the parent. We will strive to enhance the physical, emotional and cognitive growth of each and every child. We use only positive methods of child guidance.

We are a licensed and certified child care program inspected by the State of Maine. We operate the facility in compliance with the State of Maine rules for child care programs. Our child care programs meets or exceeds all licensing, fire, health, and safety requirements.

*Hours of Operation

The Day Care is open 7:00 to 6:00 Monday through Friday. Children are expected to be promptly dropped off at their appropriate time and to be picked up at the agreed time. Any pick-ups after 6:05 pm will be charged \$5.00 per minute. If picked up after 6:15 pm, the charge will be \$10.00 per minute (from 6:05 pm).

*Vacations and Holidays

The Day Care is closed the week of Christmas (dates will be sent out by July 1st of each year). You will not be charged for this week, but others holidays will have regular charges applied. The Day Care is also closed these holidays:

New Year's Day

Memorial Day

July 4th

Labor Day

Thanksgiving and the day after

If you take your child out of the Day Care for vacation or other situations, you will be charged half time for that period.

Snow days will not be charged.

Daily schedules are subject to change based on weather and individual needs but will typically follow this outline:

7:00-9:00 am. -Arrival/ Free play

9:00-Bathroom/Diaper Changes and Hand-washing

9:15- Morning Snack

9:30- Circle Time

10:00-11:15- Outside/Free play/Art

11:15- Bathroom/Diaper Changes and Hand-washing

11:30-Lunch

12:00-Hand-washing

12:15-2:00- Nap/Rest time

2:00- Bathroom/Diaper Changes and Hand-washing

2:15-Afternoon Snack

2:30-4:00-Outside/Free play

4:00-Bathroom/Diaper Changes and Hand-washing

4:15-6:00-Free play

Security

Classroom exterior doors are locked when not in use. All windows are closed and secured and all doors locked at the close of the school day. Staff conduct opening and closing check-off procedure to make sure the facility is secure.

Cameras will be installed in each room. The cameras will be there to protect the children, to protect staff, and to protect the Day Care. Any tampering with a camera will be considered as grounds for immediate termination.

Communication with parents

Parents will be notified and/or communicated with in the preference given on their enrollment application.

If there are any changes to who will pick up children, this must be in writing (no later than that morning) or by a phone call from a parent to the Director (or her designee) with a safe word, during that day. Children will not be released to anyone without prior permission from a parent. In the case of a legal separation/divorce, a court order must be on file with the Day Care stating the legal obligations regarding visiting or picking up of children. During enrollment, or at any time thereafter, parents may add other persons who are designated to pick up their child. A photo id must be provided at the time of pick up before the child will be released to the other person(s). If the person's name is not on file, the child will not be released to this person.

Admission and Enrollment

The following completed forms are required by the State of Maine to be on file with the Day Care:

- Registration
- Emergency contact
- Permission for field trips
- Physicals
- Immunizations
- Medication administration

Children will be given a warm greeting each and every day by their care giver. Parents are welcome to attend any part of the first day's session, and are encouraged to visit the Day Care any time they would like. Please make sure to sign in with the Director when visiting. Parents are also encouraged to attend any special events planned by their child's care giver. Parents will be notified of any events weeks prior to the event.

Confidentiality

As a child care provider of young children, it is imperative that we keep sensitive information confidential. All information about children or their families will be shared on a "need to know" basis only. All staff are very sensitive about discussing children's developmental needs and family information in public places. This also includes off premise discussion and/or conversations. All questions of major concern are forwarded to and handled by the Director. Protection of the interests of each child and family is vital in maintaining a standard of professionalism and privacy.

Information of one child will not to be shared with other families.

Candy Apple's Day Care fully endorses and encourages an open door policy that allows parents and others to visit the facilities at any time, unannounced.

Children with Special Health Care Needs

All children with diagnosed special health needs must have a current care plan signed by a health care provider and parent, as well as a release of information form signed by parent. Care plan must be updated at least yearly.

Emergency medication and/or equipment specified in the care plan must be available at the program at all times and when the child is taken off site during child care hours.

All Day Care staff will be familiar with all of the children in the program with care plans.

All children are treated equally, regardless of race, religion, ethnicity, or abilities as guaranteed under Federal, state and local laws.

Americans with Disabilities Act

"The Americans with Disabilities Act gives civil rights protections to individuals with disabilities...It guarantees equal opportunity for individuals with disabilities in public accommodations, employment, transportation, State and local government services, and telecommunications"—U.S. Department of Justice.

Staff

Full time staff members are required to complete 30 hours of training a year to help educate and keep them up to date on best practices in child care. Part time employees are required to complete 20 hours of training. All staff members are required to complete mandated reporter training.

Our Staff:

Director Candice Applin is an experienced child care provider, working both in child care and as a nanny. She has a BS in Business Administration. She is the mother of one, Trinity Applin, born June, 2017.

Claire Applin is the mother of three children. She enjoys working with young children.

Candy Apple's Day Care and its staff are working towards becoming members of *Quality for ME*. *Quality for ME* is a four-step program designed to increase awareness of the basic standards of early care and education, to recognize and support providers who are providing care above and beyond those standards, and to educate the community of the benefits of higher quality care. *Quality for ME* has three goals.

- To recognize child care programs that provide quality care
- To encourage providers to increase their level of quality
- To provide parents with identifiable standards of quality

Staff Training

All employees are knowledgeable in the Maine Child Care Licensing Rules and Regulations handbook and follow all procedures. Each staff member is required to sign that they have read the licensing book. Changes or updates to the rules will be discussed at monthly meetings.

12.1. Staff requirements for all Child Care Facilities (from Maine DHHS website)

12.1.1. Student assistants or volunteers. Students at least sixteen (16) years of age serving as assistants or volunteers in a child caring capacity need not be counted as children in care and shall not be counted as staff.

12.1.2. Supervision of student assistants or volunteers. Students in Section 12.1.1 above must be under the direct supervision and observation of a staff member.

12.1.3. First aid and CPR. There must be present at all times a staff member in each Child Care Facility who is currently certified in first aid and infant, child and adult Cardio Pulmonary Resuscitation (CPR).

12.1.4. Assigned tasks. Administrative and childcare staff must be able to perform their assigned tasks and meet all staff requirements in these rules.

12.1.5. Exercise good judgment. Childcare staff responsible for or assisting with the care of children in the facility and other paid or unpaid staff and volunteers shall be emotionally stable and mature, able to exercise good judgment in the handling of children and shall not engage in any action or practice that may be deemed detrimental to the welfare of the children.

12.1.5.1. Detrimental actions or practices. Actions or practices that may be deemed detrimental to the welfare of children or that are potentially harmful to children are strictly prohibited.

12.1.5.2. Such actions or practices as defined by the Division of Licensing and Regulatory Services include but are not limited to the following:

12.1.5.2.1. Corporal punishment, as defined in Section 1.6;

12.1.5.2.2. Use of a stick or other instrument in disciplining a child;

12.1.5.2.3. Sexual abuse;

12.1.5.2.4. Lack of supervision;

12.1.5.2.5. Neglect in any form;

12.1.5.2.6. Withholding food or drink;

12.1.5.2.7. Derogatory remarks to or about children or parents;

12.1.5.2.8. Name calling;

12.1.5.2.9. Shaming or embarrassment;

12.1.5.2.10. Unusual confinement; or

12.1.5.2.11. Rough handling.

***Maine State Licensing Requirements for Training (from Maine DHHS website)**

14.1. Pre-service orientation. All childcare providers shall orient new staff, including volunteers, prior to or during the first week of services in the following:

14.1.1. Rules for the Licensing of Child Care Facilities;

14.1.2. The facility's programs and policies; and

14.1.3. Fire drill and other emergency procedures.

14.2. Documentation of training. The facility must document all pre-service training and show documented evidence of ongoing training of all staff.

14.3. Volunteers and substitutes. The facility must provide orientation to volunteers and substitutes to enable them to carry out their assigned tasks.

All employees are knowledgeable in the Maine Child Care Licensing Rules and Regulations handbook and follow all procedures. Each staff member is required to sign that they have read the licensing book. Changes or updates to the rules will be discussed at monthly meetings.

Termination Policy

In the chance there is a need to terminate our agreement with you, the parent, or for you to terminate your agreement with the Day Care; a two week notice must be given in writing. Immediate termination may be enforced by the Day Care for failure by parent to pay for services (as stated above), for physical or verbal abuse by parent of Day Care staff, or for others reasons as determined by the Director and Owners.

Emergencies

In the event that the building needs to be evacuated staff should follow the evacuation plans located in their room. All children and staff will exit the building and meet by the basketball hoop located in the back parking lot. Staff will bring their clipboard with the class roster on it. All children are to be accounted for. The director will contact parents if necessary. If it becomes unsafe for us to stay at the center we will, as a group, walk over to the gas station. If we need to evacuate Windham, we will go to the director's house in Cornish. Parents will be able to pick their children up from there. Parents will be able to contact the director in the event of evacuation via cell phone.

If we ever need to shelter in place we will take the children down to the extra room in the basement. There are no windows and it is the safest spot in the building. This is the only time a child is allowed in the basement.

In the event of a lock down children and staff will go to the bathroom. The door will be locked, children will be accounted for and the door will not be unlocked until law enforcement deems it safe to come out. Parents will be notified of the incident.

In the event of an emergency the Director will make the determination in closing of the Day Care. Emergency closings may be deemed necessary for lack of heat, water, electricity or severe weather. It is the responsibility of the opening staff to contact the Director within one half hour of opening with details of the emergency. Once contacted, the Director will notify parents by their preferred means of communication.

In case of a closure, the Day Care recommends that you have a backup plan of care for your child.

***Fire evacuation drills** must be conducted at least once a month for all children and adults present using at least two (2) means of exit.

***Discipline and guidance**

- Children will receive plenty of praise and encouragement throughout the day.
- Children who have exhibited positive behavior throughout the day will receive a gold star on their daily sheets.
- At Candy Apple's Day Care, we believe that bad behavior is a learning experience. While we cannot condone and allow unsafe and harmful acts from children, we do recognize that children are still learning right from wrong and we want to help encourage the positive behaviors and teach them why some of the wrong decisions are unacceptable.
- We try and redirect children who are starting to show unacceptable behavior. We may show them another toy, have them play with another child or move them to another area of the room to give them a chance to reflect and/or change course.

Health

The Day Care requires a record to be on file a copy of a child immunization records showing all shots are up-to-date. Exceptions are made, and a statement of philosophical belief that precludes immunization, or a doctor's statement for a child whose medical condition contraindicates immunization must be provided for all children before we will provide care.

Sick children should be kept at home where they are most comfortable. If you feel that your child is not feeling well or may be contagious, it is in everyone's best interest that your child stays out of the program for 24 hours after their symptoms subside.

Please keep your child home if he/she has the following symptoms. Also, your child will be sent home immediately when showing these signs/symptoms:

- Fever accompanied by behavioral changes, such as lethargy, irritability, persistent crying, difficulty breathing, sore throat, rash, vomiting, diarrhea. Fever is defined as a temperature above 101o F (38.3o C) orally, 102o F (38.9o C) rectally, or 100o F (37.8o C) axillary. Any unexplained fever in a child younger than 4 months should be medically evaluated; a child younger than 2 months with a fever should be medically evaluated immediately. Your child may return to school when fever-free without Tylenol or ibuprofen for 24 hours and any other symptoms have subsided.
- Diarrhea – bowel movements that are more loose and frequent than normal for the child not associated with changes in diet; also, blood or mucous in the bowel movements. Your child may return to school when the bowel movement can be contained, either in a diaper or in the toilet, and any other symptoms have subsided.
- Vomiting more than 2 times in 24 hours. Your child may return when vomiting has stopped.
- Abdominal pain that persists for more than 2 hours or intermittent pain associated with fever.
- Any rash or lesions of the skin and mucous membranes with fever or behavioral changes.
- Suspicion of communicable disease.

- Any illness, injury, or condition that prevents your child from participating comfortably in activities as determined by the staff or results in a greater need for care than the staff can provide without compromising their ability to care for other children.

If your child has been under the care of a physician or other health care professional (HCP) for illness, injury, surgery, or other procedure, written HCP documentation is required prior to your child's return to school/day care. This documentation must include permission to return and any restrictions or special accommodations. If medication is required, the medication administration policy/procedure will be followed.

Your child may return to school/day care when he/she is able to participate comfortably, symptoms have subsided, and antibiotics have been given for 24 hours (if prescribed). If your child has a communicable disease (such as chicken pox), the exclusion criteria will be determined by the Centers for Disease Control (CDC) guidelines.

If your child becomes ill during their time here at Candy Apple's Day Care, you will be contacted immediately and expected to have your child picked up within 1 hour. We will do our best to keep your child comfortable until the responsible person arrives to take your child home.

Drop off and pick up

Parents must sign their child in and out each day, notating time of drop off and pick up. Please see the Director or your child's care giver when signing in/out.

As stated earlier, if there are any changes to who will pick up children, this must be in writing (no later than that morning) or by a phone call from a parent to the Director (or her designee) during that day. Children will not be released to anyone without prior permission from a parent. In the case of a legal separation/divorce, a court order must be on file with the Day Care stating the legal obligations regarding visiting or picking up of children. During enrollment, or at any time thereafter, parents may add other persons who are designated to pick up their child. A photo id must be provided at the time of pick up before the child will be released to the other person(s). If the person's name is not on file, the child will not be released to this person.

Children will not be released to any one that appears to staff to be under the influence of drugs or alcohol when they arrive to pick up the child.

Food and nutrition

- The Day Care will provide a morning and afternoon snack. Examples of snacks: fruits, vegetables, crackers, cereal, goldfish, yogurts, etc. If you would prefer to bring in your child's own snacks that is fine.
- We are a NUT FREE facility. Please do not bring foods with any types of nuts onto the premises. This is to ensure the safety of all our children.
- We have a refrigerator for storing lunches that need to be kept cold. We also have a microwave for heating food.
- Please make sure lunches are age appropriate and something that your child will and has eaten.

- We encourage parents to help celebrate their children's birthdays and other special occasions. Please feel free to bring in treats for the class. Just keep in mind ages, allergies and prep time/cleanup.
- Meals are prepared by a staff member, while the children wash their hands. Everyone sits together at table and enjoys their meals. We do not encourage sharing of food, so please make sure portion sizes are appropriate.
- For infants, we have a bottle warmer to heat formula bottle and to thaw breast milk. Mothers can store frozen breast milk in our freezer for their convenience. Parents can also bring in solid food when their child is ready.
- We encourage all children outside the infant room to be self-feeders. We believe it is an important skill for children to learn and ask that their lunch food allows them to do so as much as possible.
- Please make sure that all food is age appropriate and fits the needs of your child.

Rest Time

- Nap or rest time is 12:15-2:00. This is subject to change but is a pretty good idea of when a child will be resting. Each child will be given a mat or crib to sleep in, based on age and need. They will sleep on this mat in their classroom.
- Parents are encouraged to bring in blankets, pillows or stuffed animals that their child may sleep with.
- Infants will sleep in a crib or pack and play. We do not allow items such as blankets or stuffed animals to be in the crib with the infant while they sleep. We practice the back to sleep method, where a child will be placed to sleep on their back. We allow infants to use a sleep sack and to be swaddled until they are able to roll themselves over. At that time it is no longer safe for them to be swaddled and we will no longer be able to do so.

Supplies

- Parents are encouraged to bring in blankets, pillows or stuffed animals that their child may sleep with. Children are asked to keep a set of extra clothes-shirt, pants, socks, underwear, at the center. Please make sure outerwear (coat, rain boots, hats, gloves, snow pants) is provided for when needed. Please make sure all items are labeled with your child's name.
- Parents are also required to bring in:
 - sunscreen
 - water bottles
 - bottles, formula, solid foods
 - diapers, wipes, pull-ups
- Please keep your children's home toys at home, except for special days like show and tell. They can cause distractions, interruptions, and disputes.
- We will supply kitchen utensils, plates, cups, mats, cribs, snacks, educational toys, art supplies, bibs and drinks.

Parent involvement

- We have special family events throughout the year- Donuts with Dad, Tea Time with Mom, etc. Notifications will be sent home with your child in the weeks leading up to events.
- Staff and parents are encouraged to talk and touch base with child's progress each and every day. Parents are free to voice concerns, questions or ideas. Parent/teacher meetings will be held only when necessary. We always have an open door policy when it comes to our children.
- If there is ever any need for parent volunteers, notifications will be sent out. Parents are always welcome to come in, observe, interact and play.

***Mandated reporting**

***Reporting Licensing Violations:**

All staff follows Maine Child Care Licensing Rules and all violations will be reported to the Maine DHHS. Reporting of any violation is to be done by the Director. Staff should immediately report any violation to the director verbally, followed by a written statement. Staff is encouraged to report violations and will not be punished or reprimanded for reporting violations.

***Reporting suspected child abuse/neglect**

Reporting is mandatory! The Day Care has made all Day Care staff aware of their status and responsibility as mandated reporters to the Maine Department of Health and Human Services when there is reasonable cause to suspect abuse or neglect of a child under the age of eighteen (18).

***Licensing**

The Day Care has a copy of the State of Maine licensing rules. You may also view the rules at the Maine DHHS website <http://www.maine.gov/dhhs/ocfs/ec/occhs/cclicensing.htm>

Parents have the right to view the most recent licensing inspection at any time.

Transportation

We currently do not offer any transportation services. If the child is meeting or being dropped off from a school bus, a staff member will meet the bus to make sure the child gets on/off the bus.

If field trips become part of our program, parents will be notified of procedures at least 2 months before any trip occurs.

Toilet training

- Children who are potty-training are expected to come in appropriate clothing i.e. easy to get in and out of.
- Staff will encourage children to use the potty every 30-45 minutes.
- It is important that everyone be on the same page when it comes to potty training. Children need to have consistency throughout the day and week. Parents are encouraged to continue the routine

at home. If parents have their own routine that works at home, feel free to share it with your child's teacher so that there is consistency.

- Please make sure that plenty of spare clothing is brought in at this time, as accidents are sure to happen, no matter how diligent we may be.
- Rewards will be given on a case to case basis. Based on the wishes of the parent.

Toys and objects from home

Please keep your children's home toys at home, except for special days like show and tell. They can cause distractions, interruptions, and disputes.

Photos and videos

By signing this contract, you are allowing your child to be photographed. Images may be used for:

program records social media or advertising display with the program.

HAVE PARENTS SIGN A STATEMENT THAT THEY READ THE HAND BOOK and agree to follow policies and procedures.