

RISING STARS

**Parent Policy & Procedures
Handbook**

Revised 1/2022

Rising Stars Philosophy

Rising Stars Child Care Center believes each child is blessed with unique individual personalities and talents. We thrive to enhance those talents by providing an atmosphere that strikes their curiosity is safe and secure. This environment promotes the creative growth of each child. We like to call Rising Stars Child Care Center a “village,” a community of unique and different creative individuals, just like that of a village.

“It takes a village to raise a child”

Mission Statement

The mission of the childcare program is to provide a safe and healthy environment for children to grow. We build confidence and help strengthen the physical, cognitive, and social skills for children (6) six weeks to (12) years of age. We provide an array of services to support the families that we serve. We will take pride in the care giving equation by maintaining an excellent standard of communication with the families. We are committed to forming partnerships with our families. We will provide opportunities for professional development of staff and a positive workplace environment. We will create an inviting environment where parents and teachers can work together, and the child is respected.

Program Description

Hours of Operation

Rising Stars Child Care Center operates Monday thru Friday from 6:00am- 6:00pm, five days a week.

- Child Drop off is between 6:00am-9:00am
- Child Pick up is between 4:00pm-5:30pm
- No child regardless of a phone call or appointment etc., will not be allowed to enter the center after 10:00am.
- There is an ***“Open Door”*** policy for all families if you have any questions and/or concerns.

Closings

Rising Stars Child Care Center is closed on weekends, and observes all Federal Government Holidays, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, day after Thanksgivings; and if Christmas Eve or New Years is on a Friday. When Christmas Eve falls on a weekday, other than Friday, Rising Stars will close at 2:00pm. When New Year’s Eve falls on a weekday, other than Friday, Rising Stars will close at 2:00pm. Rising Stars will and Honor of Graduation Ceremony the center will close at 1:00pm.

Snow Days

The center does not close for extreme weather conditions unless it is determined by the State, or local government and announced road and/or weather advisory conditions are a “State of Emergency.”

Teacher/Child Ratio

Rising Stars Child Care Center accepts children age 6 weeks - 12 years of age. The center is licensed and regulated by the New York Office of Children and Family Services. The children are placed in the following age groups:

- Infants 6 weeks thru 18 months
- Toddlers 18 months thru 3 years
- Pre-School 4-5 years

A child will be moved from one group to the next according to his/her age, emotional maturity, social and physical development skill set. Availability of space in each classroom is taken into consideration as well. Every effort will be made to discuss with parents the transitions of children from one class to the other. However, the Director makes the final decision about placement. The Center reserves the right to partner with outside school districts to provide additional programs on site and with outside service providers as needed.

Admission Procedures

Before a child can participate in the Center, the parent must fully complete the enrollment application. In the event of, the child receiving funds through the Department of Human Services, a Child Care Request form must be completed and submitted to the child's social worker or team. Upon receipt of these items, the Director will meet with the parent and child for a tour of the facility, an orientation with regards to fees, educational programs, policies and procedures. The Center welcomes the opportunity at any time to discuss any questions, concerns or suggestions. The Center and its staff encourage an active role in your child's development. Acceptance will be on a first come first-serve basis depending upon availability in the classroom serving the age group of the child and requested days for care. If space is not available, the child will be placed on the waiting list and notified when an opening occurs. Children must have a current physical and immunization records.

Fees

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|------------------------------------|--|
| Registration Fee | Private Care Only Non DSS (negotiable) |
| Security Deposit | Private Care Only Non DSS (negotiable) |
| Child Care Fees under 18 months | \$340.00 weekly |
| Child Care Fees 18 months – 2 yrs. | \$320.00 weekly |
| Children 3-5 years old | \$ 300.00 weekly |
| Children 6-12 years old | \$ 265.00 weekly |
| PART TIME RATES | PART TIME RATES |
| under 18 months | \$47.00 Part-time/daily |
| 18 months to 2 years old | \$45.00 Part-time/daily |
| 3 years old – 5 years old | \$43.00 Part-time/daily |
| 6 years old – 12 years old | \$38.00 Part-time/daily |
| DAILY RATES | DAILY RATES |
| Under 18 months | \$70.00 Daily |
| 18 months - 2 years | \$68.00 Daily |
| 3 years - 5 years | \$64.00 Daily |
| 6 years – 12 years | \$57.00 Daily |

All childcare fees are to be paid every Friday, one week in advance for the following week prior to the child entering the Center. **Please take note:** If Friday falls on a holiday, all childcare fees are due on Thursday with the exception of Thanksgiving fees are paid on Wednesday.

Additional Charges

There will be a late fee of **(\$20.00)** twenty dollars for children picked up late from the center after **5:30 pm** and an additional **(\$5.00)** five dollars every ½ hour thereafter until **6:30 pm**.

If you receive transportation services there will be an inconvenience fee of **(\$15.00)** fifteen dollars if an attempt to drop off your child and nobody is there to receive them and the child or children are brought back to the center. Late fee rates of **\$5.00** per every ½ will apply. This fee must be paid at the time of arrival or before your child is able to return to the program.

Late Pick up

After **6:30 pm** authorities (Child Protective Services) can be notified if we have not heard from the parents.

***NOTE** - Late pick up of your child on the following days will result in the following late fees:

Christmas Eve

\$10.00 will be charged after **2:00pm**.

New Year's Eve

\$10.00 will be charged for every minute after **2:00 pm**.

Graduation

\$10.00 will be charged every minute after **1:00pm**

No transportation will be provided on the day of the graduation.

Vacation

When your child is going to be out for a vacation, you **must** give the center at least a 48 hours written notice and pay for the weeks that your child will be out in order to reserve their slot.

Tuition/Attendance

Tuition is based on a five (5) day week and full tuition will be charged for one through five days of attendance regardless.

Check Policy

All fees will be due **in cash, money order or bank check** on the first day upon returning to the child care center. Parents please ask for a receipt of payment when using cash; this is your responsibility to ask and our obligation to give the customer a receipt for the payment of service rendered. The Center does **not** accept any personal checks unless it is a bank check or certified money order.

Nutrition

A balanced diet and planned hot nutritional meals and snacks are cooked onsite and provided for all children family style. We follow USDA standards for nutrition. Meals and meal plans will be monitored by the local Child Adult Care Food Program agency. Depending upon the number of hours a child is in the Center s/he will receive breakfast, lunch and an afternoon snack.

Food Policy

Absolutely **NO food** is to be brought into the center except when requested or for special occasions, such as a party, a recital, or if your child is on a special diet, vegetarian, or has an allergy. For those special times we encourage you to choose nutritional foods rather than “junk” foods. We promote a peanut free environment, so no foods containing nuts, or oils of any kind or produced in factories where nuts are used or processed. Check with your child’s teacher for suggestions and arrangements. Additionally, all items must be store bought.

Diet Restrictions

Please note in detail on your child’s registration application any restrictions that should be placed in their diet. Restrictions should be updated with a written dated and signed request from the parent and/or physician. We want to help in any way so that your child remains safe and healthy.

Arrival & Departure

Each child must arrive at the center no later than **9:00am** unless we receive a phone call to the Director or your child's Head Teacher. If we do not receive a call on the 3rd violation, your child will not be admitted. Exceptions will only be made for unforeseen circumstances such as automobile accidents, medical emergency or illness. The Director has the discretion to determine certain emergencies. If the child is returning to the center upon recovering from an illness, the parent must bring a clearance from their doctor they may return if the illness is communicable in nature.

Late Arrival- Absences

If a child will be arriving after **10:00am** the parent must phone the Director or the Head Teacher. If this procedure is not followed on the 3rd violation, the child will not be admitted into the center that day.

If a child is late more than two times in one week or six times in a thirty day period, the center will send a late notice to the parent. If there is extenuating circumstances, the parent should discuss the situation with the Director. The Director then makes the final decision about the time of arrival.

If there is no progress within the next ten days, the Center will give a two week notice to dis-enroll the child.

If a child will not be in the center on a given day, the parent must call the center. Every effort should be made to make doctor's appointments etc., before 10:00am so that the child can arrive at center no later than 12:00pm to be able to participate in the learning centers and curriculum.

If a child is not picked up by 6:30pm the center will have to contact the local authorities (CPS).

We know that consistency is beneficial for young children and we want all the children to be able to participate in much of the program as possible.

The child is to be accompanied into the Center by an adult and left in the presence of a staff member. All parents or authorized adults **must** sign the child in and out each day. The child must never under any circumstances be allowed to enter the center alone. Also, the child cannot not be left inside the doorway, to find his or her own way. All children must be delivered to a staff member, by the parent, guardian or authorized adult so a daily health check and information can be exchanged. **ALL sleeping children must be awakened before** the parent or person dropping off the child **BEFORE** the child is received. If this regulation is not complied with, your child will not be accepted at that time. You are placing both the child and the Center in a compromising position. Each of us wants to protect and support our children.

Transportation Policy

I _____ give permission for the above named company and its staff; to transport my child or children to and from my home, field trips or any time transportation is necessary. I also agree to the following terms of transportation; I understand:

- There is a **1-minute** wait at the time the horn is sounded.
- There is a **2-minute** wait during the winter months. (December 1-April 30.)
- I must supply my own car seat and/or booster.
- Transportation may be provided directly or thru a contracted 3rd party service.
- If transportation is early wait time(s) will start at the scheduled pick up time.
- I will be available to receive my child or children at the designated address and time; in the event of an emergency or if I am not home; I will arrange for a responsible person authorized to receive my child or children at my home.
- I assist in the event my child's behavior jeopardizes their safety or the safety of others while in transport. If the behavior continues; *transportation* may be terminated.
- The person to receive my child or children must be at least **18 years** old and have acceptable identification or have written permission from me or an authorized person.
- I understand that once the driver has pulled off for pick up or drop off; I am responsible for dropping my child or children off to daycare or picking them up after the driver has attempted to drop them off.
- I will be required to sign my child or children in and out of the vehicle: at this time the driver and I will check my child or children for any concerns.

- In the event of extreme or unsafe weather conditions (for the safety of the driver and children) transportation will stop and not assume the risk to transport; daycare will remain open unless otherwise stated.
- I must call the driver if I am not sending my child or children at least 30 minutes or **as soon as possible** before pick up.
- If I do not call and the driver shows up its considered **No Call/No Show**. If I cause a No Call/No Show; I must call the driver to restart my transportation for the next business day.
- If I do not call, transportation will no pick up my children until I do so.
- This agreement will be available for my review upon request at any time.

Rising Stars Child Care Center will and agree to:

- Transport your child or children in a courteous, safe and professional manner.
 - Inform you if we are going to be late or unable to transport your child or children.
 - We will obey New York State vehicle laws to ensure the safety of the children.
 - Give timely notice verbally or in writing of any changes that may affect you.
 - We will communicate and convey any concerns that will enhance our business relationship.
- ❖ **This agreement may be terminated by either party without prejudice.**
- ❖ **Transportation is for families in need of this service; if you have an automobile or reliable transportation please, be considerate and reserve the space for a family who needs the service.**

Items from Home

Children are encouraged to leave any personal items (such as toys) at home for several reasons: the Center cannot be responsible for any personal items; personal toys often cause conflict and jealousy among the children; and a child is often unnecessarily upset if his/her toy cannot be located when he/she is ready to go home and/or if other children want to play with it. All these circumstances can be prevented by simply discouraging the child from bringing his/her things since the Center has ample toys and equipment for all children.

However, if the child does have a book, movie or DVD that he/she would like to share with his/her class, he/she may bring it providing that it is clearly labeled with the child's first, last name and arrangements are made with the teacher. Please **do not** allow the child to bring **guns** or war toys or other items relating aggression or destruction. If a child needs a special object to help ease a transition between home and childcare, please discuss this special case with the Director.

Family Involvement

Parent/Teacher conferences: Both parent/guardian and child must attend conferences to meet with teachers to go over the child's progress report. Failure of the parent/guardian to attend a *scheduled* parent teacher conference will result in your child not being allowed back into the center until an appointment has been rescheduled. If the rescheduled appointment has been failed; the child *will not* be allowed back until the parent/guardian has physically met with the teacher. These meetings are important to be able to discuss the child's successes, concerns, assessments, and/or if special services are provided or an individual educational plan. We understand certain circumstances may arise, communication is key.

Opportunities for Parent Involvement

- Special events
- Parent group
- Interpreter
- Fundraisers
- Holiday decorating and theme boards
- Tally staff or parent surveys
- Escort on field trips
- Share a hobby- (knitting, drawing, poetry, and painting)
- Teach about their culture (food, clothing, language, craft etc.)
- Lending Library

We encourage and support parent involvement with activities throughout the year: ***NOTE** – However, COVID-19 has limited many gatherings and we are exploring options and keeping abreast of the CDC and the local health department guidelines for gatherings:

Procedure for Parent/Guardian Concerns

If a parent or guardian has a disagreement they should: Discuss the matter with the teacher and attempt to resolve the disagreement through discussion. If there is no resolution to the problem, the parent/guardian should contact the Director. The Director will assist and if needed mediate the problem with all parties involved and find the proper supports to bring about a satisfying resolution. There are times where intentions may be misperceived and it is only through communication such matters can be resolved.

Information Update

The parent, guardian or an authorized person is responsible for notifying the Center of any change of pertinent information contained on the Registration forms. Simply indicate the information to be changed, sign, date and submit it to the office. The center is responsible for obtaining current information on all children enrolled, and it is impossible to do without the help of the parent.

Parents can visit our communication site “Bright Wheel” for messages, updates and classroom videos.

Curriculum

Curriculum Objectives

- A. To provide a learning environment for children with varied experiences which will stimulate growth of educational, social, emotional, cognitive, cultural and physical skills in a developmentally and age appropriate manner; to progress toward the overall goal of social competence.
- B. To integrate assessment information into the educational aspects of the daily program of learning activities.

The **classroom environment** is one of the most important learning elements. The classroom is divided into learning centers (reading, block, music, literacy, dramatic play, manipulative, science/math) and each is diverse. They are labeled with pictures and words, rotated so that children have materials and supplies to explore and places to work individually, in pairs, in small or large group. Common Core Standards are the basis for our lessons which is very flexible child centered and gives ample time for 1:1. Lessons are created using the children's interests and curiosity about the world around them as a key to active learning. Some of the areas we address in the curriculum is the approaches to learning- Children make the choice of what they are to learn in an environment of acceptance which helps each child build ethnic pride, develop a positive self-concept and enhance individual strengths.

Discipline and Guidance

Discipline and guidance shall be consistent and based on an understanding of the individual needs and development of a child and shall be directed toward teaching the child acceptable behavior and communication. Children will not be subjected to any harsh or cruel treatment. Children shall not be humiliated or subjected to any type of verbal abuse. Punishment shall not be associated with food, napping, or forced toilet training. Children who wet their clothing or linen shall not be ashamed or mistreated in any punitive manner.

When a child behaves inappropriately he/she will be helped to understand why his/her behavior is unacceptable in a given situation. Brief *supervised* separation from the group for 1:1 discussion will be used when there is an issue of safety for the child or others and then returned to the group at the appropriate time.

If the behavior of a child becomes radical or destructive, the parent will be consulted concerning appropriate methods of discipline, guidance and/or supports available for assistance for the child, parent, and additional staff as needed.

The Center and each individual classroom will operate under a proactive discipline system that encourages children to make good choices. Guidance shall be encouraged and based on an understanding of what is age appropriate and discussion with the parent.

Suspected Child Abuse

Rising Stars staff are mandated reports and will verbally report suspected child abuse or maltreatment to Monroe County Department of Health and Human Services Child Protective Services unit immediately and in writing within 24 hours on the New York State Office of Children and Family Services Report of Suspected Child Abuse or Maltreatment form (LDSS-2221A). Any abuse or maltreatment of a child is prohibited. Parents' can request review of the full policy and procedures.

Health Standards

Parents must wear a mask for entry into the front reception area including children four-years and older. We are COVID-19 compliance following the CDC and local Health Department guidelines (temp checks, increased handwashing and sanitization). If your child is ill, please keep them home. The child must meet certain daily health criteria for daily attendance at the Center. The child will not be admitted if he/she is known to have exhibited any of the following symptoms in a 24hr. period or during our daily screening procedures.

The child nor anyone in the household has come in contact with a person exposed or tested positive for COVID-19. The child nor any household member has experienced the following COVID-19 symptoms:

- Fever over 99
- Persistent cough
- Sneezing
- Runny nose
- Trouble breathing
- Muscle aches
- Sore throat
- Any other COVID-19 observable signs of illness

Additionally, your child must meet certain daily health criteria for daily attendance at the Center.

The child will not be admitted if he/she is known to have exhibited any of the following symptoms in a 24hr. period or during our daily screening procedures:

- Rash or blisters of face and or body that are deemed contagious
- Two (2) or more loose stools in an hour
- Contagious cough
- Discharge from eyes, nose, or body orifice
- Swelling in any area of the body and accompanied by a fever or not
- Excessive vomiting (spontaneous and/or within ½ hour of feeding)
- Diarrhea
- Flu symptoms of any kind

If any of the above symptoms are observed while the child attends the Center, the parents/guardians will be notified immediately and will be expected to arrange for the child to be picked up within (1) one hour or as quickly as possible.

Below is a list of communicable diseases and the duration of time that your child must be excluded from the Center. A letter must accompany all conditions below from the physician indicating the child is not contagious and able to fully participate in the child care center activities.

- **Ringworm** (skin) 24 hours on medication (Lotrimin, Tinactin, etc)
- **Ringworm** (scalp) 48 hours on oral medication
- **Pink Eye** 24 hours on eye medication
- **Ear Infection** 24 hours on antibiotic
- **Cold or Flu** with yellowish or discolored discharge from the nose- 24 hours of medication
- **Chicken Pox** 7-10 days
- **Eczema** - A physician's note must be presented to the Director indicating that the child has eczema. (no exclusion necessary)

Health Care Plan

At this time we do not administer medication. A full review of our Health Care plan is available. When the Center institutes the administration of medication all parents/guardians will be notified in writing of such change or it will be posted on "Bright Wheel" our communication site.

Accidents or Injuries

In the event of an accident causing a recognizable injury; (bruise, scratch, or scrape) first aid treatment will be administered by the staff in charge. An accident/injury report will be filled out and must be signed by the staff person and parent. A copy will be kept in the child's record and a copy sent home. If the accident is serious in nature (**beyond First Aid**) the parent/guardian will be notified immediately and as needed 911 will be called. All staff are First Aid/CPR Certified.

Emergency Contact Information

The Center shall be informed of the telephone number or numbers at which a parent/guardian can be reached at all times. The parent/guardian must have an emergency number of someone other than himself/herself that can be reached immediately in case the parent cannot be reached.

Authorization to Pick Up Child

The child will be released to parent/guardian and ONLY persons listed on the registration form authorized to pick up. If the child is to be released to any person other than those persons listed; the parent must contact the Director or child's teacher and leave the necessary information either by telephone or in writing giving a description of the person they are authorizing. The person authorized to pick up the child must bring photo identification. No one under 18 years of age will be allowed to pick up a child from the Center. If there are any special circumstances please discuss them with the Director.

Daily Report

A daily report will be filled out for children infant to four years of age. The purpose of this report is to provide a means of daily communication. It will keep the parent informed of the child's general health, daily activities, progress and needed supplies (clothing, diapers, wipes, etc.)

Nap Times

These periods of time are provided in the interest of maintaining good health standards and physical development of the child. Any special blanket to be used by the child should be properly labeled when brought to the center and taken home each week (Friday) for washings and returned on Mondays. Although the Center will make every effort to keep up with the children's belongings (providing they are properly labeled, we cannot assume responsibility for any items brought to the Center). The Center provides cot sheets for all enrolled children. Pillows are not allowed.

Outdoor Play

Most children involved in the Center's program are in attendance on the basis of a 3-9 hours daily. Approximately 15 to 60 minutes of rigorous outdoor play is provided. This time is very important for a growing child because the child's body not only needs to exercise but also needs improved physical coordination, gross motor and social skill development. Children benefit from being outdoors during all seasons. It is suggested that the parent/guardian send the child in weather appropriate clothing; all children will be taken for outdoor play. If a child is too ill to go outside, then perhaps he/she is too ill to be in attendance. If the parent doesn't want their child to be taken outside during certain weather conditions; the parent should make their request in writing to the child's teacher. Their reasons should be stated in writing.

Field Trip

Children under the age of three will not be allowed on field trips. However, the Center will remain open during all field trips for children under the age of three.

Exclusion of a Child from Enrollment

Rising Stars may terminate a child's enrollment effective immediately, if any of the following conditions occur:

- In the judgment of the center's Director, the child's behavior threatens the physical or mental health of other children and staff members in the Center.
- Child care fees are not paid within (5) five days after payment is due.
- Late fees are not paid within 24 hours after due.
- If a child is ill when brought to the center and the parent fails to promptly pick up a sick child when called within a timely manner.

- The parent may terminate the child’s enrollment only upon a (2) two week written notice to the Director. If this termination policy is not adhered to, the parent will be subject to a civil lawsuit, attorney’s fees or small claims court.
- Before there is a final decision, every effort will be made to discuss alternatives with parents.

Procedure for Exclusion of a Child

1. The Teacher and Director are aware of the problem (if any) and initial here _____
2. The Parent/Guardian, Teacher, and Director have a meeting to notify the parent of a problem and alternatives are discussed. Parent initial here _____
Director & Teacher here _____
3. Parent is given a (2) two week notice if possible, unless any of the exceptions from the Parent Handbook apply. Director & Teacher here _____



CONTRACTUAL AGREEMENT OF SERVICES

- I have inspected the premises and found them to be safe and in good condition.
- I understand fully and take responsibility for the payment of tuition fees when applicable and field trip fees.
- I have read and fully understand the Parent Policies and Procedure Handbook. The Director has fully answered all my questions and concerns. I agree to abide by all policies, procedures and responsibilities for parents, described therein.

Parent/Guardian Signature

Date

Parent/Guardian Signature

Date

“It takes a village to raise a child”