

# DAYCARE HANDBOOK

a2z Preschool, Inc.  
190 Woodrow Ave  
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[www.a2zpreschool.com](http://www.a2zpreschool.com)

Welcome to a2z Preschool and Daycare. This handbook contains information regarding the daycare program. It is very important that you read this handbook and keep it handy as long as your child is enrolled in the program. It will answer many of the questions you have about a2z Preschool.

## **Philosophy and Goals**

a2z Preschool and Daycare was established to provide quality, loving care for infants and toddlers. The staff recognizes the importance of balanced growth, so they provide opportunities for mental, physical and emotional growth through a variety of creative experiences. We are pleased that you have chosen to include us in the growth and development of your child.

## **License**

At the end of the handbook you will find an attachment about licensing and other valuable information.

## **Admissions**

A child is considered to be enrolled in the center only after the registration fee of \$50 has been received, the administrator confirms the availability of space, and the required paperwork is received, reviewed, and approved by the administrator. This includes basic enrollment and health information. Any change to this information must be communicated to the office immediately so that current information is always on file. This is for the safety of your child. A medical signed by a physician or certified nurse practitioner is required to be submitted within 30 days of admission. This medical form must be updated every 13 months. The child will be unable to attend until all proper paperwork is submitted to the center.

## **Hours of Operation**

The center will be in operation Monday through Friday from 7:00 am to 6:00 pm.

## **Staff/Child Ratios and Maximum Group Size**

1:5 or 2:12 Infants (0-12 months)  
1:6 or 2:12 Infants (12 months - 30 months)  
1:7 Toddlers (18 months - 30 months)  
1:8 Toddlers (30 months - 36 months)

Ratios for toddlers may be doubled for 2 hours at naptime as long as all children are resting quietly on their cots and enough staff is in the building to meet the regular required staff/child ratio if there were an emergency. Also, please refer to our staff/child ratio signs posted at the entrance of each classroom.

The maximum group sizes are as follows:

12 Infants  
14 Toddlers

Maximum group size is defined by the number of children in one group that may be cared for at any time. Limitations do not include naptime, lunch time, outdoor play or special activities.

## **Schedule**

We will need your work schedule (this includes days and times) on Thursday by noon for the following week. If we don't receive this information by Thursday at noon, we will keep the same days/times as the prior week. We staff our employees based on the information that you provide us. So any changes that you would like to make once your days/times are turned in, must be approved by Dawn or Stacy. We MUST, by law, meet a certain staff to child ratio, so even if you would like your child to stay an extra 30 minutes that could put us off ratio. Every effort will be made to accommodate your changes.

## **Daily Schedule**

The children's daily schedule is flexible enough to provide adaptability when necessary but structured enough to provide predictability for the children. We want them to view their daycare as a safe and comforting place, where they know what to expect and when to expect it.

## **Infant**

7:00 - 9:00	Individual Activities- Exploration of materials
9:00 - 9:45	Snack (Individual feeding schedules are followed throughout the day)
9:45 - 10:00	Clean up snack. Diaper checks
(Individual nap schedules are followed throughout the day)	
10:00 - 10:30	Small group time
10:30 - 11:15	Outside Play/Indoor Gross Motor Activities
11:15 - 11:30	Set up for lunch, diaper checks
11:30 - 12:00	Lunch
12:00 - 12:15	Clean up from lunch, diaper checks
12:15 - 2:00	Individual Activities for those awake
2:00 - 2:30	Snack
2:30 - 2:45	Clean up, diaper checks
2:45 - 3:15	Small group time
3:15 - 4:00	Outside Play/Indoor Gross Motor Activities
4:00 - 4:15	Diaper checks
4:15 - 6:00	Individual activities

## **Toddler/Twos**

7:00 - 9:00	Supervised free choice time
9:00 - 9:15	Diaper Checks/Toileting Older Children
9:15 - 9:30	Learning Centers open, teacher assisted stations
9:30 - 10:15	Group Activities: Circle time, self selected/Teacher facilitated activities
10:15 - 10:35	Snack
10:35 - 10:45	Diaper Checks/Toileting Older Children
10:45 - 11:15	Outdoor Play
11:15 - 11:45	Wash hands, Lunch
11:45 - 12:15	Clean up, Diaper Checks/Toileting Older Children, stories, songs
12:15 - 2:30	Nap
1:30 - 2:30	Individual activities as children wake up, Diaper checks/Toileting Older Children

2:30 - 3:00	Snack
3:00 - 3:30	Individual/Group Activities, Learning centers
3:30 - 4:15	Outdoor Play
4:15 - 6:00	Diaper Checks/Toileting, self selected activities

**schedules subject to change**

### **Tuition/Fees and Payment Policies (Weekly Rates)**

Payment is still due even if your child does not attend his/her scheduled days

Infants attending (0-18 months)	5 days - \$195
Toddlers attending (18-36 months)	5 days - \$190
Preschooler (3-5 years)	5 days - \$165 (from May – Sept. then preschool rates apply)

Payments are due the **beginning** of each week. If payment is not received by the 3rd day, a \$10 late fee will be charged. Any payments unpaid by the grace period will be considered delinquent. (See delinquent payments below.)

**All checks are made payable to a2z Preschool.** Tuition should be placed in the black metal box marked "Payment Box" (this is located in the entryway). Please **do not** give payment to any staff member. **PLEASE PUT YOUR CHILD'S NAME ON THE CHECK!**

**Holidays:** We will be closed on the following holidays:

- New Year's Day
- Memorial Day
- 4<sup>th</sup> of July
- Labor Day
- Thanksgiving Day and Friday
- Christmas Eve and Christmas Day

**Vacation:** Children attending daycare weekly (5 full days) will receive one (1) week of vacation after being enrolled for a year. This must be used as a full week and no tuition will be required for that week.

**Registration Fee:** A one time fee of \$50 is charged as a registration fee. A child is not considered enrolled until the registration fee is received.

**Delinquent Accounts/Returned Checks:** A fee of \$5.00 per day will be charged to the account if payment is not received by the designated day. (Please see above) A 35.00 fee will be charged for any returned checks due to insufficient funds and the parent will be required to pay in cash until all account balances are settled.

**Late Pick-up Charges:** If a parent realizes circumstances beyond their control are going to delay pick-up, a phone call or text is requested. This is important as many children fear they have been forgotten when parents do not arrive at their usual time. A late fee of \$2.00 per minute per child will be charged after 6:05 pm. Please remember our staff is anxious to get home on time to their families and commitments.

**Withdrawals:** Parents wishing to withdrawal their child(ren) may do so at any time.

**Inclement Weather:** PLEASE watch your local TV stations (WTRF/WTOV) for all cancellations. Please go to [www.wtov9.com](http://www.wtov9.com) and sign up for delay/cancellation notifications that will be sent to your phone.

### **Supervision Policy**

A major responsibility of the staff is to ensure the health and safety of each child entrusted in our care. Staff personnel are alert to the safety needs of your children, anticipate possible hazards, and take appropriate precautionary measures.

**Arrival/Departure:** Parents are required to bring their children into the classroom and to sign the child in on the clipboard by their classroom. Any special messages, medications, special pickup notes, etc. are to be given to the staff. Staff must be made aware of each child's presence before the parent departs. At the time of pick up, parents are asked to make contact with their child's supervising staff member to ensure that staff is aware that the child has been picked up. Parents are responsible for the supervision of their child before sign-in and after signing the out. No child is permitted to be passed over the playground fence for pick up or drop off.

**Supervision of Infants/Toddlers:** At no time will a child be left unattended. Staff will supervise children at all times, including naptime. If a child becomes ill, they may be isolated in a section of the room not in use, but within the sight and hearing of a staff member.

**Release of Child:** Staff will release children only to persons on the release form provided by the parent. Photo ID will be needed for the child to be released. If an emergency arises, the parent must provide a written, signed note giving the person permission to pick-up their child. Staff will check ID's of anyone they do not recognize. Please let this be known so anyone picking up a child is not offended. The children's safety is our priority. Staff will not release children to anyone, including parents, who appear to be under the influence of drugs or alcohol. Emergency contacts will be called to transport the child home. Police will be notified if necessary.

**Custody Agreements:** If there are custody issues involved with your child, you must provide the center with the court papers indicating who has permission to pick up the child. The center may deny a parent access to their child without proper documentation.

**Child Abuse Reporting:** All staff members are mandated reporters of child abuse. If staff suspects that a child is being abused or neglected, they MUST make a report to the local children's services agency. The safety of the children is always our first concern.

### **Transportation of Children**

The center will not transport children in emergency situations. If a child requires transportation, the parent and/or emergency squad will be contacted. On our enrollment forms, on the 3rd page, the EMERGENCY TRANSPORTATION AUTHORIZATION section must be filled out that a2z Preschool, Inc. gives permission to transport children in case of emergency (this means 911 and granting permission for the ambulance to transport your child). If you do not give permission to the center to transport, we have the right not to accept your child for enrollment. This is solely for the safety of your child, if there is an emergency we want to know that we are able to give your child the most appropriate/immediate care possible.

### **Guidance Policy**

a2z Preschool staff believe that helping the child to learn self control is very important. Our hope is that each child will learn self discipline through careful guidance. Your child will be treated with love and respect. If children are treated with respect, they in turn learn to respect teachers, family members, and friends. Our expectations will be kept within the child's capabilities and the child will be made aware of these expectations. Positive reinforcement (commenting on children doing the "right" thing) and positive redirection (removing the child and giving them an appropriate activity) will be used. A child may be asked to sit for a short period of time to give the child a chance to regain control if they are having a difficult time. Time outs will be age appropriate in length and done within the classroom. Staff will not impose punishment for failure to eat or sleep. This discipline policy applies to all staff and parent while they are at the center.

## **Expulsion of a Child**

We can expel or refuse a child at will. We will give you a 2 week notice if possible, we are going to expel your child. If a situation arises where a child is consistently endangering him or herself, peers or staff, it may become necessary to disenroll the child, or if your child consistently needs one on one attention. Every attempt will be made to work together with the parents and the child to correct the behavior. However, the safety of children is always our primary concern. The administrator will be in communication with the parents prior to this occurring. If the child demonstrates behavior that requires frequent "extra attention" from the staff member, we may choose to develop and implement a behavior management plan. We are not a facility that can give one on one attention. If your child requires one on one attention, then we are not the facility for you. This plan will be developed in consultation with the parents and will be consistent with the requirement of Rule 5101: 2-12-22 OAC.

## **Meals and Snacks**

**Infants:** Parents are required to provide **all** snacks and meals for infants. Individual feeding schedules are followed throughout the day for all infants. Infant food and/or formula provided by the parent shall be labeled with the child's name, date of preparation and immediately refrigerated. Breast milk or formula provided by the parent shall be labeled with the child's name, the date of receipt and refrigerated immediately. Breast milk or formula shall not be stored for more than 24 hours. Infants will be held for all bottle feedings. Commercially prepared formula will be used in the event that the parent does not provide a quantity of formula sufficient to meet the infant's daily requirement. All milk must be vitamin D whole milk, if not we will need a letter from the doctor stating otherwise. A quiet space will be provided to any mother breastfeeding at our facility.

**Toddlers:** Toddlers will have a snack at 10:15, and 2:30. Snacks will be provided by the parents. (Snacks, this meal must consist of nutritional food from the following food groups: (minimum portion sizes for 1-2 year old) protein (1 oz) or fruit/vegetable group (1/2 c – 100% fruit juice) or grain/cereal (1/4 c). If snack does not meet the nutritional requirement then we are mandated to offer the additional food(s) at a charge of \$1.00 per item.

For full day children, parents are required to provide a lunch for their child. This meal must consist of nutritional food from the following food groups: (minimum portion sizes for a 1-2 year old) protein (1 oz), grain (1/2 slice bread or 1/4 c pasta, etc), and two foods from the fruit/vegetable group (1/4 c), fluid **milk is required** (milk must also come in a "sippy" cup from home, please do not bring in a gallon of milk. All food items must be stored in a lunch box/bag clearly marked with your child's name. The lunches will be stored in the classroom, please be sure to include ice packs in your child's lunch if food needs to be kept cold. If a lunch does not meet the nutritional requirements then we are mandated to offer the additional food(s). These will be provided at a charge of \$1.00 per item.

## **Accidents and Emergencies:**

a2z Preschool/Daycare has devised several procedures to follow in the event that an emergency would occur while a child is in the center's care. In the event of a fire, or tornado, staff will follow the written instructions posted in the classroom. The instructions consist of emergency evacuation routes and the procedures to be followed to assure that children have arrived at the designated spot. In order to prepare children for the unlikely need to evacuate, the center does conduct monthly fire drills and periodic tornado drills. Should we need to evacuate due to fire, weather conditions, loss of power, heat or water to the center, our emergency destination is the back of the parking lot. If the immediate area must be evacuated we will evacuate to the Cumberland Trail Fire Department. A sign will be posted in front of the center indicating that we have been evacuated and the location where you can pick up your child. If a parent cannot be reached, we will also contact the emergency contacts as listed on your child's enrollment information.

In the unlikely event of an environmental threat or a threat of violence, the staff will: secure the children in the safest location possible, contact and follow the directions given by the proper authorities and contact the parents as soon as the situation allows. An incident report will also be provided for the parents.

There is always one staff member present who has received training in First Aid/Communicable Disease and CPR. In the case of a minor accident/injury staff will administer basic first aid and TLC. If the injury/illness is life threatening the EMS will be contacted, parents will be notified, and a staff member will accompany the child to the hospital with the available health records. Staff may not transport children in their vehicles. Only parents or EMS will transport.

An incident/injury report will be completed, and given to the person picking up the child on the day of the incident/injury if any of the following occur: the child has an illness, accident or injury which requires first aid; the child receives a bump or blow to the head; the child has to be transported by emergency squad; or an unusual or unexpected event occurs which jeopardizes the safety of the child. If a child requires emergency transportation, the report shall be available within 24 hours after the incident occurs. The center shall also contact licensing personnel from the appropriate ODJFS office within 24 hours when there is a "general emergency" or "serious incident, injury or illness". The report will be provided to licensing staff within 3 days of the incident.

### **Management of Illness**

a2z Preschool, Inc. provides children with a clean and healthy environment. However, we realize that children become ill from time to time. If this is your child's first group care experience, it is possible that they may experience more frequent illnesses at the beginning of the school year before their immune system becomes more active. We observe all children as they enter the program to quickly assess their general health. We ask that you do not bring a sick child to the center. They will be sent home! Please also plan ahead and have a back up care plan in place if you are not able to take time off from work/school.

### **A child with any of the following symptoms will be immediately isolated and discharged to the parent or emergency contact:**

- Temperature of 100 degrees F - in combination with any other signs of illness
- Diarrhea (more than 3 abnormally loose stools within a 24 hr period)
- Severe coughing (causing the child to become red in the face or to make a whooping sound)
- Difficulty/rapid breathing
- Yellowish skin or eyes
- Redness of the eye, obvious discharge, matted eyelashes, burning, itching
- Untreated skin patches, unusual spots or rashes
- Unusually dark urine or grey or white stools
- Stiff neck with an elevated temperature
- Evidence of untreated lice, scabies, or other parasitic infestation
- Vomiting more than once or when accompanied by any other sign of illness
- Sore throat or difficulty swallowing

Any child demonstrating signs of illness not listed above will be isolated and carefully observed for symptoms. The parent will be notified and asked to pick up their child if a child does not feel well enough to participate in center activities. Anytime a child is isolated they will be kept within sight and hearing of a staff member. The cot and any linens used will be washed and disinfected before being used again. Parents will be notified by a sign on the door if children have been exposed to a communicable illness. Children will be readmitted to the center after at least **24 hours of being free of fever** and

other symptoms. If they are not symptom free, a doctor's note will be required stating that the child is not contagious.

**Medications:** The center will administer medications to a child only after the parent completes a Request form. All proper sections must be completed and the medication must be handed to the teacher each day. Medications will be stored in a designated area inaccessible to children. Medications may NOT be stored in a child's cubby or book bag. We will not administer cough drops to your child.

Prescription medications: must be in their original container and administered in accordance to instructions on the label. Over the counter medications must also be administered in accordance to label instructions. If parents request any different dosages or uses, a physician must provide written instructions on the Request for Medication form.

Over the counter medications will not be administered for more than 3 days without instructions from a physician. Infant's Tylenol/Motrin will be given as long as your child meets the requirements on the package. If your child doesn't meet the proper age/weight requirement, then a doctor will have to fill out the form.

**Food Supplements or Modified Diets:** If your child requires a food supplement or a modified diet, you must secure written information from your physician regarding this. Please speak with the administrator for more details.

### **Outdoor Play**

Research has shown that children stay healthier when they have daily outdoor play. Based on this information and state requirements, outdoor play will be included in our program on a daily basis (weather permitting). We will limit the amount of time outside when the temperatures are very warm or very cold. Children will not be taken outside when the temperature (wind chill and heat index factored in) drop below 20 degrees or rise above 90 degrees. If need be, we will also adjust outdoor time due to rain, threatening weather, ozone warning, etc. On days that outdoor play is not provided due to these conditions, we will include a time for indoor gross motor activities. Please send your child with proper clothing so they may be comfortable and safe whenever we are outside. This includes hats, mittens and boots in the winter time.

### **Parent/Employee Participation**

Parents are encouraged to participate whenever possible in the activities at the center. Parents have unlimited access to all areas of the building used for child care during hours of operation. Parents may wish to attend class parties, special luncheons or simply stop in to join the daily fun. Teachers are available to discuss a child's progress or needs at anytime. However, due to staff responsibilities and schedules, parents are asked to make appointments with staff when it is necessary to engage in lengthy conversations. Teachers want to be able to focus on you and your child at these times.

If parents have any concerns or questions at any time, it is recommended that the following chain of command be used until an answer or solution is found.

1. Child's teacher
2. Administrator (Dawn Schoolcraft) dawn@a2zpreschool.com
3. Owner (Dawn Schoolcraft or Stacy Thoburn) stacy@a2zpreschool.com

Please feel free to address concerns when they occur. Often, problems can be addressed when they are little problems before they grow into bigger problems. Staff fully realizes that you are trusting us with your little ones and we want our relationship to be a good one.

If an employee has questions at any time concerning parents, children or other staff members, it is recommended that the following chain of command be used until an answer or solution is found.

1. Administrator (Dawn Schoolcraft)
2. Owner (Dawn Schoolcraft or Stacy Thoburn)
3. Parent Meeting (if necessary if problem is with child or parent)

## **Security**

a2z Preschool Inc. strives to provide the safest environment for the children, therefore, a security/door alarm system is installed at the facility. The security system will not be armed during drop off and pick up times for the preschoolers. During all other times at the center, you will need to push the "CALL" button outside the building, and a staff member will then buzz you in.

## **Contact List**

If a parent wishes to have contact information of another student, they will need to go to the office and request the information. If the parent stated on the enrollment form that their contact information is available to all parents then the information will be given out.

## **Cots/Rest time**

A cot/crib will be provided for each child at the center, children are permitted to bring a pillow and blanket for their cot. Parents are required to provide a fitted crib sheet for their infant child. The pillow and blanket/sheet will be sent home weekly for you to wash and return. All students lay down during rest time. We will not keep children awake at this time. We will follow individual sleep schedules for infants.

## **Field Trips/Swimming**

We will not be taking field trips. We are not having any form of swimming activities planned for the center.

We will not be doing assessments at our center.

Ohio Department of Job and Family Services  
CENTER PARENT INFORMATION REQUIRED  
BY OHIO ADMINISTRATIVE CODE

The facility is licensed to operate legally by the Ohio Department of Job and Family Services. This License is posted in a conspicuous place for review.

A toll free telephone number is listed on the facility's license and may be used to report suspected violation of the licensing law or administrative rules. The licensing law and rules governing child care are available for review at the facility upon request.

The administrator and each employee of the facility is required, under Section 2151.421 of the Ohio Revised Code, ORC to report their suspicions of child abuse or child neglect to the local public children's services agency. Any parent, custodian or guardian of a child enrolled in the facility shall be permitted unlimited access to the facility during all hours of operation for the purposes of contacting their children, evaluating the care provided by the facility or evaluating the premise. Upon entering the premises, the parent or guardian shall notify the Administrator of his/her presence

Contact information for parents/guardians of the children attending the facility is available upon request. This information will not include the name, telephone number or email of any parent/guardian who requests his/her name, telephone number or email not be included.

Recent licensing inspection reports and any substantiated complaint investigation reports for the past two years are posted in a conspicuous place in the facility for review.

The licensing record, including licensing inspection reports, complaint investigation reports, and evaluation from the building and fire departments, is available for review upon written request from the Ohio Department of Job and Family Services. The center's licensing inspection reports for the past two years are also available for review on the Child Care in Ohio website the website is:

<http://jfs.ohio.gov/cc/childcare.stm>

It is unlawful for the facility to discriminate in the enrollment of children upon the basis of race, or color, religion, sex or national origin or disability in violation of the Americans with Disabilities Act of 1990, 104 Stat. 32, 42 U.S.C. 12101 et seq.

**This information must be given in writing to all parents, guardians and employees as required in 5101: 2-12-30 of the Ohio Administrative Code.**