

ROCHESTER CHILD CARE CENTER



Family Handbook

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Welcome: A Letter from Our Executive Director

Dear Parents and Guardians,

Welcome to Rochester Child Care Center. We are pleased to have your family in our program. This is an important time for you and your child, and we are here to answer any questions that you might have. Our Center staff is excited to get to know you and will appreciate every opportunity to be of help. We believe that you are the most important person in your child's life. We look forward to partnering with you to foster your child's development by providing a safe and healthy learning environment for your child.

This handbook is designed to familiarize you with our philosophy, programs, and policies. It is very important that you read through this information carefully so that you can understand our Center's policies and your responsibilities as a parent/guardian. We suggest that you keep this information handy, as you will find it will answer many questions that typically arise during the year.

Our administrative and program staff are here to assist you. The Rochester Child Care Center has an "Open Door" policy. Family members are always welcome. Each family has a cubby or mailbox in the classroom, Check this for updates and news about your child's program. Please let us know if you have any questions or concerns. Active and open two-way communication will help to make sure that your experience at Rochester Child Care Center is a successful one.

Parent participation is important to us! We welcome your comments and suggestions, and encourage you to share your thoughts with us. Parents are invited to serve on our volunteer board of directors and participate in special activities and events. We look forward to being a part of the life of your family and providing healthy and nurturing early education and care for your child.

Please feel free to call me anytime at (603)332-9333.

Sincerely,

Cora-Lynn Hoppe
Executive Director



Vision Statement

Rochester Child Care Center is a dynamic, reflective, and caring community. Teachers are inspired to be enthusiastic learners who teach children by example as they share their love for creativity and discovery. Teachers and families work together to build an atmosphere of trust, mutual respect, and loyalty. This supports families and teachers in building partnerships that benefit all children. All children feel a sense of belonging as they are accepted, loved, and nurtured with a focus on supporting healthy development and engaging them in meaningful activities.

Teachers

- Use the Creative Curriculum & Implementation Checklist for setting up and maintaining the classroom environment.
 - Use planning times for reflecting upon current practices, sharing observations, and planning a meaningful curriculum and changes to the environment,
 - Always extend a warm and friendly welcome to all children and families.
 - Plan special activities that help them get to know their children and families.
 - Plan and/or participate in special activities that invite and encourage family participation.
 - Offer two Parent-Teacher conferences each year.
-

Parents & Families

- Take the time at arrival and/or departure to talk with their child's teachers.
 - Make sure their child's cubby is always supplied with the items necessary for their comfort while in care.
 - Read the Parent Handbook, Parent Newsletters, Daily Notes and other notices.
 - Have frequent discussions with their child and their child's teachers about their activities and learning while in care.
 - Attend Open House
 - Bring questions, concerns, or suggestions to the teacher's attention, requesting assistance from administration as needed.
 - Provide resources & support that the teachers need to plan programs and environments that support healthy learning.
-

Administrators

- Visit and observe each classroom every other month. Follow up with input and support at planning times.
- Consistently enforce adherence to all Agency Policies & Procedures and State Licensing regulations.
- Work with teachers to establish peer mentoring system.
- Communicate important information in a timely, consistent, and thorough manner.

Expectations of Everyone

- When a concern arises, it is addressed in a timely, professional, and respectful manner with the party or parties with whom it relates.
- Confidentiality in regards to teachers, families, and children are respected and taken very seriously. Please refer to our parent conduct policy.
- The primary focus is on respect and support. Administrators, teachers, and parents/families will respect and support each other as we model and teach our children about respecting and supporting each other.

Non-Discrimination Statement

At the Rochester Child Care Center, we welcome all children and families. We appreciate that all families are unique and that we can all learn from each other. We embrace the diversity of each child and family. We prohibit discrimination in any of our programs and activities on the basis of race, color, national origin, religion, gender, age, marital status, socioeconomic status, sexual orientation, physical characteristics, or disability.

Who We Are

We are proud to say that we have provided high quality childcare and early education programs to Rochester and surrounding communities since 1976! Rochester Child Care Center has always been an independent non-profit organization with the single mission of serving children and families. Various programs have been implemented over the years to meet changing community needs. Under the guidance of a volunteer Board of Directors every effort is made to keep tuitions affordable and policies family friendly.

Our center-based program can offer care to up to 170 children at our 95 Charles St. location, ages 6 months to 5 years old. We also provide before and after school enrichment programs through our "UP" program at most Rochester Elementary Schools. The "UP" program is also in session on many out of school days and school vacations. We are the largest provider of childcare services in Rochester and actively collaborate with many communities and statewide organizations and initiatives. We plan to continue to grow and evolve to serve your family over the years to come!

Board of Directors

Our Center is governed by a Board of Directors, which is comprised of parents and community volunteers. The Board establishes our agency's mission and policies, and hires the Executive Director to implement them. Parents who are interested in finding out more about joining the Board are encouraged to contact the Executive Director for further information.

Fundraising

Our agency schedules a variety of fundraising events throughout the year to assist us in helping to keep tuition at a reasonable rate and to help us with program improvements. We rely on and truly appreciate parental support and assistance with these events. The monies raised during the year allow us to add supplies and make improvements in our curriculum and building.

Our Partners

Our agency is a partner agency of the United Way of the Greater Seacoast, and receives reimbursements from the State of New Hampshire DHHS Child Care Scholarship Fund. We provide healthy meals through the USDA CACFP Food Program. NH State Licensing Our center is licensed to serve 170 children ages 6 months to 5 years old by the State of NH Bureau of Childcare Licensing and has achieved Licensed Plus status for a higher level of professional practices.

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Hours of Operation

Childcare services are provided from 7 am to 5 pm Monday through Friday at our 95 Charles St. location. Please see your enrollment packet for our holiday closings.

Programs

Infant/Toddler Program

Butterflies

The youngest of our infants are 6 months old and are lovingly cared for by primary caregivers according to their individual schedules.

Glowworms

This toddler classroom offers hands on exploration and creative curriculum experiences for toddlers who participate in developmentally appropriate play experiences.

Ladybugs/Early Head Start Partnership

Through a partnership with the Community Action Partnership of Strafford County we are able to offer this program option to eligible families 6 months–3 years. The Early Head Start program offers smaller group size and additional services for children and families.

Early Preschool—Caterpillars, Inchworms, and Bumblebees

This transitional toddler classroom focuses on teaching autonomy and independence to help children become ready to fully participate in the preschool program. Caterpillars enjoy creative movement, music, language development and above all having fun!

The Center provides a safe environment where toddlers are encouraged to explore and grow under the nurturing guidance of their classroom teachers. Your child will be assigned a “primary caregiver” to further individualize their care. Our toddler teachers plan developmentally appropriate play experiences that will help foster children’s social, emotional, physical, and cognitive growth and development. Through participation in the USDA CACFP Food Program we provide breakfast, lunch, and snack for all children who are here during our meal times.

Every parent is assigned a parent mailbox which should be checked daily for important information, updates, and the monthly newsletters and curriculum plans from your child’s classroom. Our staff will also provide you with “Toddler Tattlers” which are daily notes we send home to give you feedback on your child’s day.

Toddler Parents are Responsible for Providing:

- Diapers and wipes.
- At least one complete extra change of clothing.
- Appropriate outerwear for outdoor play (snow pants or snowsuits, mittens, hats, and boots are a must in the winter months & swim suits and/or extra shorts for pool/sprinkler time in the summer). PLEASE LABEL ALL CLOTHING, as we cannot be responsible for lost items.
- Rest sheets and blankets for nap (licensing regulations require your child to have something both under and over them at rest time). We recommend a crib sheet for a mat cover and a small blanket to cover your child. These items are bagged each Friday for you to take home to launder and return to us clean the following week.

We rely on your adherence to these important responsibilities to keep your child safe, comfortable, and healthy during their stay with us. We regret that we cannot be responsible for items that are lost or stolen.

If a child arrives without these necessary items, a parent may be called to bring these items to the center. If required items are not supplied, this may result in a refusal of care.

Toilet Training

Toilet training is a unique and individual experience for every child. Toilet training can only be effective if the child wants to learn. Many children will indicate a readiness for toilet training by feeling confident and/or unafraid to sit on the toilet. They may start to ask about the toilet, ask to be changed, or show better bladder and bowel control by staying dryer for longer periods of time. We feel it is important to work with you to ensure this experience is a positive and successful one for both you and your child.

Our staff will follow your child's lead, as they are ready, encouraging them to use the potty and assisting them as needed. Please be sure to provide your child with manageable clothing so they can have some control in removing their own clothes and in developing self-help skills.

It is important to stay positive and to keep communication open with our staff so that, together, we're providing consistent and supportive help for your child as they master this new skill.

Biting

Group settings can be hard for some toddlers. Even in the best of programs, there are occasions when children bite other children. This is a very difficult and stressful experience for everyone... children, parents, and teachers alike. Biting is a natural stage for some children. We work hard to prevent biting by taking a preemptive approach. Staff members stay close so they can intervene when natural conflicts arise. Children are redirected to objects that can be bitten or to appropriate activities where they can vent their frustration. Children are given lots of choices throughout their day and staff model, coach, and reinforce positive social behavior. Our Program Director is available to provide additional resources as needed.

Should a biting incident occur involving your child, we immediately clean the bite and use ice to minimize bruising and swelling. We will notify you verbally and in writing via an accident report. In the rare occasion the skin is broken, we will notify you immediately so you can determine whether you want to seek medical attention.

Should your child be the initiator of a bite, we will inform you verbally so we can work together to monitor the situation and to attempt to assist your child in preventing future biting from occurring.

Please know we will not disclose the names of the children involved in individual incidents. While we do encourage "victim assertiveness", we will not encourage victims of a bite to retaliate in any way other than using their words. Retaliation only models and encourages further aggressive behavior. We do reserve the right to carefully examine each individual situation to determine what recourse is best for the parties involved. It is our primary goal to assist children and families in getting through this very difficult stage in a child's development.

Preschool Program

Our preschool program consists of five classrooms designed to meet the individual needs of children age three to five. Each classroom has the capacity to care for up to 20 children. Two classrooms currently provide early education and care for children ages three and four and two classrooms provide early education and care for children ages four and five and one serves a more mixed age range.

Our Preschool Program uses the Creative Curriculum. The Creative Curriculum is rooted in education philosophy and theory as well as practice. It builds on Erik Erikson's stages of socio-emotional development, Jean Piaget's theories of how children think and learn, on principles of physical development, and an appreciation of cultural influences.

The Preschool Program provides a safe and exciting environment for young children to both learn and explore. Children are exposed to a wide variety of hands-on, developmentally appropriate materials and experiences that will help to foster their social, emotional, physical, and cognitive growth and development. We provide breakfast, lunch and snack for all children. Each parent is assigned a parent mailbox that should be checked daily for important information, updates, and the monthly newsletters and curriculum plans from your child's classroom.

Preschool parents are responsible for providing:

- At least one complete extra change of clothing.
- Appropriate outerwear for outdoor play (snow pants or snowsuits, mittens, hats, and boots are a must in the winter months and swim suits and/or extra shorts for pool and sprinkler time in the summer). PLEASE LABEL ALL CLOTHING, as we cannot be responsible for lost items.
- Rest sheets and blankets for nap (licensing regulations require your child to have something both under and over them at rest time). We recommend a crib sheet for underneath and a small blanket to cover your child. Some parents purchase small sleeping bags instead. These items are bagged each Friday for you to take home and launder and return to us the following week.

We rely on your adherence to these important responsibilities to keep your child safe, comfortable, and healthy during their stay with us. We regret that we cannot be responsible for items that are lost or stolen.

If a child arrives without these necessary items, a parent may be called to bring these items to the center. If required items are not supplied, this may result in a refusal of care.

Television/Screen Time	Our daily routine does not include television watching but occasionally we may view a video that relates to our curriculum. We will make sure all content is age appropriate and children will always be offered an alternative activity to engage in. We have learned that screen time of all sorts should be limited for young children and use tablets only if their use furthers our curriculum objectives.
Multiculturalism	Multiculturalism is vital for all children because it sets social goals and promotes respect for all people and the environment we inhabit. We utilize books, music, games and other activities to teach children to respect diversity in our community and the world.
Transition	During the course of your child's time with us, and as he/she shows readiness to move on to another level of our program we will begin the transition process. Your child's teacher will keep you informed of your child's development and readiness, and will work with you regarding a decision to move your child to the next level. Parents will receive information from the center regarding the process, which is designed to be flexible to meet the emotional needs of your child. We work diligently to ensure that transitions occur in a timely manner whenever possible.
Confidentiality & Client Record/Files	Rochester Child Care Center and its employees have both an ethical and legal obligation to respect the privacy of our clients, this includes protecting and maintaining the confidentiality of all information that we learn about our clients, their family members and friends in the course of providing our services. Our client records are legally protected, confidential records and are treated as such. Client records are kept in locked file cabinets unless being reviewed or supplemented by an authorized employee. Clients may authorize the exchange of confidential information with other agencies or parties by completing an authorization for disclosure form, which is available in our main office.
Babysitting	We do not encourage staff to babysit for children who are enrolled at the center. However, if families and staff do choose to enter into such an arrangement a form (available in our office) holding the agency harmless must be completed.
Staff Qualifications	Our programs are staffed with teachers, many who meet and/or exceed the New Hampshire Child Care Licensing regulations for educational and experience requirements. All staff actively participate in ongoing professional development and many are credentialed by the New Hampshire Child Development Bureau. Before hire, all staff must pass a background check including fingerprinting.
Volunteers & Trainees	Our agency prides itself on being an important part of our community and serves as a site for a variety of volunteers. All volunteers complete a basic orientation process with our Program Directors, and are given specific guidance and direct supervision at all times while volunteering in our programs. All regular volunteers are required to undergo a background check.

Open Door Policy

Our “Open Door” policy does not mean that our doors are unlocked. Actually, all external doors are locked, but accessible through a key pad with your individual family code. We encourage visits that are conducive to the routine of your child’s classroom. While visiting classrooms, we prohibit parents from disciplining other children or from disciplining their own child in a manner that is not within the philosophy of the agency.

Visitors

At times we receive requests from potential clients, childcare professionals, and students to visit our agency or to observe our programs. Visitors are required to make an appointment and are always accompanied by a staff member while in our building, so their visit is not disruptive to the programs in progress.

Parent participation can be both helpful and rewarding to both the center and your family. Please feel free to discuss specifics with your child’s teacher or Program Director if you are interested in becoming a routine visitor or volunteer (see volunteer section).

Parent/Guardian & Staff Interactions

Rochester Child Care center believes that a successful program experience for children requires a relationship of respect between staff and parents/guardians. Demonstrating positive adult interactions is crucial for setting healthy examples of children. Communication between parents/guardians and the Rochester Child Care Center agency staff is expected to be appropriate and professional. If a parent has concerns, questions or feedback that may result in high stress, they are strongly encouraged to bring them to the program directors.

All parents/guardians need to abide by the Rochester Child Care Center conduct policy. This includes but is not limited to:

- Respectful use of language. Inappropriate content and slander will not be allowed.
- Not using social media as a place to resolve issues with the agency, derogatory comments regarding agency and its teachers could potentially result in discontinuing care.
- This pertains to all adults coming into the agency on your behalf.

We have a ZERO TOLERANCE for any action that resembles bullying, defined as a single significant incident or a pattern of incidents involving verbal, written, or electronic communication, or a physical act or gesture, or any combination thereof, directed at another person which:

- Physically threatens a person on the property;
- Causes emotional distress to another person;
- Creates a hostile environment or;
- Substantially disrupts the orderly operations of the agency.

Safety is our number one concern when it comes to a child’s care. Be assured the staff work diligently to make your child’s experience in our agency positive. In the event that this is policy is not followed, the agency reserves the right to terminate childcare without notice.

Upon enrollment you will be asked to sign a “Parent/Guardian Policy.”

Services to Children with Special Needs

Our “Open Door” policy does not mean that our doors are unlocked. Actually, all external doors are locked, but accessible through a key pad with your individual family code. We encourage visits that are conducive to the routine of your child’s classroom. While visiting classrooms, we prohibit parents from disciplining other children or from disciplining their own child in a manner that is not within the philosophy of the agency.

At times we receive requests from potential clients, childcare professionals, and students to visit our agency or to observe our programs. Visitors are required to make an appointment and are always accompanied by a staff member while in our building, so their visit is not disruptive to the programs in progress.

Parent participation can be both helpful and rewarding to both the center and your family. Please feel free to discuss specifics with your child’s teacher or Program Director if you are interested in becoming a routine visitor or volunteer (see volunteer section).

Rochester Child Care Center welcomes children of all abilities. Our programs are designed to meet the unique needs of each child: we work with Early Supports and Services as well as the Rochester School Department’s REACH program for children who are eligible for special services. Therapists are able to work with children at the center and RCCC teachers are a part of the child’s education team and carry out activities specified in the child’s IFSP (Individual Family Service Plan). We adapt programs to meet the needs of children with varying abilities and make every effort to maintain children in care. We access the services of PTAN (Preschool Technical Assistance Network) as needed. If you have concerns about your child’s emotional well-being or growth and development, we encourage you to speak with your child’s teacher or the Program Director. If appropriate we will assist families in networking with area services to provide additional supports as needed.

Rochester Child Care Policy for Inclusion of Children with Disabilities

Rochester Child Care Center strives to provide the highest quality of care and education to children of varying abilities. We have a long history of providing care and programming to children with special needs and are dedicated to meeting the unique needs of each child. We have learned that in order for children to be successful it is imperative that we work closely with parents, the school department and other providers and have thorough information, consistent collaboration and open two-way communication among everyone involved.

The Process

When a child with a diagnosed disability is enrolled in our program we request that parents/guardians meet with the program director/coordinator and teacher if possible to share information regarding the child’s needs and plan ways our program can accommodate these needs. Parents will be asked to give permission for Rochester Child Care Center to obtain and share information with the school department and/or other service providers.

We request that the child’s IEP or IFSP be shared with our program so that we may learn about specific strategies and strive for consistency as much as possible. Once the child is attending our program we may ask for parent/guardians to meet with us as needed to address specific challenges should they arise. We may seek out other sources of expertise

after obtaining parent permission or make referrals to outside agencies with parent permission.

The Law

Section 504 of the Rehabilitations Act

This law outlines the specific responsibilities of caregivers of children with diagnosed disabilities and outlines the parent/guardian's responsibilities to provide information and collaborate in planning for their child's care. Programs are required to make "reasonable accommodation" to include children with disabilities. Accommodations that fundamentally alter the program or pose an excessive expense are not required. Accommodations that pose an undue hardship on the program or pose a safety risk to the children in the program are not required. An example of an accommodation we would consider to be one that creates an undue hardship is the provision of a one on one aide.

Termination of Services

In adherence with NH Child Care Licensing Regulations Rochester Child Care Center for all of its programs agrees to:

- Work with parent/guardians to use multiple intervention strategies to assist the child to be successful in the program
- Seek out additional resources and referrals
- Provide staff with professional development as related to the child's special needs

Child behaviors shall be documented and if after using the strategies noted above Rochester Child Care Center determines that services need to be terminated, the program shall maintain the child's enrollment for two weeks thereafter. Parents shall be informed and given resource and referral information whenever possible. Immediate expulsion may be necessary if the child's behavior poses a serious safety risk to him/herself or others.

Parent/guardians will be provided all documentation involved in making the decision to terminate their child's enrollment at the center.

Assessments

Our programs utilize Ages and Stages Questionnaire as an assessment tool for all age groups. These assessments are completed twice yearly by both the classroom teachers and parents.

The information these assessments provide, is used in referral process for outside supports as needed, and give us reliable information regarding your child's development. The Program Director is available to make recommendations and references for further evaluation if needed and is always happy to meet with you to discuss any concerns or questions you have about your child's development.

Food Program Information

All meals at Rochester Child Care Center are served under the guidance of USDA Child Nutrition Program. Accordingly, the Center is the recipient of meal reimbursements for eligible families which assist in keeping tuition costs low. Due to our participation in this program all parents, regardless of income, are required to complete paperwork annually. Our programs serve breakfast, lunch and afternoon snack each day. Breakfast is served between 7:30 and 8:30 and lunch is served between 11:15 and 12:00 depending on the class. Children are encouraged to give every food a try and are never forced to eat foods they do not wish to eat and food is never used as a reward or punishment. Mealtime is designed to be a pleasant and social part of your child's day. Please find weekly menus posted on the door of the Main Office for you to take home.

We ask that children not bring food or snack from home unless specific arrangements have been made with the classroom.

In accordance with Federal Law and the US Dept. of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA Director, Office of Civil Rights, Rm 326-W, Whitten Building, 1400 Independence Ave., SW, Washington, DC 20250-9410 or call (202) 720-3964 (voice and TDD). USDA is an equal opportunity provider and employer.

Food Allergies and Restrictions

In compliance with CACFP regulations, if your child has special meal restrictions due to allergies, intolerances, religious or family preference, written documentation is required. A special meals form must be filled out by the parent or guardian before any meal substitutions can be made for your child. If the substitutions requested do not meet the CACFP guidelines a doctor's signature is required. Please help us to safeguard our children with peanut and tree nut allergies by not bringing any foods into the center that contain nuts or nut butters. The oil from these products can stay on a child who has eaten peanut butter or even on furniture and equipment and cause a life threatening reaction. Some extremely sensitive children may even react to these products in the air. If your child has eaten peanut butter before coming to the center please wash up well.

Reporting of Suspected Abuse or Neglect

New Hampshire Law (RSA 169-C: 29-30) requires that any person who has reason to suspect that a child under the age of 18 has been abused or neglected must report the case to the New Hampshire Division of Children, Youth, and Families (DCYF). Our Agency has internal policies for reporting the suspicion of abuse and neglect. If a report has been made, the Executive Director consults with DCYF regarding the decision of notifying the child's parent or guardian of the report. Out of respect to our parents, we prefer to communicate our concerns whenever possible. However, the agency may refrain from notifying parents based on individual circumstances and the needs of the child.

Parent Communication

Parent Mailboxes & Pockets

Each parent/child has a mailbox located in their child's classroom or at their school age site. Please check your mailbox daily! It will contain important information throughout the year and will keep you in touch with our program news and events.

Parent Information Boards

Each classroom has a parent board that contains lots of helpful information for parents. Here you can find specific class schedules,

special notices, newsletters, curriculum plans and menus to keep you up to date from month to month. The Center also has two information boards in our entranceway to remind you of important information including closings, fundraisers, community events, etc. Please stop by and check them out!

For additional information please also check our website at www.rochesterchildcare.org, Class Dojo, and our Facebook page where we are always posting the most up to date information.

Program Policies & Rules

Parking

When dropping off and picking up your children, please use extreme caution as there are often many children and adults walking to and from vehicles. Our driveway and parking lot has a one-way traffic flow. Please be sure to use the entranceway and exit as marked.

Parking is not permitted in front of our side entrance, please park only in specified parking spaces at all times.

Never leave vehicles running or leave children unattended in vehicles as this is against the law and puts your child at risk. Be sure to always buckle your child into an age appropriate car or booster seat. Please remember to always use caution when entering and departing the lot.

PLEASE DRIVE SLOWLY AND WATCH OUT FOR CHILDREN AT ALL TIMES!

Security System

Our building is equipped with a security system designed to allow access to employees and parents only. Our front and side doors are locked at all times. Security codes are issued to families upon enrollment in our program. This code is for parents or legal guardians only. Should another family member or alternate pick-up person need to gain access to our building; please inform them to use the call button to contact the main office. To help us keep our children as safe as possible, please do not let people who are unfamiliar to you into the building.

Weapons Prohibition Policy

The possession of weapons shall be prohibited in all Rochester Child Care Center facilities including Rochester School Department property and at all functions sponsored by Rochester Child Care Center at all times and by all persons except law enforcement officers acting within the scope of their professional capacity.

Weapons include but are not limited to:

- Firearms
- Explosives
- Incendiaries
- Martial arts weapons
- Electronic defense weapons
- Clubs
- Swords
- Knives
- Razor blades and box cutters
- Containers containing chemicals such as pepper gas or mace

Likewise, objects fashioned to look enough like dangerous weapons that they could be mistaken for an actual weapon are subject to the same prohibition.

Persons violating this policy will be immediately directed to leave the premises, subject to enforcement by police if necessary. Student violation of this policy will be subject to disciplinary action which could result in termination of services.

Daily Arrivals and Departures

All children must be escorted into the building and signed in on the classroom/program attendance, no earlier than 7:00 a.m. It is important to have your child in program no later than 9:30 a.m. If you will be arriving after 9:30 please call our main office.

We ask that parents allow for a few minutes each morning to update staff members with important information that might impact your child's day. We encourage you to keep us

informed about changes in your child's sleep pattern or physical and emotional health so staff are prepared to support any additional needs your child might have during the day.

Authorization for Pickup

As part of our enrollment procedure, parents are required to provide us with a list of people who are authorized to pick-up their children from the Center and/or who will be called when a parent can't be reached to pick up an ill child, etc. It is recommended that parents/guardians list these names in the order in which they would like people contacted, including their own information.

We will NOT release a child to any adult who is not on this authorization list without authorization submitted to the center office. ALL adults, including parents, must be able to present photo identification when picking up children from the Center.

Due to our large number of employees, staff members may request identification until they become familiar with a child's parents and extended family. This is to ensure your child's safety, so please inform all alternate pick-up persons they'll need to bring appropriate identification with them. If an unfamiliar adult cannot produce a photo ID to verify their identification, we will not release a child to them. In order to promote the safety and well being of children, no child will be released to anyone under the age of 16.

By law regardless of change in marital/relationship status, biological parents cannot be denied access to their child, including pickup privileges, without documented court authorization. Any court-authorized documents regarding custodial changes or restrictions must be submitted to an administrator in the main office before our staff can enforce these changes. It is our goal to support the individual, sensitive needs of our families, but we will only do so within the required constraints of the law.

If a parent/guardian or designated pick-up person is suspected of being under the influence of alcohol/drugs when they arrive at the center, the individual may be called aside by a staff member and/or administrator to discuss the concern. The Center will provide assistance with contacting an alternate adult or taxi to provide necessary transportation if a parent confirms they are in need of assistance. If the situation isn't able to be resolved and the agency still has concerns about the well being of the child, then the agency will contact the local police department to report the concern and will cooperate with the police as requested.

Closing/Late Pickup Fee

Our Center closes promptly at 5 PM. Parents are asked to arrive promptly so they and their children can vacate the building by 5 PM. Anyone arriving after 5 PM is charged a late fee, which is added directly to your account and is due with your tuition payment for the following week. Parents are charged a flat rate of \$25.00 for late arrival after 5 PM through 5:45. Parents arriving after 5:15 will be charged an additional \$25.00 for each 15 minutes after that. Be advised that if we are unable to reach you or an authorized pick-up person after the center has closed, we may need to notify appropriate authorities. Please be aware that repeated lateness, or failure to pay late fees, could be cause for dismissal from the center.

Emergency Closings

Rochester Child Care Center has great concern for the health and safety of the families, children, and staff as they travel, particularly in winter. While many of us attended school in various types of weather and road conditions, to do so now is not always practical or acceptable. We are aware of the stress that agency cancellations can put on a family, especially in regards to childcare. Therefore, the decision to cancel program is not ever taken lightly, yet, the safety of our children and staff is always foremost when contemplating a closure.

Issue of notices about delays or closures will be via Class Dojo, Facebook, and WMUR.

When the center and school age has a delayed or early release:

If the Rochester School District has a delayed opening, Rochester Child Care will have a delay. Staff will not be permitted to come into work until at least 8 am to allow for plowing and rough travel conditions to clear. If the weather takes a turn for the worse, all programs may have to call families to require an early pick-up.

When the center and school age is closed all day:

If the Rochester School District is closed for inclement weather, all programs will be closed.

Illness and Medication Policy

Our Center works hard to provide a safe, healthy environment for all children. Parents are required to provide us with a copy of their child's immunization record and a current physical prior to their enrollment in our program. This information must be updated annually.

We work hard to prevent illness and injuries at our program. All staff are required to keep current CPR and First Aid certification. Minor injuries, such as bumps, scrapes, and small cuts are treated by our staff using "universal precautions" when administering first aid. Parents are notified of all injuries through written "Accident/Incident Report Forms" that require your review and signature. In the case of a bump to the head, or an injury that may require a physician's attention, teachers will call you regarding the situation as you may be asked to pick up your child for medical attention. If emergency medical treatment is required we will call an ambulance, and you will be notified of the situation and be asked to meet us at the nearest medical facility.

We also work to prevent the spread of illness by adhering to the "universal precautions" cited in our communicable disease control procedures. This includes disinfecting surfaces and toys in the classroom as necessary, wearing gloves when diapering and administering first aid, and promoting important health practices, especially proper hand washing. It is important to note that our agency does not have the resources for caring for ill children and we ask that you keep your child at home when they are not feeling well. If your child is well enough to attend childcare, they must be well enough to participate in our program, including outdoor play. Should your child become ill while at the center, you will be called and required to arrange for your child to be picked up immediately. **PARENTS MUST KEEP THEIR AUTHORIZATION LIST AND HOME/WORK PHONE NUMBERS UPDATED AS CHANGES OCCUR SO WE ARE ABLE TO CONTACT YOU WHENEVER NECESSARY.** Please make sure cell phones are always activated and charged—we reserve the right to refuse to care for a child if we are unable to reach parents/guardians or alternate responsible adults in cases of emergencies.

Our policy has been formed with data from the NH Department of Health and Human Services, the NH Department of Education, the CDC and other official sources. **Rochester Child Care Center will require a child to be absent from care for 24 hours if they are sent home due to illness. Temporary exclusion is recommended when a child any of the following symptoms are exhibited:**

Illness/Symptoms:	Child Must Be Excluded?
<p>Covid-19</p>	<p>YES. Any person that tests positive with Covid-19 must be excluded from care until CDC criteria for ending isolation has been met.</p>
<p>Diarrhea: Frequent, loose or watery stools compared to child’s normal ones that are not caused by food or medicine.</p>	<p>YES. IF child looks or acts sick; if child has diarrhea with fever and isn’t acting normally; if child has more than 2 episodes of diarrhea; if child has diarrhea that overflows the diaper or they are unable to make it to the toilet.</p>
<p>Coughing: Children with asthma may come to care with a written health care plan that allows for trained staff to give treatment.</p>	<p>YES. IF severe, uncontrolled coughing or wheezing, rapid or difficulty breathing and care required is beyond what staff can give.</p>
<p>Fever: Temperature over 101 with behavior changes or other illness, or inability to comfortably participate in activities.</p> <p>102 without other symptoms.</p>	<p>YES. As well as when the child also has a rash, sore throat, vomiting, diarrhea, behavior changes, lethargy, stiff neck, difficulty breathing, etc.</p>
<p>“Flu-Like” Symptoms: (Includes Influenza and Common Cold) Fever over 101, a cough or sore throat; other flu symptoms can include tiredness, body aches vomiting and diarrhea.</p>	<p>YES. For at least 24 hours after the fever is gone without the use of medicine to reduce the fever and the child is able to participate in activities.</p>
<p>Mild Respiratory or Cold Symptoms: Stuffy nose with clear drainage, sneezing, mild cough</p>	<p>NO. May attend if able to take part in daily activities; keep home if symptoms are severe–this includes fever, behavior change, trouble breathing.</p>
<p>Rash with Fever</p>	<p>YES. Call the doctor; any rash that spreads quickly, has open, weeping wounds and/or is not healing should be evaluated.</p>
<p>Vomiting: Throwing up one or more times in the past 24 hours</p>	<p>YES. Until vomiting stops</p>

<p>Campylobacter, Enteropathogenic E.Coli, Enterotoxigenic E.Coli, Giardia, Norovirus, Rotavirus, and most types of Salmonella</p>	<p>YES. Until 24 hours symptom-free once diarrhea stops.</p>
<p>Chicken Pox</p>	<p>YES. Until blisters have dried and crusted (usually 6 days).</p>
<p>Conjunctivitis (Pink Eye): Pink color of the eye and thick yellow/green discharge.</p>	<p>YES if bacterial. Remain out for 24 hours after the start of medication NO if viral. Unless child has a fever, behavioral changes. Diagnosis from Doctor.</p>
<p>Croup: May not need to stay home unless the child is not well enough to take part in usual activities.</p>	<p>Seek medical advice.</p>
<p>“Flu-Like” Symptoms: (Includes Influenza and Common Cold) Fever over 101, a cough or sore throat; other flu symptoms can include tiredness, body aches vomiting and diarrhea.</p>	<p>YES. For at least 24 hours after the fever is gone without the use of medicine to reduce the fever and the child is able to participate in activities.</p>
<p>Ear Ache</p>	<p>YES. Until 24 hours symptom free</p>
<p>E.Coli and other Shiga Toxin Producing E.Coli</p>	<p>YES. Must have two back-to-back tests taken at least 24 hours apart that are negative for STEC; with Salmonella Typhi (Typhoid Fever) 3 lab tests taken at least 24 hours apart that are negative and diarrhea has stopped.</p>
<p>Fifth’s Disease</p>	<p>NO. Child is no longer contagious once rash appears.</p>
<p>Hand Foot and Mouth Disease</p>	<p>YES. IF child has blisters that are oozing/weeping or mouth sores, is drooling and/or isn’t able to take part in daily activities. NO. IF blisters are not oozing/weeping, there is no drooling and the child can participate in all activities.</p>
<p>Head Lice and/or Nits</p>	<p>YES. Until after the first treatment.</p>

Haemophilus Influenzae Type B (HIB)	YES. Until cleared by healthcare provider.
Hepatitis A	YES. Until 1 week after the start of the illness and when able to take part in usual activities.
Herpes	No. Unless the child has open sores that cannot be covered or is drooling uncontrollably.
Impetigo	YES. For 24 hours after starting antibiotics.
Meningitis	YES. Until cleared by healthcare provider in writing.
Norovirus	YES. Until 24 hours symptom free.
Pinworm	YES. Until treated.
Ringworm	YES. Until after starting treatment; keep the area covered for the first 2 days.
Roseola	YES. IF child has a fever and a rash.
Rotavirus: Most common in children under 2)	YES. Until 24 hours after symptoms resolve.
RSV(Respiratory Syncytial Virus)	YES. IF child has fever and/or respiratory symptoms.
Salmonella	YES. Until 48 hours after symptoms resolve.
Scabies	YES. Until completion of treatment.
Skin Infection From Staph, Strep (includes MRSA), or Herpes Gladiatorum	NO. As long as sores are covered with clothes or dressings and if drainage does not come through clothes or dressings.
Strep Throat	YES. For 24 hours after starting antibiotic and the child is able to participate in activities.
Skin Lesions	YES. Until cleared as not contagious by healthcare provider.
Tuberculosis (TB)	YES. Until healthcare provider and the Bureau of Infectious Disease Control determines the individual is no longer contagious.

Unusual or Extreme Fatigue or Lethargy	YES. Until 24 hours symptom free.
Vaccine Preventable Diseases	YES. Until healthcare provider says child is no longer contagious.
Yeast Infections	No.

Upon enrollment, you will be asked to sign the illness policy.

Administering Medications

Administering medication is a serious business and parents must adhere to the following procedures in order for us to medicate your child. Parents must carefully and completely fill out a medication form for each prescription/non-prescription medication that is to be administered. These forms are available in the main office or from your child's teacher. All medication must be brought in its **original** container with the child's name, current date, the dosage information, and the physician's name printed clearly on the label. Non-prescription medications such as cough syrups, Tylenol, etc. must also be in their original containers and be accompanied by written authorization from your doctor to provide them to your child as needed throughout the year, and we do not need a doctor's permission to apply diaper rash ointment. For your convenience, physicians can fax necessary information to us at (603) 332-3912, Please know that we are **NOT** able to administer medication without all of the required information.

Sunscreen and Insect Repellent

Daily outdoor activity is important for all children, even in the hot summer months. In the case of extreme heat and humidity in the summer, children may go outside only in the early or late parts of the day when the temperatures are the coolest. We require parents to supply sunscreen for our staff to apply each day before outdoor play in the summer. Pediatricians do not recommend spray on sunscreen for children and we will not accept them for use. As part of your enrollment, you will be asked to provide us with permission to apply sunscreen. Please make sure all sunscreen is labeled with your child's name. Parents may supply insect repellent for their children if they wish. Please make sure to give all products directly to a teacher for safe storage.

Nap/Rest/Relaxation

Licensing regulations require us to provide at least one hour of rest time for our children each day. We provide a quiet, soothing atmosphere that is conducive to resting through the use of calming activities, appropriate music, and by sitting with the children to rub backs or help settle them down. Per licensing regulations, children who do not fall asleep after 30 minutes of rest are given the opportunity to do quiet activities on their mats. After 60 minutes, children are allowed to get off their mat and engage in quiet activities.

There is one less teacher present in your child's classroom during rest time to allow for the teachers to take a lunch break. Administrative staff are always available to the classrooms as needed and the teachers have immediate access to the office, via the intercom system, if teachers need assistance during this time.

Because outdoor play and exploration are such an important part of

Outdoor Play

your child's development, our programs plan daily outdoor activity time every day. Please be aware that if your child is well enough to attend the program, they must be able to participate in outdoor activities. Please dress your child in practical clothing that allows for freedom of movement and is appropriate for the weather. Our playground is used as an extension of our center and outdoor play may get messy. Please dress your child in clothes that can easily be washed. *We find that flip flops or open sandals are not safe for our playgrounds and make it difficult for your child to play.*

In the winter months children are restricted from using the playground equipment once the ground is frozen, per licensing regulations. We provide winter play opportunities, including walks, to keep the children active and moving in the winter months and enjoy outdoor play daily as long as the temperature is above 15 degrees. Please make sure your child has adequate cold weather wear.

Classrooms also use the hall space on our bottom floor for gross motor activities when weather restricts outdoor play. Please bring sneakers or other footwear for outdoor play.

Please note: Rochester Child Care Center is not responsible for lost clothing—please label all clothing with your child's name.

Field Trips

Field trips are scheduled in advance and parents are required to sign the "Field Trip Permission Form" to authorize their child's participation for trips that leave our property. Walking trips are scheduled throughout the year to introduce your child to nature, the community and its helpers, and our environment. We welcome parent participation and parents who wish to chaperon trips are encouraged to make arrangements with their child's classroom or program.

We Make It Better

RCCC has adopted the PBIS (Positive Behavior Intervention System) and has developed the following rules for behavior:

1. Be Safe.

3. Be Helpful

2. Be Kind

4. Make it Better

Our Center believes that discipline is the process by which children will learn self-control. Discipline is not punishment. It is teaching, guiding, and redirecting behavior. The first priority in all of our programs is to provide children with a safe and healthy environment. Occasionally we have issues with children displaying unsafe behavior. Our employees guide children's behavior by using techniques defined in the New Hampshire Child Care Licensing Rule manual. These methods include using positive guidance and establishing rules and limits for acceptable behavior that are designed to promote cooperation and respect, while being appropriate and understandable to the development level of the child. We use consequences that are related to the misbehavior, and enforce these consequences as soon as possible after the misbehavior has occurred.

Should behavior be unsafe and require separation from the group, it is brief and appropriate to the circumstances and developmental level of the child. Children will always be able to see and hear the other children and staff during their respite. Children may also leave the room with an

adult for one on one interaction, to assist the child in regaining control. If not successful, a child may also be brought to the Program Director or another administrator for intervention as well.

You will be asked to sign a “Behavior Policy” as part of your enrollment packet.

Administrative Policies

Registration Fees

All parents are currently required to pay a non-refundable \$50.00 registration fee prior to their child's date of enrollment, which includes processing fees and a minimal charge for accident insurance. Please note the insurance portion of our registration costs is an annual fee, and it will be added annually to your tuition.

Tuition Payment Policy and Late Payment Charge

As a non-profit agency, we heavily rely on your prompt payment for the important service we provide. Payments will be processed through Tuition Express- A payment processing system that allows secure, on-time tuition and fee payments to be made from either your bank account (ACH) or credit card (debit). Tuition Express will be processed every Friday for the current week of care.

Please understand that we are not financially able to extend credit. Failure to make payments is serious and is cause for dismissal from the program. Services cannot be provided to families whose accounts are overdue. Should circumstances arise that temporarily affect your ability to adhere to our payment policy, you must immediately contact our business office to discuss an appropriate solution.

A fee of \$25.00 will be charged to your account if an ACH payment declines, not including any fees your banking institution may charge. If an account becomes two weeks past due a \$25.00 late payment fee will be charged. Accounts three weeks in arrears will result in termination from our program. Parents who are repeatedly late with their payments risk losing their child care services.

Should circumstances arise that temporarily affect your ability to adhere to our payment policy, you must immediately contact our office to discuss an appropriate solution. This will ensure that you are not at risk of losing your child care services. It is your responsibility to notify us of these circumstances **BEFORE** you receive a **Final Notice**.

Please note that if you are the parent who initiates the child's enrollment and signs for the account, you are legally responsible to pay for the childcare services you have contracted for. We need to collect the fees for our services and do take accounts to small claims court if they can't be otherwise resolved.

Tuition must be paid weekly in full regardless of your child's attendance in our program and regardless of scheduled holiday closings. Tuition is not subject to discounts for emergency closures and illness.

Vacation Credit

After 3 months of attendance in our program, full time private fee families who have children enrolled at the center are allotted 5 vacation days per year in which a family will not be charged for their child's absence from his/her program. All requests to use these days must be submitted to the office immediately following the absence. All vacation days renew September 1st each year.

Scheduled Closing

In the fall of each year you will receive a calendar notifying you of our scheduled closings. Tuition remains the same during the weeks we have a closing, as they already have been included in your tuition rates. Parents are responsible for giving us at least one-week notice when withdrawing their children from the program. This is critical to allow us appropriate time to fill the upcoming vacancy with a new enrollment.

Withdrawing From Our Program

We also ask that parents verbally share this information with their child's teacher so they can assist in making this transition a smooth one for their child as well.

A child will be considered automatically withdrawn from our program after two weeks of absence if no contact has been made with the center.

Closing Statement

The Rochester Child Care Center and staff are looking forward to the future with your family and children within our program. We are excited to be a part of and watch your children grow and achieve their milestones in life while they are in our care. We hope this handbook will be a good tool for you to understand the vision we have here at Rochester Child Care Center.

Please be sure to keep this book handy for future reference. Once you have signed the tuition contract, you acknowledge that you understand and agree to the information included in this handbook. If you have any questions, please feel free to give us a call!

ROCHESTER CHILD CARE CENTER



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