Statement Acknowledging Parent’s Receipt of Handbook

I/We, _________________________________, hereby acknowledge and agree with the following:

1. I/We have received a copy of the Program Handbook of Dorothy’s Discovery Daycare Center, Inc.

2. I/We have read and agree to comply with the policies contained in the Handbook governing the terms of the childcare contract, and have been given an opportunity to ask questions about the content of the Handbook.

3. I/We understand that the Handbook reflects the current policies and procedures of Dorothy’s Discovery Daycare Center, Inc. and that it replaces and supersedes any prior policies, procedures or Handbooks.

4. I/We agree to conform to these policies and procedures and understand these policies and benefits may be amended, modified, terminated or replaced by Dorothy’s Discovery Daycare Center, Inc.

_________________________________________  ____________________________
Mother/Guardian Signature                  Date

_________________________________________  ____________________________
Father/Guardian Signature                  Date
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1. Welcome

WELCOME TO DOROTHY’S DISCOVERY DAYCARE CENTER, INC.

Dorothy’s Discovery Daycare Center, Inc. opened as a Group Day Care Home in December 2003 caring for 12 children ages 6 weeks-12 years. In April 2005 we became a Childcare Center and increased our enrollment to include before and after school.

The Center is located within a residential neighborhood; in a home renovated for childcare. Most of the children attending the Center live nearby and feel comfortable in the surroundings. Children are cared for in different age groups, but visit friends and siblings to enhance the family atmosphere and to provide an opportunity for long-term friendship.

In April of 2013 we were approved for a new addition which allows us now to care for 75 children. The addition is host to new infant, toddler, preschool, and pre-kindergarten classrooms. Our original classrooms have been turned into school age spaces for our Kids Club. In August of 2013 our new addition was finally completed and opened just in time for the new school year. With the new addition we also have two new playgrounds housing exciting and fun new playground equipment.

This Parent Handbook (“Handbook”) contains the policies and procedures of Dorothy’s Discovery Daycare Center, Inc. in outline form. Please take the time to read the Handbook and keep it in a convenient location for reference. The Handbook is meant to serve as a reference guide. It is not meant to cover every aspect of the childcare program or every situation, which may arise. Parents should feel free to contact the Director, Dorothy Morris, with questions concerning the contents of the Handbook.

Throughout the Handbook, the term “Parent” will be used to refer to the parent(s) or guardian(s) of the child in care. The term “Provider” will be used to refer to Dorothy’s Discovery Daycare Center, Inc.

2. Changes to Handbook

The Provider reserves the unilateral right to add, delete, modify or amend the policies and procedures described in the Handbook upon 30-day written notice to Parent.

Changes to policies and/or procedures contained in the Handbook are effective only if set forth in writing signed by the Provider.
3. Philosophy of Child Care Program and Family Partnerships

Dorothy’s Discovery Daycare Center, Inc. provides affordable, quality childcare for all children. The service is offered in a safe, healthy and developmentally appropriate environment. Trained staff provides educational opportunities for the well-rounded growth and development of children. We are also advocates for children and partners with parents in the adventure of their child’s development. We utilize the “Creative Curriculum” in each of our classrooms. It closely matches our philosophy and the mission of our program. Our parents and staff are PARTNERS, working together to meet the needs of the children and their families. As partners, we will communicate regularly and thoughtfully with each other to build a relationship of trust and respect.

**Philosophy**

<table>
<thead>
<tr>
<th><strong>We Believe Children Learn Best:</strong></th>
<th><strong>We Provide:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>❖ In small class sizes</td>
<td>✓ Small class sizes with low child/teacher ratios</td>
</tr>
<tr>
<td>❖ When given opportunities to work individually, in small groups, and in large groups</td>
<td>✓ Individual attention along with small and large group activities</td>
</tr>
<tr>
<td>❖ If they acquire knowledge at their own rate</td>
<td>✓ A program with an emphasis on individual learning styles</td>
</tr>
<tr>
<td>❖ When they are actively involved by using all their senses, manipulating and experimenting with a variety of materials and situations</td>
<td>✓ Opportunities to create, manipulate, and explore in a sensory rich environment</td>
</tr>
<tr>
<td>❖ Through play to translate experience into understanding, by exploring, observing, imitating and practicing</td>
<td>✓ A flexible schedule that allows time for to play, explore, observe, imitate, and practice</td>
</tr>
<tr>
<td>❖ When they feel physically and emotionally safe and secure</td>
<td>✓ A safe, trusting and nurturing environment with positive role models and consistency of educated and trained teachers</td>
</tr>
<tr>
<td>❖ When all areas of development are viewed as equally important and interrelated</td>
<td>✓ Curriculum that includes experiences to enrich and enhance cognitive, language, social, emotional, physical and creative development</td>
</tr>
<tr>
<td>❖ When they feel a sense of achievement and self-worth</td>
<td>✓ Developmentally appropriate curriculum with built in successes and challenges</td>
</tr>
<tr>
<td>❖ When engaged in self-initiated as well as teacher directed activities and experiences</td>
<td>✓ A balance of child-initiated and teacher-directed activities</td>
</tr>
<tr>
<td>❖ When teachers use language to enhance critical thinking, communication and problem solving, and teach English as a second language</td>
<td>✓ An emphasis on language development to enhance problem solving and critical thinking skills, and English as a second language</td>
</tr>
</tbody>
</table>
Family Partnerships

We want you to feel fully confident and secure with your child’s preschool experience. You are always welcome to visit and participate in activities. All educational opportunities inside and outside of the center will be posted on the parent board. We also send this information home through email. If you have multiple households we would gladly share information in different ways. We offer opportunities for formal and informal sharing of ideas. Every day when dropping off and picking up there is time to discuss your child’s health, interests, and daily activities. Parent/teacher conferences are available as often as you request but are scheduled twice a year to discuss development of your child.

Our center uses the Ages and Stages-3 Questionnaire to track child development. Two to three times a year our families participate in this program. The ASQ-3 helps the teachers to set goals for each individual child. Teachers can plan activities centered on the interests and developmental needs of each child.

Transitioning to Kindergarten

Our center is committed to preparing your child for the kindergarten transition. We bridge the gap between preschool and kindergarten by providing your child with the necessary skills to succeed such as;

- taking care of personal needs
- developing small muscle coordination needed to hold and write with a pencil
- large motor skills (skipping, running, bouncing balls)
- expressing their feelings with words and can regulate own behavior

We support learning at home by providing parents with activity ideas that they can do with their child such as;

- reading with them each day
- providing crayons for drawing and scissors for cutting
- encouraging healthy eating and good sleep habits
- providing small manipulatives (Legos, markers) to support the development of fine motor skills.

We also encourage parents to attend an open house or orientation for the school, or to visit the school and meet the kindergarten teachers. We provide information as to the dates and times that these activities are taking place.
4. **Non-Discrimination Policy**

The Provider will maintain and conduct all practices relating to enrollment, discipline, and all other terms and benefits of childcare services provided in a manner that does not discriminate against any child, parent or family based on race, color, religion, national origin, sex, or handicap.

5. **Admission Requirements/Care Schedule**

The Programs are open to all children from birth through 13 years of age.

Children may attend on a full-time or part-time basis. On admission, Parent will be required to establish a set weekly schedule for care. Additional care or schedule changes will be accepted on a space available basis. A two week written notice should be provided in order to make a schedule change.

**Daily Activities and Program Schedule**

Daily schedules and activities are located in the child’s classroom and on the DDDC website. You will receive information on each developmentally appropriate level so that as your child grows you will see the progression of their schedule and expectations.

6. **Infants/Toddlers**

Parents will receive a written daily record from their child’s primary care provider that will include food intake, sleeping patterns, elimination patterns, developmental milestones, and unusual changes in the child’s behaviors.

7. **Hours of Operation**

The facilities operate Monday-Friday, 6:30 a.m. to 6:00 p.m., subject to the holiday schedule listed below. No child may arrive before 6:30 a.m. or stay after 6:00 p.m. There is a charge for late pick-up. See Section 16.

**Holidays**

The Programs are closed on the following holidays and dates:

- MiAEYC Conference Friday
- Memorial Day
- Independence Day
- Labor Day
8. Confidential Information

Each child has a right to confidentiality. All information pertaining to the children in the program, including all reports, records, and data are confidential and used for internal purposes only. Information pertaining to children enrolled in the program will not be released to third parties without the express written permission of Parent, unless required by statute, court order or licensing mandate.

9. Parent Participation and Communication

Parents are welcome at the program any time to observe or spend time with their child. Parents who wish to volunteer at the day care, must first provide documentation from the Department of Human Services that he or she has not been named in a central registry case as the perpetrator of child abuse or child neglect, and that they do not have a felony involving harm or threatened harm to an individual within the 10 years immediately preceding the date of offering to volunteer at the child care center.

We encourage ongoing communication between the staff and parents. Parents should feel free to ask questions about the program or their child’s care. Information about daily and weekly activities and special events will be posted on the Parent Communication board located in each classroom. Additional notes and notices will be place in each child’s cubby box or family mailbox.

10. Parent Notification of the Licensing Notebook

All child care centers must maintain a licensing notebook which includes all licensing inspection reports, special investigation reports and all related corrective action plans (CAP). The notebook must include all reports issued and CAPs developed on and after May 27, 2010 until the license is closed.
- This center maintains a licensing notebook of all licensing inspection reports, special investigation reports and all related corrective action plans.
- The notebook will be available to parents for review during regular business hours.
- Licensing inspection and special investigation reports format least the past two years are available on the Bureau of Children and Adult licensing website at www.michigan.gov/michildcare.

11. Required Forms

The forms listed below must be fully completed before the child can be enrolled in the program. Parent is solely responsible for ensuring the accuracy of the information contained within those forms and for keeping all such information current. Provider assumes no responsibility for keeping forms updated. Parent will be required to review the forms to ensure accuracy in January and August of each year.

a. Child information card (Emergency Card);
b. Signed statement of receipt of Parent Handbook;
c. Signed statement of parent notification of the Licensing Notebook;
d. Child care contract;
e. Statement of Good Health (School-age kids only);
f. Family Notification of the licensing book;
g. Parent’s written permission for Provider to seek emergency medical care;
h. Sunscreen, bug repellent, diaper cream; permission slip (signed annually);
i. Immunization Records (one of the following);

1) A certificate of immunization showing a minimum of 1 dose of each immunizing agent specified by the department of community health.
2) A copy of a waver addressed to the department of community health and signed by the parent stating immunizations are not being administered due to religious, medical, or other reasons.

j. Physical evaluation (one of the following);

1) A signed statement on the state of the child’s health based on an evaluation by a licensed physician or his or her designee made within the preceding 12 months and every 2 years thereafter. Restrictions, if any, on activities shall be stated by a licensed physician; or
2) A written statement from the Parent that the child has completed, or has an appointment to take part in, a health care program which shall include health observations, physical assessments, and screening tests, when such a health program is available and has been approved by the Department of Public Health. The result of this health screening program shall be on file in the center following such an assessment and shall be updated every 2 years; or
3) A signed statement that the child is in good health and that the Parent assumes responsibility for the child’s state of health while at a center, if the Parent objects to physical examination or medical treatment on religious grounds.

**Privacy Policy**
Information pertaining to a child and his/her family is kept confidential by the staff at all times. Occasionally, records may be reviewed by regulatory agencies for information that may be pertinent to a child’s well-being or requested by a legal subpoena. All children’s records are kept in the locked file cabinet in the Director’s office. Persons having access to these records include the Director, preschool director, school age director and staff. These staff members use these records when assessing children, interpreting the assessment data, and making decisions about the children’s development. The file cabinet will be locked and access to the cabinet is limited to the above mentioned staff.

### 12. Fees

**Registration Fee**

Upon enrollment, Parent is required to submit a nonrefundable, annual registration fee of $50.00 for one child/$65.00 for two or more children. This registration fee may not be used to offset childcare fees.

**Enrollment Fee**

An enrollment fee equal to the amount of your child’s first week of care is due upon admission to the program. This enrollment fee is non-refundable and used to secure the child’s placement in the Program and is applied to the first week of childcare.

**Childcare Fee Schedule**

- Infants/Toddlers (Birth – 3 years) $198.00/week, full-time; $54.00/day
- Preschool (3 years – 6 years) $174.00/week, full-time; $47.00/day
- Before school per session fee: $7.60 (Two day weekly min. required)
- After school per session fee: $10.00 (Two day weekly min. required)
- AM and PM full week of care: $82.50 (Includes discount)

Childcare fees listed above include daily breakfast, lunch and snacks. No adjustments will be made where Parent elects to provide the child’s food from home.

**Fee Changes**

Provider expressly reserves the right to change the childcare fee schedule or other fees (i.e. late pick up fee) upon thirty days’ written notice to Parent.
No Fee Adjustment for Absences

The full fixed rate as listed above is due regardless of absences, including sick days and personal days, with the exception of one-week (5 days) vacation time taken pursuant to the provisions of section 25 and the business interruptions provisions of section 26.

Due Dates for Fees

Childcare fees must be paid in full on the Friday before attendance of the week in which services are rendered. Kids Club invoices come out on the 15th of each month and are due on the 1st of each month. A failure to pay childcare fees when due will result in late payment penalties or possible disenrollment as described in section 15 of this handbook.

13. Types of Payment Accepted

Parents may pay childcare fees with a check, money order, or cash.

When a check is returned to the provider for any reason, the provider will issue a written demand to the parent for immediate payment of the check, plus the applicable processing fee, civil damages and costs, allowed by Michigan law, as outlined below:

Parent in addition to possible criminal prosecution, will be responsible for the following, as provided by Michigan law:

- If the full amount of the check is paid within 7 days (excluding weekends and holidays) after the date the demand for payment was mailed, Parent will pay the full amount of the check plus a processing fee of $25.00
- If the full amount of the check is paid more than 7 but less than 30 days (excluding weekends and holidays) after the date the demand was mailed, Parent will pay the full amount of the check plus a processing fee of $50.00

If amount is not paid in either manner described above, the parent will be liable for all of the following:

- The full amount of the check
- Civil damages of two times the amount of the check, or $100.00, whichever is greater, and
- Costs of $250.00

Following a dishonored check, all payments must be made by a certified check, money order, or in cash.
14. **Billing Procedures**

At the end of every two weeks, Provider will issue an invoice to Parent stating the amount due for the following two weeks. The payment is due on the Friday before care is received. Kids Club invoices come out on the 15th of the month and are due on the 1st of the month. Alternate payment arrangements must be made with the director.

15. **Late Payment Procedures**

A $25.00 fee will be charged for any payments not received by the designated time. If payment is not received on the day of care immediately following the due date, admission will be denied until full payment, including the late payment fee, is made. The child’s space in the program will not be held and may be given to another family during this time.

16. **Late Drop-Off or Late Pick-Up**

Parent is expected to abide by the care schedule.

Where Parent will be late in dropping the child off, we request that the Parent notify Provider as soon as it becomes apparent that the child will be dropped off late.

A late pick-up fee of $1.00 per minute, or any portion of a minute, will be assessed for all late pick-ups. The late pick-up fee is payable immediately when the child is picked up.

No child may remain at day care after 6:00 p.m. If a child remains at the day care at 6:00 p.m. and Parent has not called to notify the Provider that he or she will be late, Provider will attempt to contact persons listed on the child information card to pick up the child. If Provider is not able to arrange for an authorized person to pick the child up by 6:15 p.m., Provider will contact the police department for further instructions.

Provider reserves the right to terminate the agreement where Parent is excessively late in picking up the child.

17. **Absences**

With the exception of the one-week (5 days) vacation time described in section 19 and the business interruption provision set forth in section 20 of this handbook, Parent is required to pay for all time which the child is regularly scheduled to attend the program, regardless of whether the child actually did attend. This policy includes days missed for illness, funerals, doctor appointments, or any other reason.
18. Department of Human Services Assistance

Parents who receive assistance from the Department of Human Services are responsible for payment of all fees not paid by the DHS. In addition, parents will be required to record in and out times and initial each time daily as required by Department of Human Services.

19. Child’s Vacation

Families enrolled in our program for fulltime year round care are allowed one week (5 days) of “free” vacation time per year, meaning that no childcare fees will be assessed during that week, provided that the rules set forth in this section have been complied with. Families may take their vacation time once they have been enrolled in fulltime care for six months or more.

The one-week vacation time may be taken all at once or may be broken into individual days. The Program needs to receive two weeks written notice of vacation time being used and how many days you plan to use.

Vacation time may be taken at any time during the year, provided the Parent gives the Provider two weeks written notice of such vacation. The allotted vacation time does not carry over from year to year. Thus, any vacation time not used by December 31 of any particular year is lost.

20. Business Interruption

The childcare program may also be closed due to loss of electricity, fire damage, communicable disease outbreaks, other unforeseen events, etc. Parent agrees to arrange alternate emergency childcare for these situations. In the event the childcare program is closed for more than two consecutive business days, the Parent is relieved of any financial obligation to pay for those days in excess of two business days. Parent further agrees to resume use of the childcare program as soon as it resumes operation. Nothing in this provision alters the contractual provision relating to the required length of notice for termination of the childcare contract.

21. Health Care Policy and Procedures

The following health care policies and procedures are put in place to help keep our environment, children and staff healthy and safe.
Procedure for Hand-washing:
Step one: WET – Wet hands first.
Step two: SOAP – Use soap, preferably anti-bacterial.
Step three: SOAP/LATHER – Lather well beyond the wrist ... make lots of bubbles!
Step four: WASH – Work all surfaces thoroughly including wrists, palms, back of the hands, fingers and under the fingernails. Rub hands together for at least 15-20 seconds.
TIP: Sing the ABC song once or twice ©.

When should hands be washed?
- Prior to starting the workday at the center.
- Prior to care of children.
- Before preparing and serving food and feeding children.
- Before giving medication.
- After each diapering.
- After using the toilet or helping a child use the toilet.
- After handling bodily fluids.
- After handling animals and pets and cleaning cages.
- After handling garbage.
- When soiled.

Staff and volunteers shall assure that children wash their hands at all of the following times:
- Before meals, snacks, or food preparation experiences.
- After toileting or diapering.
- After handling animals and pets.
- When soiled.

Cleaning and Sanitizing Equipment:
1) Scrub all surfaces to remove any soil.
2) Wash the surface with soapy water and a single service towel then rinse with water and a separate single service towel. Finally, wipe with a bleach/water solution.
3) Equipment should also be cleaned with a bleach/water solution.
4) For Kids Club: Equipment should be washed with the disinfectant that the East Arbor Academy uses.
5) All toys and equipment are cleaned in a bleach/water solution monthly and also when equipment has come in contact with body fluids.

Handling Bodily Fluids:
HIV has been found in significant concentrations of blood, semen, vaginal secretions and breast milk. Other body fluids, such as feces, urine, vomit, nasal secretions, tears, sputum, sweat, and saliva DO NOT transmit HIV UNLESS they contain visible blood. However, these body fluids do contain potentially infectious germs from diseases other than AIDS. If you have contact with any of these body fluids, you are at risk of
infection from these germs.

Here are some guidelines for dealing with situations where contact with body fluids may occur. Following these suggestions should also help prevent the spread of the flu, colds or other communicable diseases.

- Treat all bodily fluids as if they are infected with a life threatening disease
- Always use disposable rubber or latex gloves
- When the job is complete, take the gloves off by pulling the cuff over the fingers then turn inside out.
- Dispose of the gloves by sealing in a plastic bag before placing in a trash can.
- Encourage anyone with a bleeding wound or nose bleed to apply pressure to their own wound or nose and cover their own wound with bandaging.
- A first aid kit is available at all times. In the first aid kit you will find rubber gloves, a plastic bag, a diaper for serious bleeding, and bandaging.
- Thoroughly wash your hands and other part of your body that came in contact with body fluids with hot water and soap even if gloves were used.

- Disinfect the area where body fluids have been with a 1:10 bleach solution

**NOTE:** If an employee is exposed to blood, a blood exposure report is to be completed.

All employees are encouraged to receive the Hepatitis B vaccine. The vaccine is provided at no cost to the employee. If the employee has declined the vaccine, and is involved in a blood incident, a new declination form and/or a consent form must be completed by the employee.

**Controlling Infection**

Sick Children - Please do not send a sick child to the program. Not only is it better for the child’s emotional and physical well-being to remain at home but a contagious child can affect the health of everyone in the program. If a child becomes ill while in the program, he/she will be isolated from the other children. A family member or designated adult will be contacted to pick up the child.

*The following should be helpful in deciding when it is appropriate for your child to attend the program before, during and after an illness. These policies were written with the health of everyone in mind*

- Change in behavior: If this is the only symptom, send your child to the program, but be prepared to be notified if your child has developed other symptoms and
needs to be picked up.

- Fever: If your child's fever is higher than 100 degrees orally then he/she should not attend the program until 24 hours after the temperature has remained normal (without fever reducing medication) and the child feels well.
- Upper respiratory disturbances: A child with a simple cold may attend the program only if he/she is fully able to participate in the daily regimen of the program. If he/she is lethargic, please keep him/her at home.
- Gastrointestinal disturbances: If your child vomits or has diarrhea he/she should stay at home and may return after 24 hours of no vomiting or diarrhea.
- Pain: A child who is in pain cannot be comfortable or adequately cared for in a child care setting; therefore, the child should stay at home until the pain has been investigated and the child feels well enough to return and fully participate in the normal routine.
- Rash: If your child has any rash it must be identified by a physician. Your child can return upon documentation from a physician.

If your child has a minor illness or has one of the above six symptoms and you are unsure about sending your child to the program, please call the director.

If your child will be absent because of any of the above illnesses, please call the director. The staff will post a sign near the door to alert parents about any contagious diseases. To insure confidentiality no names will be posted.

The following is a list of illnesses that exclude a child from attending:

<table>
<thead>
<tr>
<th>Disease/illness symptoms</th>
<th>When child may return</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fever of 100 degrees or above</td>
<td>Fever free for 24 hours without medicine</td>
</tr>
<tr>
<td>Vomiting</td>
<td>24 hours symptom free (on regular diet)</td>
</tr>
<tr>
<td>Diarrhea</td>
<td>When stools are formed and symptom free For 24 hours (on regular diet)</td>
</tr>
<tr>
<td>Nasal Discharge (yellow or green mucous)</td>
<td>Discharge is not thick yellow or green and/or if the child has been on antibiotic for 24 hours.</td>
</tr>
<tr>
<td>Chicken Pox</td>
<td>After all skin lesions have dried</td>
</tr>
<tr>
<td>Mumps</td>
<td>After swelling is gone (~9 days)</td>
</tr>
<tr>
<td>Strep Throat</td>
<td>After 24 hours of antibiotic treatment</td>
</tr>
<tr>
<td>Measles or German Measles</td>
<td>Not earlier than 4 days after onset of rash</td>
</tr>
<tr>
<td>Pink Eye or Conjunctivitis</td>
<td>When eyes are mucous free or on medication for 24 hours</td>
</tr>
<tr>
<td>Hepatitis A</td>
<td>With physician’s clearance</td>
</tr>
<tr>
<td>Impetigo</td>
<td>With physician clearance, after medication for 24 hours and infected parts covered</td>
</tr>
<tr>
<td>Ringworm or Pin Worms</td>
<td>After 24 hours of physician prescribed treatment and kept covered</td>
</tr>
<tr>
<td>Lice</td>
<td>When infestation and <strong>nit free</strong> as the result</td>
</tr>
</tbody>
</table>
of treatment with a medicated shampoo

<table>
<thead>
<tr>
<th>Disease</th>
<th>Duration/Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scabies</td>
<td>After 24 hours of physician prescribed treatment</td>
</tr>
<tr>
<td>Unidentified Rash</td>
<td>With physician’s clearance</td>
</tr>
<tr>
<td>Meningitis</td>
<td>With physician’s clearance</td>
</tr>
<tr>
<td>Influenza</td>
<td>With physician’s clearance or fever free without medication for 24 hours</td>
</tr>
<tr>
<td>Roseola</td>
<td>After rash clears</td>
</tr>
<tr>
<td>Hand, Foot, and Mouth</td>
<td>When lesions heal and drooling ceases</td>
</tr>
<tr>
<td>Croup</td>
<td>After free of viral infection and child is no longer having difficulty breathing</td>
</tr>
</tbody>
</table>

Please notify us as soon as possible when your child contracts a communicable disease. Parents and other children will be informed of exposure to the disease. Your privacy is assured.

Your child should stay home if he/she does not feel well enough to participate in all group activities both inside and outside. Any time a child has been crying more than usual or complaining about discomfort for over ½ hour you may be called to pick up your child.

Dorothy’s Discovery Daycare Center, Inc. will report any accidents/incidents or changes in the child’s health to the parents. If the child becomes ill while at daycare, he/she will be comfortably cared for separately from other children until the parent can arrive to take them home. After leaving that child must be free of symptoms, eating a regular diet, and fever for 24 hours before returning. It is important that your child be well enough to participate in activities and also not be contagious. If an antibiotic is prescribed, your child may return after taking the medication for 24 hours, if they are feeling better and no fever is present. We know this may be an inconvenience, but we also know that efforts such as these to contain illnesses benefit all of us. All parents must have emergency plans established to care for ill children.

22. Parent Notification Plan (accidents, injuries, incidents, illnesses)

Parents will be notified when the center observes changes in the child’s health, child experiences accidents, injuries, incidents, or when a child becomes ill. Each of the follow notifications will occur;

- Accident, injury, or incident – parents will receive a written report that includes the time, date, nature of the incident/accident, and first aid or action taken. Staff will discuss with the parent at pick up and parents along with staff will sign the report.
- Accident, injury, or incident (serious) – parents will receive a phone call as well as the written report discussing the accident, injury, or incident.
• Parents will automatically receive a phone call if the injury occurs above the shoulders in addition to the written report.
• Illness – parents will receive a phone call if a child becomes ill. The parent will be required to pick up the child within one hour of the notification.

23. When a Child/Staff Member Becomes Sick at the Program

Provider will report to Parent any accidents, suspected illnesses, or other changes observed in the health of a child. Provider will notify Parent where the child is exposed to a communicable disease while in care, so that Parent may monitor the child for symptoms. Where a child becomes ill while at the program, Provider and/or staff will comfortably isolate the child in an area where the child can be supervised and will immediately contact Parent, who will be required to pick the child up within one hour of notification. If a staff member becomes sick he or she will be immediately sent home.

Bedding, toys, utensils, toilet, and lavatory used by an ill individual shall be appropriately cleaned before being used by another child.

Emergency Medical Care

The Parent gives permission to the Provider to call 911 in the event of a serious emergency. Any costs or charges incurred for 911 emergencies are the sole responsibility of the Parent. The Parent will be notified immediately in case of an emergency.

24. Health Related Resources;

www.health.gov
This is the Department of Health and Human Services website.

www.webmd.com
This website has information about medicine, illness, and disease. You can also find healthcare information

www.health.state.ny.us/diseases/communicable/#c
This website has information about communicable diseases.

Healthy Young Children
This book contains information about contagious disease, incubation and treatment and identification. You can find a copy at the administrative office.

25. Medication Policy
When a parent requests that the center administer medication, the following provisions shall apply:

a. Medication, including prescription drugs or individual special medical procedures, will be given or applied only with prior written permission from Parent. Prescription medication must have the original pharmacy label indicating the physician’s name, child’s name, instructions, and name and strength of the medication and shall be given in accordance with those instructions. Provider will not honor any instruction from a parent which contradicts the instructions of the physician (for prescription drugs) or the instructions on the label (for over the counter drugs).

b. Provider/caregiver will maintain a record as to the time and the amount of any medication given or applied.

c. The medication shall be in the original container, stored according to the instructions, and clearly labeled for the specific child. The Provider/caregiver will keep the medication out of the reach of children, and will return the medication to Parent or destroy it when no longer needed.

d. The Provider will not administer any over-the-counter medicines that, in the sole discretion of the Provider, may mask symptoms of illness.

26. Toilet Training

*It is best to have consistency between the home and center to allow the child to be successful. The staff will discuss this issue with parents as their child approaches readiness for toilet learning.*

A Child May Begin Toilet Learning When:

- The child shows some interest at home and/or at the center.
- The child is able to retain bowel movements and urination for short periods.
- The child is willing to sit on the toilet.
- The child understands what is expected of him/her.

Toilet Learning Procedure:

- Put child on the toilet at routine times-cues taken from the child and/or center’s schedule.
- Put child on the toilet at the child’s request.
- No toys in the bathroom while the child is on the toilet.
- Rewards are immediate and may be hugs, cheers, or praise.
- Be CONSISTENT.
- Present a relaxed attitude. Remember, learning to use the toilet is the child’s job, not yours. He is, after all, the only one who can.
- If the child is showing signs of resistance stop for a few days and try again later.
We view toilet learning as a developmental process and take its successes and failures in stride.
27. **Sunscreen/Insect Repellent/Diaper Cream**

Sunscreen, insect repellent and diaper cream may be applied with prior written permission from a parent or guardian. The permission form will be signed annually. The sunscreen, insect repellent and diaper cream must be labeled with your child’s name.

28. **Cultural Competence Plan**

We value you and every child’s unique differences. Our program has a commitment to respecting all children and families’ diverse and cultural needs. Our goal is to provide a supportive early learning program that respects home culture and promotes and encourages the active involvement of the traditional family, extended family, and the non-traditional unit. To ensure all children and families of different cultures and ethnicities are respected and valued our program provides the following:

- Baby dolls in each classroom with various skin colors and facial features.
- We do not celebrate religious holidays as part of our curriculum. We do encourage families to share their individual holiday traditions with their child’s classroom.
- Books, pictures, materials, and dress up clothes are in the classroom that reflects various cultures of the children.
- We use “traditional clothing” as part of our dress up clothes such as, kimono’s or Native American headdresses.
- Posters, songs, and language used in the classroom would include simple words from the cultures of the children in the classroom.
- Curriculum focuses on the factors that make us different such as, skin color or language.
- Family structure such as, dual parent families, single parent families, same sex parents, grandparents, etc., are reflected throughout the curriculum in stories, pictures, and discussions.
- An intake family questionnaire helps us to gain information about the individual families’ values and customs.

29. **Special Needs Care**

Our program has a commitment to inclusion of all children. It is important that communication is ongoing and responsive to the needs of all families. We want to assure you that confidentiality is respected and upheld of all children and families in our care. In order to meet the individual needs of the child we ask that you communicate and special needs your child may have. We will always strive to maintain a barrier free physical environment to enhance the educational experience of all children in our program. If a need were to arise we would gladly help to connect you to any comprehensive services. Parents of children with special needs may request a written daily record.
30. Child Care Abuse Reporting

As a licensed childcare provider, Provider and its employees are required by law to report any instances of the child abuse or neglect to the appropriate authorities. They must also report any instances in which there is a “reasonable suspicion” that abuse or neglect may have occurred. Provider takes these responsibilities seriously and will report any actual or reasonable suspicions of abuse.

31. Discipline

It is our policy at Dorothy’s Discovery Daycare Center, Inc. to correct inappropriate behavior with love and respect. Under no circumstances should discipline occur with shame, humiliation, sarcasm, or physical punishment. If your child’s behavior becomes unmanageable, you will be notified to come pick him/her up. In addition, we will document all behavioral problems, as well as any conversations with parents or guardians.

Guidance for Infants
We use language, gestures, eye contact, redirection and touching to help infants when frustrations arise. We also use role modeling such as; “I know you want Tony’s truck. He has it right now---here is another one for you.”

Guidance for Toddlers
At this age we generally redirect to encourage their curiosity and exploration of their new world and playmates. Consistency in scheduling and planning appropriate and adequate activities helps to reduce a toddler’s frustrations.

Guidance for Preschoolers and Older
Teachers listen to children having difficulties to determine if they can work it out on their own and then encourage them to do so. If this can’t be done the teacher will intervene and help mediate the problem with suggestions (taking turns, use words to describe how you feel, diversion to another activity, etc.) If necessary, the involved parties will be helped to make another choice until they can regain self-control.

Discipline Action Plan for School-Age
Discipline is a learning experience that teaches children to respect themselves and others. The staff uses positive methods which encourage self-control, self-direction, self-esteem and cooperation. When a child’s behavior requires staff intervention because it is unsafe for the child or others, intervention will be conducted in a professional manner. When an intervention is made it will be on an individual basis based upon the conflict resolution model ascribed by Dorothy’s Discovery Daycare Center, Inc.
Kid’s Club staff will redirect children by verbal reminders, restructuring of activities, “cooling down periods” and parental notification. If a problem behavior continues after these steps are taken, the parents and staff will decide together on an effective course of action. Dorothy’s Discovery Daycare Center, Inc./Kid’s Club reserves the right to disenroll any child whose behavior is not appropriate for the setting. For exceptional circumstances on incident may be enough to disenroll.

**Disciplinary Action**

1. First incident – parents will receive a written “behavior report” describing the inappropriate behavior, in addition to oral communication. Guardians are expected to sign this form upon receipt. One copy goes home and one will be filed in the child’s file.

2. Second Incident – Upon receiving a second written “behavior report” form, a conference with the student, staff, guardian and director or assistant director is arranged to discuss an appropriate behavior plan.

3. Third Incident – After three incidences of extreme behavior resulting in the third written “behavior report” form the child may be dismissed from the program or a suspension with a clear action plan may occur. Any disenrollment will be approved through the director.

**32. Disruptive Behavior**

When a child’s behavior is disruptive, (i.e. biting, hitting, throwing objects or using “bad” language), parents will be notified. If the child continues a disruptive behavior, a parent conference will be held to discuss reasonable solutions to the situation. The discussion will include a consideration of any disability, which affects the child’s behavior and a reasonable accommodation to meet the child’s needs and ameliorate the disruptive behavior.

If a reasonable solution and/or accommodation cannot be reached, the child may be disenrolled from the program with two weeks’ notice to allow Parents an opportunity to find alternate childcare. The child will be disenrolled without notice if the child’s continued participation in the program creates a direct threat to the safety of the child, other children or the Provider’s staff.

**33. Food and Nutrition**

We believe healthy eating is important for children. We have a nutrition plan in place that follows the guidelines of the Federal Child Development Food Program. Some examples of the healthy food we serve at mealtime include:

- Breakfast – fruits, whole grains, and milk (ex. whole grain cereal and bananas)
- AM Snack/PM Snack – two of the food groups (ex. turkey slice and pita bread)
• Lunch – protein, whole grains, fruits, vegetables, and milk (ex. beef stew, mashed potatoes, diced peaches, and whole grain roll)

If your child has any kind of food allergies, please make us aware at the time of enrollment. The cost of food is included in the childcare fees. When a parent elects to supply food from home, no fee adjustment will be made. Center will provide the parent with a full menu on the first day of each month.

Note: Per Federal Guidelines any child under 2 years of age receives whole milk while any child over the age of two receives 1 percent milk.

Meal times are as follows:
• Breakfast 7:15 – 8:00 am
• AM Snack 9:30 – 9:45 am
• Lunch 11:30 am – 12:15 pm
• PM Snack 3:40 – 4:15 pm

34. Employee/Family Professional Conduct

Personal relationships between employees and program families may create an actual or perceived conflict of interest, and/or create the risk of sexual harassment/hostile work environment related claims. Thus, employees may not engage in personal relationships with any program family members. If a personal relationship develops between an employee and a program family member, they must notify the director immediately.

A personal relationship includes, but is not limited to the following activities: dating, sharing the same household or other activities that may give rise to an inherent subjectivity or conflict of interest.

Dorothy’s Discovery Daycare Center, Inc. reserves the right to use its sole discretion in hiring, assigning, transferring or terminating Employees who have personal relationships with program family members.

35. Transportation

Our center will provide transportation services to and from school and for special activities such as, field trips. Transportation is conducted in accordance with the licensing rules set forth by the Department of Consumer and Industry Services Division of Child Day Care Licensing. Parent will be required to sign annual transportation form authorizing Provider to provide routine transportation to and from school.

The Provider asks that the Parent refrain from asking employees to transport children either before or after the child's attendance at the program, as employees are prohibited from doing so and may be subject to discipline up to and including termination. The
Provider reserves the right to terminate either before or after the child’s attendance at the program.

36. Field Trips

The teachers will notify parents in writing of any pre-planned field trips. A permission slip form will also be provided to the parents and a signature required in order for a child to attend. A field trip announcement will be posted on the classroom’s bulletin board. Field trips may require parents to pay a fee for the child to participate. If a child cannot attend the field trip the center will provide care for that child.

37. Personal Items from Home

Provider discourages Parent from allowing children to bring personal items from home to the program, with the exception of a small naptime blanket and cuddle toy, if necessary. When a child does bring personal items from home, Provider is not responsible for loss or any damage to that item.

38. Clothing and Supplies

Clothing

Due to the nature of some of the activities the program offers for children, Parent must recognize that children’s clothing may become soiled or damaged, although Provider takes all appropriate steps to prevent this from occurring. Parents should therefore bring children to the program dressed in “play” clothes. Provider assumes no responsibility for damage to a child’s clothing.

The program is required by licensing to bring the children outdoors for play on a daily basis. As such, Parent must be certain that the child is dressed appropriately according to the weather conditions. This may include, but is not limited to rain gear, jacket, sweater, long pants, hat, mittens, boots, snow pants, etc. If a child arrives at the program and does not have the appropriate outerwear for outdoor activity, Provider reserves the right to call Parent and ask that the appropriate clothing be brought. When a child is inappropriately dressed, the child cannot go outdoors. Unfortunately, the program does not always have extra staff that can stay inside with the child while the others are outdoors.

Supplies

Parents are responsible for providing the following items:

Infants, Toddlers, Twos, and Potty trainers;
a) Diapers, pull-ups, and/or underwear with plastic pants  
b) Wipes  
c) One or two changes of clothes  
d) Extra socks  
e) Jacket (for cool weather)  
f) Diaper rash cream  
g) Sunhat  
h) Sunscreen/insect repellent (if wanted)

Preschoolers and school age:

a) Extra underwear  
b) One or two changes of clothes  
c) Extra socks  
d) Jacket (for cool weather)  
e) Sunhat  
f) Sunscreen/insect repellent (if wanted)

When Parent fails to supply the listed items as needed, Provider will supply them at an additional cost according to the following cost schedule:

a) Diapers = $1.00/diaper  
b) Wipes refill = $4.00/refill  
c) Diaper cream = $3.00/tube

40. Termination

Either Parent or Provider may terminate the childcare agreement upon two weeks written notice to other party. When Parent does not provide two weeks written notice, Parent is still required to pay for the final two weeks of care, following the notice of termination, whether or not the child attends that program.

Provider reserves the right to terminate this agreement immediately, without notice to Parent, if: 1) child care fees and/or other fees are not paid when due; 2) the child’s continued participation in the program creates a direct threat of harm to the child, other children, or the Provider’s staff; or 3) Parent engages in inappropriate parent conduct as defined below.

41. Inappropriate Parent Conduct

Parents must be aware that adults serve as role models for children. Additionally, Provider is responsible for protecting the children in Provider’s care, and for providing a safe workplace for staff members. Therefore, it is critical that, while on program property, Parent conducts himself or herself in a professional and rational behavior at all
times. Provider reserves the right to immediately terminate the childcare agreement if Parent behaves inappropriately.

The following actions are grounds for immediate dismissal (please note, however, that this is not an exhaustive list of inappropriate behaviors):

- Acts of violence, including assault and battery;
- Harassment of or threats against the staff, other parents or children;
- Possession of illegal substances or firearms;
- Verbal or physical abuse of any child;
- Profanity; or
- Indecent exposure.

42. Arrivals and Departure Procedure

All children must be brought into the building by a Parent (or other authorized person) and taken to the child’s classroom. Teacher will sign the child in when child arrives in his/her care daily. Children must never be left unattended. At pick-up, a Parent (or other authorized person) must enter the building, and pick up the child from his/her classroom and the teacher will sign him/her out daily. If a Parent receives DHS Support the Parent (or other authorized person, 18 years of age or older) will be required to initial the DHS form at both drop-off and pick-up times.

Drop off

We have found that our day begins the best when parents can make their drop off time routine and consistent. A staff member will greet your child in the morning and help him/her to enter the room smoothly. Please help your child remove their personal items into their cubby or hook. Please leave any special toys in the car since this tends to cause problems during the day. Please talk to your child’s teacher for suggestions and help if the drop off time is especially difficult for you and/or your child. We want to make these pleasant times for you.

Dorothy’s Discovery Daycare Center, Inc. assumes responsibility for enrolled children from the time between sign-in and sign-out by parents. Parents are responsible for the safety of their children at all other times. Please remember signing your child in/out daily is extremely important!

43. Child Release Policy

As a condition of providing childcare services, Parent must supply the names of at least three individuals to whom Provider may release the child in the event of an emergency.

Provider will not release the child to any individual whose name is not on the list.
Before Provider releases the child, if the individual is unknown to Provider or any one of the Provider’s staff, the Provider/staff will require that the individual show positive identification in the form of a valid Michigan Driver’s License. Other forms of identification are not acceptable.

Parents must be aware that Provider and staff are not properly trained to make assessments relating to intoxication or other impairment and therefore assume no responsibility to assess the competency or condition of any individual appearing to pick up the child.

Should Parent wish to have a one-time special exception to allow an individual not listed on the card to pick the child up, Parent must leave a signed, dated, written note with the Director, the morning of the release. Parents are not encouraged to change any release instructions orally. In the case of an emergency, release instructions may be changed, at the discretion of the Director.

Provider assumes no responsibility for any injury or harm to the child who has been released to a person on the child release card or identified in the written/verbal exception request process.

Provider’s and Provider’s staff respect the family’s privacy. However, where other questionable child release situations occur, the provider has a duty to maintain its role as the child’s advocate.

With respect to child custody disputes, until custody has been established by a court order, neither parent may limit the other parent from picking up the child, and the provider will release the child to a known identifiable parent.

44. **Emergency Policy**

Provider has developed an Emergency Action Plan to be implemented in the event of an emergency situation. In developing this plan, we have worked with American Red Cross and Washtenaw County Child Care Network. The plan has been designed to provide a plan of action in the event of natural or man-made disaster.

If an emergency should occur, Provider will follow the instructions of the local authorities. The instructions may be to stay at the facility and shelter-in-place, or to evacuate. If we are instructed by authorities to evacuate to a specific location, the children will be taken to the location identified by the authorities. If we are instructed by authorities to evacuate but not directed to a specific location, the Parent will be notified where the children will be taken to, depending on the circumstances.

We understand that parents and family members will be concerned about the safety of their children and will want to pick them up as soon as possible. If we are sheltering-in-place, we ask that you wait until the authorities issue an all clear before coming to pick up your children. This request is made for the safety of all of the children.
If we evacuate the facility, children will be released to parents or authorized persons as they arrive. If the authorities designate an evacuation shelter, the location will be disseminated through local radio and television stations. If the authorities do not designate an evacuation shelter, the children will be taken to one of the locations described above. We will take emergency contact information with us to the shelter sites.

As part of our emergency plan, we ask that you update the information on your child emergency card and child release forms, anytime changes occur, to ensure that we have current telephone numbers (home, work and cellular), addresses, etc… for all emergency contact persons.

45. Photographs

From time to time, Provider will take photographs of the children participating in program activities. The photographs will be posted in the child’s classroom or on our website for parents and visitors to enjoy. If a parent wishes that photographs not be taken of their child, a written notice must be delivered to the Director.