

**PARENT HANDBOOK
AND POLICIES**

**SMART LITTLE STARS GROUP
FAMILY DAYCARE**

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Smart Little Stars **PARENT HANDBOOK**



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WELCOME LETTER



Dear Family,

Hello! Welcome to our home. Thank you for your interest in Smart Little Stars Group Family Daycare. If you're changing your childcare or starting childcare for the first time, we understand how difficult it can be for both the parents and children involved. Finding childcare that meets your child's needs and at the same time finding a provider to trust with your child can be difficult. It is very important to me to have a good relationship between us to ensure a good experience for your children.

We are a Licensed Day care with 8 years of children Daycare experience , and 11 years of Elementary School Teaching.

At Smart Little Stars, we strive to create a warm and nurturing environment where children can learn, grow, and have fun. We understand that entrusting your child to our care is a big decision, and we want to assure you that we take this responsibility very seriously. Our dedicated team of educators is committed to providing a safe and enriching experience for your child every day. We encourage you to share any specific needs, concerns, or expectations you may have so that we can work together to provide the best possible care for your child. Whether it's discussing your child's daily routine, dietary preferences, or any special considerations, we are here to listen and support you every step of the way.

Our program is a group family Daycare program. We provide a Play Based Learning program. Children are made to feel welcome and treated like family. Our focus is to teach the children life skills such as respecting others, sharing, polite manners, kindness, and empathy towards others, following instructions, responsibility, anger control, and problem management , having them understand how important these skills are before children enter a school setting. We provide nutritious meals and outdoor play. Infant and Toddler care, PreSchool, PreK, and school break programs all year round. Child Care Assistance programs are accepted.

Our hours for childcare are 7:30 AM to 5:30 PM, . We ask that you respect these hours and be here on time to pick up your children. If you have a job that would make it difficult to be here by 5:30 p.m., then we ask that you have a backup option for someone else that could pick them up on time . We send out memos and newsletters throughout the year and will notify you of upcoming events. We realize the importance of having dependable childcare but having backup care is strongly suggested.

We take pride in how satisfied we have been able to keep the families whose children we have cared for. Although we know it is possible to find a less expensive daycare than ours, we also know that it would be hard for you to find a higher quality childcare than ours. Thank you for considering our home for your child's enjoyment and development! Please review the attached handbook carefully.

SMART LITTLE STARS GROUP FAMILY DAYCARE



PHILOSOPHY

At our daycare, we believe in providing a nurturing and stimulating environment where children can learn, grow, and thrive. Our dedicated team of educators and caregivers are committed to fostering a sense of curiosity, creativity, and independence in each child. We understand that every child is unique and we strive to create an environment that celebrates and supports their individuality.

In our program, we place a strong emphasis on the importance of respect, kindness, and empathy towards others. We believe that these values are essential for building strong, positive relationships and for creating a harmonious community within our daycare. Through daily interactions and activities, we encourage children to practice empathy and understanding, and we provide guidance on resolving conflicts in a peaceful and respectful manner.

We recognize the significance of early childhood experiences in shaping a child's future. Our curriculum is thoughtfully designed to provide a balance of structured learning and free play, allowing children to develop essential skills while also fostering their natural curiosity and love for exploration. We believe that by providing a solid foundation in early childhood, we can help children build the confidence and resilience they need to navigate the challenges of the future. Creating a safe and inclusive space is at the heart of our philosophy. We are committed to ensuring that every child feels valued, respected, and supported.

MISSION

Our mission is to provide high-quality care and early childhood education that promotes the physical, social, emotional, and cognitive development of each child. We are dedicated to creating a warm and welcoming atmosphere where children can explore, play, and learn through engaging activities and interactions. Our goal is to partner with families to ensure the well-being and holistic development of every child in our care, laying the foundation for a lifetime of success.

CURRICULUM

At our daycare, we are committed to providing a program designed to support children's social, emotional and cognitive growth, nurturing and stimulating environment for your child's early development. We provide the key areas of study : Art , Practical Life , Sensorial (grow your vocabulary with daily word notifications), Mathematics, Language, and Culture. Learning is based on mixed age groups for children based on prepared environment , materials repetition, movement, freedom of choice, independence and respect. We are excited to partner with you in your child's educational journey and look forward to witnessing their growth and progress.



HOURS OF OPERATION

We are closed for certain holidays and vacation days. Please see the Holidays & Vacations section on page 12 .

There may be early closings on specific days with notice. In the unlikely event that I am too ill to care for your child, I will notify you by 5:00AM as to not bring your child.

- **School Days - Monday to Friday:**

- Before School Care:
- After School Care:

- **Non School Days:**

-

There may be early closings on specific days with notice.

FULL-TIME VERSUS PART-TIME HOURS

Full-time childcare is defined as 50 hours per week , 7:00 AM to 6:00 PM.

Part-time childcare is defined to be 25 hours or less per week. The weekly part-time tuition rate is according to hours and child's age.

Childcare fees will not be adjusted for late arrival, early pick-ups or missed days except as noted in the Credits and No Credits section on page 15 .

KEY STAFF

Amada M. Taveras Provider	[646] 212-8044 smartlittlestarsfgdaycare@gmail.com
Elisabet Castillo Assistant Provider	(646)983-8004 smartlittlestarsfgdaycare@gmail.com
[NAME] [POSTITION]	[PHONE] [EMAIL]
[NAME] [POSTITION]	[PHONE] [EMAIL]
[NAME] [POSTITION]	[PHONE] [EMAIL]

SMART LITTLE STARS GROUP FAMILY DAY CARE



LICENSING

Office of Children License: (Licence #) In order to provide child care, I have met all requirements according to the New York State Child Day Care Regulations Rules 416.1-15 .

CERTIFICATION

- Amada M. Taveras :15-hour OCFS-approved “ **Health & Safety Training: Competencies for becoming a Family or Group Day Care Provider**” course ,
Pediatric First Aid / CPR # C33067E93
- Elisabet Castillo: 15-hour OCFS-approved “ **Health & Safety Training: Competencies for becoming a Family or Group Day Care Assistant**” course
Pediatric First Aid / CPR # C3305ABFB

PROGRAMS OFFERED

Full-Time Care

Full-day childcare services for children 3 months to 12 years. With a focus on individualized attention, structured learning, and ample opportunities for social interaction. We aim to provide a seamless and enriching experience for both children and parents. Our dedicated team of caregivers and educators ensures that each child receives personalized care and support while participating in a range of stimulating activities tailored to their developmental needs.

Part-Time Care

Part-day childcare services for children 3 months to 12 years, **up to 3 days a week.**, 15 hours, 5 hours daily.

One Day Care

Provided to children 3 months to 12 years of age to families who are in need of short-term and intermittent care for their children on a space available basis, as available. The rate for hourly care is according to Child's age .

After School Care

Our after school care services provide a nurturing and supportive environment for children after their school day ends. In addition to supervised activities and play, we also offer homework help to ensure that children have the opportunity to complete their assignments in a structured and supportive setting.

SMART LITTLE STARS

ADMISSION AND REGISTRATION PROCEDURES

All admission and enrollment forms must be completed, and enrollment and tuition fee paid, at least 2 week(s) prior to your child's first day of attendance.

Upon enrollment at our daycare, a **non-refundable** registration fee of one week is required to secure your child's placement. This fee covers administrative costs associated with the enrollment process and ensures that your child's space is reserved. The registration fee is due at the time of enrollment and is separate from any tuition or other fees. Please note that this fee is **non-refundable**, regardless of the duration of your child's enrollment at the daycare.

Based on the availability and openings, our program serves children from 3 months to 12 years of age. Children are admitted without regard to race, culture, sex, religion, national origin, or disability. I do not discriminate on the basis of special needs as long as a safe, supportive environment can be provided. If your child has an identified special need, we will require additional forms to meet their needs and communicate with family to create an individual care plan.

At our daycare, the health and safety of all children in our care are of paramount importance. We recognize the importance of immunizations in protecting the well-being of our community. Therefore, we have implemented the following policy regarding non-immunized children:

We will only accept children who have been fully immunized in accordance with the recommended immunization schedule .

An interview and tour of my home will be completed prior to your child being accepted into care. If, after the interview and tour, we feel that my home will be a good fit for your child, you will need to provide the following information prior to or on your child's first day of care:

- Child Enrollment Record
- Permission forms and Emergency Medical Authorization (if separate from enrollment packet)
- Immunization Record
- Physician signed health evaluation (within 30 days of enrollment)
- Health care information and plan (if applicable)
- Signed policies and procedures

WAITING LIST

Children will be enrolled from the waiting list in the order from which they are listed. A family with a child already enrolled in my program **will be given priority**.

PARENT HANDBOOK AND POLICIES



As this space becomes a second home for your child, my commitment is to create a secure, nurturing, and home-like environment that fosters their physical, intellectual, emotional, and social development. I encourage you to review the policies of our daycare for a comprehensive understanding. Your child's well-being and growth are our top priorities, and I look forward to partnering with you on this journey.

NONDISCRIMINATION

Equal educational opportunities are available for all children, without regard to race, color, creed, national origin, gender, age, ethnicity, religion, disability, or parent/provider political beliefs, marital status, sexual orientation, special needs, or any other consideration made unlawful by federal, state or local laws. Educational programs are designed to meet the varying needs of all students.

INCLUSION

We believe that children of all ability levels are entitled to the same opportunities for participation, acceptance and belonging in childcare. We will make every reasonable accommodation to encourage full and active participation of all children in our program based on their individual capabilities and needs.

CONFIDENTIALITY

Unless we receive your written consent, information regarding your child will not be released with the exception of that required by regulatory and partnering agencies. All records concerning children at my program are confidential. We will only release information to the family member(s) who register the children.

ADJUSTMENT/TRIAL PERIOD

Our program is a fun and exciting place for children to experience and learn about their world and make new friends, but it does take time for a child to adjust to a new childcare setting. We will try to make the adjustment easier by encouraging your children to discuss feelings, providing extra attention and support, participating in role-playing and reassuring them of their family's return. A 2-week adjustment period begins at your child's first day in our care. During this time, the family or SMART LITTLE STARS can decide to terminate the signed contract without penalty.

PARENT HANDBOOK AND POLICIES

DROP-OFF AND PICK-UP

General Procedure - We open at 7:30AM, and please do not drop-off your child any earlier than this time. Families are expected to accompany their children and sign them in.

We close at 5:30 PM, and please do not pick-up your child later than this time. Families are expected to enter the home and sign-out their child and leave by closing time.

Children will be picked up/dropped off at our front door. Please park where available.

Use of Cell Phones - Drop-off and pick-up are our primary windows of time to communicate with you about your child. In addition, children need your full attention at this time. There, we request that you not be on your phone during drop-off and pick-up.

EARLY ARRIVAL & LATE PICK-UP FEES

Early arrival will not be allowed. If the child(ren) arrive early, they must wait outside with a parent/legal guardian until open time, so please plan accordingly.

Dropping off your child and leaving before your contracted hours will result in overtime fees.

Overtime will be considered as a drop-off before 7:30 AM. This will result in a fee of \$5.00 for every 5 minutes, that will be added to your invoice.

We close right at 5:30 PM . If late pickup becomes a consistent habit, then termination may be a result if not corrected. Late pick-up is not a normal program option and will only be considered as an exceptional occurrence. Late fees of \$5.00 per 5 minute ,and will be assessed at 5:30 PM and will be due upon arrival.

FOR CHILDREN WHO REMAIN AFTER CLOSING

In the event you are unable to pick up your child on time, you will need to contact us, and let us know you will be arriving before 6:00PM. If you and your emergency contacts cannot be reached by 6:00 PM, local authorities will be called.

PARENTS UNDER THE INFLUENCE OF DRUGS/ALCOHOL

If you or any other person arrives to pick up your child, and appears to be under the influence of drugs or alcohol, I will encourage you to let me call someone to come assist you. If you leave with your child, I will need to call this concern in to the police and Child Protective Services, as I am a mandated reporter.



PARENT HANDBOOK AND POLICIES

AUTHORIZATION OF PARENTS OR OTHER DESIGNEES TO PICK UP CHILDREN AND HOW I RESPOND TO UNAUTHORIZED INDIVIDUALS PICKING UP YOUR CHILD

Your child will only be released to you or those persons you have listed as Emergency and Authorized pick-up Contacts. If you want a person, who is not identified as an Emergency and Authorized pick-up contact to pick-up your child, you must notify us **in advance, in writing**. Your child will not be released without prior written authorization. The person picking up your child will be required to show a picture ID as verification.

If you have an emergency and need someone not listed on the enrollment form to pick up your child, you will need to call and give verbal authorization. That person will need to show their ID. Please notify your pick-up person of our policy. If your child has not been picked up after closing and we have not heard from you, attempts will be made to contact you, and the contacts listed as Emergency and Authorized Pick-up Contacts. We will stay with your child as long as possible, but after 1 hour, 911 will be called and your child will be released into their care.

ATTENDANCE AND ABSENCES

If your child is going to arrive after 9:00 AM, please call me ASAP at (646)-212-8044 . We will be concerned about you and your child if I do not hear from you. We will have to call in a Health and Safety check as we are mandated reporters. Unexcused absences or prolonged absences more than one week may be considered unexcused. I am required to contact you one hour after your child is expected to arrive and has not.

Our policy regarding the absence of a child is as follows: The weekly fee remains unchanged. Parents are responsible for securing their child's enrollment spot, regardless of their attendance. Please see the Credits and No Credits section for information on excused absences that will be credited.

WITHDRAWALS

A written notice, 2 weeks in advance, is required by us when a child is being withdrawn. The last 2 weeks of payment are due when notice is given. Failure to notify will result in additional fees. We will, in most cases, also give a 2-week notice of termination.

If a child is withdrawn without 2 week written notice, a full 2 week tuition fee will be applied. 100% of the child's daily tuition is due for those 2 weeks when the notice is given. Families who withdraw and later re-enroll will be charged a re-enrollment fee.

If your child is requested to immediately leave the program, any payment for future days will be returned within 8 days.



PARENT HANDBOOK AND POLICIES

ADVERSE WEATHER PRECAUTIONS

Our daycare will be open unless the public school district closes for the day due to extreme weather conditions. In the event that the weather turns bad during the day, please come as soon as it is safely possible. Your child will be well cared for until you are able to arrive.

CLOSING DUE TO EXTREME WEATHER

Should severe weather or other conditions (i.e., snow, storms, floods, tornadoes, hurricanes, earthquakes, blizzards, loss of power, loss of water) prevent me from opening on time or at all, notification to the families will be announced on a mass email or text message.

No payment is due for closings due to extreme weather, safety is most important. Please drive safely. If it becomes necessary to close early, we will contact you or your emergency contacts as soon as possible. Your child's early pick-up is your responsibility to arrange within **2 hours**, or as feasible given bad weather.

HOLIDAYS AND VACATION DAYS

We are closed for the following holidays and vacation days:

- Good Friday
- Memorial Day
- 4th of July
- Friday before Labor Day
- Labor Day Monday
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Eve
- Christmas Day
- New Years Eve
- New Years Day

There may be early closings on specific days with notice. Our personal vacation days are listed above. You will be notified with a reminder of these dates well in advance.

Families are responsible for finding back-up care for their children during holidays, provider vacations, and planned or unplanned closings.

PARENT HANDBOOK AND POLICIES

SUMMER ATTENDANCE

Smart Little Stars Group Family Daycare Summer Program.

Considering the Summer as one of the best times to enjoy outdoors and family vacations, we have the following regulations if child is being removed for the summer, or changing to PT.

- **To keep childrens spot parents must pay 50% of their tuition throughout the summer without having the ability to drop-off their children even part-time.**
- **Parents may switch to part-time spots so they can still bring their kids in up to 20-25 hours a week.**
- **Parents must register for summer spots only so families that want to pull their children out for the summer can, but they must pay for their first week's/month's tuition in the fall to hold their spot.**

CLOTHING AND HYGIENE

Please do not send your child to daycare in "dress clothes". Play clothes only. Although I try my best to keep the children clean, even in the best of circumstances accidents happen. Make sure your child has a complete change of clothing here at all times, including underwear and socks.

Please provide a different change of clothes should the one here be used or if the season changes. Provide a summer-type jacket to be left here. Please do not buy a new jacket for this purpose. A hand-me-down from an older sibling or a thrift store find is good enough. Occasionally in the warmer months, a child will come without a coat, due to the warmer temperature in the morning. Should the day turn chillier, he/she will still be able to play outside in comfort.

Children must arrive to daycare dressed in clean, appropriate clothing and should not arrive dirty, in soiled clothing or diapers. All shoes should be closed-toe with hard soles.

PARENT HANDBOOK AND POLICIES

PAYMENT

I require payment every week on Friday at the time of pickup for the upcoming week's/month's tuition. Payments are due in advance for the upcoming week/month and should be made no later than the specified due date.

We accept the following payment methods:

- Cash
- Zelle
- Debit/Credit Card

Please note that all payments must be made in full and on time to ensure the continuous provision of daycare services for your child. Late payments will incur additional fees of 5% . In addition to acquiring late fees, I am **unable** to provide care until your invoice is paid in full. After the 3rd time of paying late your contract will be terminated.

We appreciate your cooperation in adhering to our payment policy as it allows us to maintain the high-quality care and services for all the children in our care. Thank you for your understanding and support.

LATE PAYMENT CHARGES

Late payments can pose serious problems for our program. Therefore, we have put procedures in place to reduce their impact.

If payment is not received on the day it is due, a late fee of 5% will be added for each day that it is late. Late payment will be set and accrued on parent billing in the invoice . If your account has not been paid in full with 5 business days, your child may be discharged from our program.

If payment is more than 10 business days past due, we may attempt to recover payment in small claims court and/or your account may be sent to a 3rd party collection agency. You will be responsible for all expenses associated with these actions, including all court and attorney fees.

RETURNED CHECKS & REJECTED TRANSACTION CHARGES

All returned checks or rejected ACH (automatic debits) or credit card transactions will be charged a fee up to the maximum amount allowed by law. This charge may be collected electronically. Two or more returned checks or rejected transactions will result in your account being placed on "cash only" status.



PARENT HANDBOOK AND POLICIES

CREDITS AND NO CREDITS

- **Credit will be given for Excused Absences** - If your child is hospitalized, absent due to a contagious disease, or absent at the request of your child's doctor, the absence is considered excused. A written doctor's note is required to receive a credit.
- **Credits will be given for Inclement Weather** - If we do not open due to inclement weather, on a day that your child is scheduled to attend, your account will be credited 100% daily tuition for that day.
- **Credit will not be given for Planned Closings** - I have pre-determined planned closing, (Holidays) , and tuition is still due for those days. You are paying to hold your child's spot, not for their attendance.
- **Credit will be given for Unplanned Closings** - On days we have unplanned closings due to inclement weather, natural disasters, power outages, etc., no tuition will be due.
- **Credits will be given for communicable illness** - In the event of a child being absent due to communicable illness, credits will be given if verified with a signed doctor's note.

ADDITIONAL FEES

From time-to-time there will be additional fees associated with special activities or field trips. These fees are due prior to the event, activity, or trip.

FAMILY VACATION DAYS

To retain your child's spot during family vacation, 50% percent of your regular tuition is due. Vacation days can be used if written notice is given at least 2 weeks in advance for the days your child will not be in attendance. Tuition must be paid prior to going on vacation. These fees are non-refundable if you choose not to return. Vacation longer than 2 weeks will require payment of regular tuition to retain your child's spot.



PARENT HANDBOOK AND POLICIES

WHAT TO SEND FOR YOUR CHILD

- **Infants:** Enough clean bottles for a day's use, at least 6-8 diapers per day, wipes, and at least two changes of clothes and socks per day.
- **Toddlers:** Enough clean bottles for a day's use (if applicable), six diapers, wipes, and at least 2 changes of clothes and socks per day.
- **Older Toddlers:** At least 3 changes of clothes and socks, or more per day. If going through the toilet training program, extra underwear, pull-up training pants, plastic protective underpants.
- **Preschoolers:** At least one change of clothes, socks, and shoes.
- **Kindergartners:** At least one change of clothes, socks, and shoes.
- **After School Care Children:** Books for homework.
- **Sunscreen/Bug Spray SPF 30:** Parents are to provide sunscreen, bug spray, and diaper creams. Sunscreen is not recommended for children under 6 months of age.
- **Weather appropriate shoes:** Snow boots, closed toe shoes, etc. We are required to play outdoors daily.

Please label all items brought from home with your child's name: i.e., clothes, bottles, diapers, pacifiers, crib sheet, blanket, etc. to prevent items from becoming misplaced or lost. We are not responsible for lost or damaged items.

If it becomes necessary for us to provide your child with diapers, wipes, etc. there will be a \$20.00 charge.

DAILY OUTSIDE PLAY TIME

Outdoor play will not occur if the outside temperature is greater than 90°F or less than 50°F degrees. Additionally, outdoor play will be cancelled if the air quality rating is 100 .



PARENT HANDBOOK AND POLICIES

SUNSCREEN

Sunscreen will be applied with permission slip signed before outdoor play and every 2 hours as needed. Parents are asked to supply this for their child. If the parent does not supply the facility will use Sun Bum brand SPF 30 or greater and you will be invoiced \$10.00 each week.

Please apply sunscreen to your child before you arrive for care. The time you sign your child in will be the time I refer to for reapplying sunscreen to your child. I will reapply according to our activity and manufacturers recommendations, which is typically every 2 hours. Infants under six months of age will not have sunscreen applied. Please provide a sunhat for your infant. Infants will have outdoor playtime but will be in the shade.

**** If you choose not to have your child wear sunscreen, you must provide protective clothing for your child, i.e. hats, long sleeves and pants.**

CUBBIES/MAILBOXES

Upon enrollment, each child will be assigned a nap cubby, a jacket and shoe cubby, and a family mailbox. Cubbies are labeled with your child's name and photo. Please check your child's cubby and mailboxes daily for items that need to be taken home. Artwork and other important papers will be in the mailboxes.

TOYS & ITEMS FROM HOME

We request that you do not allow your child to bring toys, food, or other items from home. Toys found in the child's possession will be placed in their cubby to be taken home at the end of the day. We provide the children (2 and up) with their own personal water cups, so cups from home are not needed.

Storage, Loss, Damage, or Theft of Provider's or Child's Personal Belongings

Each child will have a cubby that they can leave extra clothes and supplies in. In the event that your child intentionally causes damage to my property or theft occurs, you, as the parent, will be responsible for my compensation. please do not send your child with something so valuable that it cannot be replaced. You can look for lost items and bring found items to the lost and found box located in a cubby in the living room. I am not responsible for lost or stolen items.

PARENT HANDBOOK AND POLICIES

MEDIA USE

Television Time: Our normal daily routine does include television watching. We watch age-appropriate educational videos. Television consumption will not be longer than 30 minutes and the program will be screened prior to showing. Programs will consist of non-violent and high-quality educational material. My focus is to provide your child a positive experience with increased understanding of the world. Alternative activities are available for children during television time.

Electronic Media: We often use videos from YouTube that are previewed and used for educational purposes only. We have an Instagram page closed private for the sole purpose of sharing pictures, events, and ideas. A signed permission is required from you for us to include you and your child. Please note that after your child leaves our program, their photos may remain on said group page. All information is kept private on the page and will not be used in any other matter, sold or redistributed in any way. Confidentiality is key and we will never release personal information.

MEALS AND MEALTIME

Nutrition: Meals and snacks will be provided based on the guidelines from the federal food program. Breakfast is provided until 9:00 AM only. Children arriving after 9:15 AM should be fed prior to arrival. Lunch is at 12:00 PM and afternoon snack is at 3:30 PM. A weekly menu will be posted in the arrival area for your review. Please let me know if there is something on the menu that your child does not like or is allergic to so provisions can be made.

Special Diets: Parents are responsible for meals, drinks, and/or snacks for children on special diets. This includes milk replacements and substitutes. All special diets need to be verified with a signed doctor's note if they include major food allergens.

Infant Food: Parents of infants are responsible for providing Smart Little Stars with a list of foods already introduced and formula being used. Parents are also responsible for providing formula, infant cereal and baby food for your infant.

Junk Food: With the exception of birthdays and special occasions, junk food will not be served.

Seasonal Veggies and Fruits: We will be offering the children different produce, including local fruits and vegetables.

PARENT HANDBOOK AND POLICIES

Food Allergies: If your child has a food allergy, you must notify me in writing so that I can make appropriate substitutions. The written notification should list appropriate food substitutions and must be updated at least annually. Food allergies can be life threatening and each child with a food allergy should have an action plan for emergency care completed by the family physician. A copy should be given to me prior to enrollment.

Mealtime

At mealtime the table is set with disposable plates and flatware. Good table manners and family style dining are modeled and encouraged. Weekly menus are posted for viewing by families. We are trained in first aid for choking and are always present at all meals.

Infant Feedings follow this procedure:

- Bottle-fed infants are fed while being held or sitting up. Please ensure that all breastfed infants have been transitioned to bottle feeding prior to entering care with our program.
- Infants are fed “on demand” to the extent possible (at least every 3 to 4 hours and usually not more than hourly).
- Expressed breast milk may be brought from home if frozen or kept cold during transit. Fresh breast milk must be used within 48 hours. Previously frozen, thawed breast milk must be used within 24 hours. Bottles must be clearly labeled with your child’s name and the date the milk was expressed. Frozen breast milk must be dated and may be kept in the freezer for up to 3 months.
- Formula must be brought in a factory-sealed container in a ready-to-feed strength or powder or concentrate. Formula brought from home must be labeled with your child’s name.
- NO new foods or solid foods will be introduced, and only after a consultation with the child’s family for infants under 12 months. Milk will be encouraged at 12 months.

Toddler Feedings:

Children are encouraged to self-feed to the extent that they have the skills. Children are encouraged, but not forced to eat a variety of foods.

- Round, firm foods that pose a choking hazard for children less than 4 years of age are not permitted. These foods include hot dogs, whole grapes, peanuts, popcorn, thickly spread peanut butter and hard candy.
- Children are transitioned from bottle to cup when ready and at parent’s discretion. Sippy non-spill cups will be used, until the child is ready for open top cups provided by parents.
- Appropriate cutlery for your child’s age will be offered.

PARENT HANDBOOK AND POLICIES

BEHAVIOR GUIDANCE AND DISCIPLINE GUIDANCE

General Procedure

Thoughtful direction and planning are used to prevent problems and encourage appropriate behavior. Communicating consistent, clear rules and involving children in problem solving, help children develop their ability to become self-disciplined. We encourage children to be fair, to be respectful of other people, and of property, and to learn to understand the results of their actions. We use a methods called 1) **Positive Reinforcements** based on when they exhibit desired behaviors and ignore negative behaviors using a classroom reward chart. 2) **Teaching problem-solving skills** is based on helping children identify problems, recognize their feelings , and come up with solutions. NO Corporal punishment of any kind is ever used.

Challenging Behavior

Children are guided to treat each other and adults with self-control and kindness. When a child becomes physically aggressive, we intervene immediately to protect all the children. Our usual approach to helping children with challenging behaviors is to show them how to solve problems using appropriate interactions. When discipline is necessary, it is clear, consistent and understandable to the child. Physical restraint is not used or permitted for discipline.

Redirect: Children most often squabble over toys and possessions. When this happens, we talk to the children to explain why such behavior is not acceptable and offer suggestions for other toys or activities that will redirect the child's attention and generally solve the problem.

Cozy Area Time: If a child is causing a significant disturbance and not responding to the redirection, we will remove the child from the immediate area and have him/her take a brief quiet time to calm down. We will talk to the child to explain why the behavior is not appropriate, offer suggestions, and then leave him/her alone in a safe location where they can be seen by an adult for just a few minutes. The child will then be welcomed back to the activity. This is a last resort at our home.

Privilege Removal: When children are hurting things such as toys, using the equipment in an unsafe manner, or fighting over toys etc. The privilege to use the equipment or toys will be taken away from the child, at which time he/she will be redirected to another activity.

Biting: Biting is a normal stage of development that is common among infants and toddlers – and sometimes even among preschoolers. It is something that most young children will try at least once. When biting happens, my response will be to care for and help the child who was bitten and to help the biter learn a more appropriate behavior. Our focus will not be on punishment for biting, but on effective behaviors that address the specific reason for biting. Notes will be written to the family of the child who was bitten and the biter's family. I will work with the families of both to keep them informed and to develop strategies for change.

RESPECTFUL BEHAVIOR: All children and families will be treated with respect and dignity. In return, we expect the same from all families. We will not tolerate hostile or aggressive behavior. If this occurs, we reserve the right to ask you to control your behavior or to remove your child from my care.

Suspension and Expulsion

The provider will conduct observations and documentation of ongoing concerns, progress and accomplishments. This information will be shared with parents/ guardians and action plans will be updated accordingly.

PARENT HANDBOOK AND POLICIES

Notification of Behavioral Issues to Families

If a child's behavior/circumstance is of concern, communication will begin with your family as the first step to understanding your child's individual needs and challenges. We will work together to evaluate these needs in the context of my program. We currently utilize the action plan:

1. Observation of behavior-Redirection, discussion, conscious discipline, positive social behavior activities .
2. Conversation with family on behavior, continued documentation and observations.
3. Written action plan for desired behavior may include specialist intervention where we would provide help and guidance .

On rare occasions, a child's behavior may warrant the need to find a more suitable setting for care. We make every effort to work with the family and comprehensive services. We are happy to provide contact information if needed. Examples of such instances include: (**Expulsion Policy**)

- A child appears to be a danger to others.
- Continued care could be harmful to, or not in the best interest of the child as determined by a medical, psychological, or social service personnel.
- Undue burden on my resources and finances for the child's accommodations for success and participation.

It is important for all children to understand the value of respecting personal property. In the event that a child damages personal property belonging to the daycare, another child, or a staff member, the following policy will be implemented:

- 1. Notification:** The parents or guardians of the child responsible for the damage will be notified immediately. The daycare staff will provide a detailed account of the incident and the extent of the damage.
- 2. Liability:** The parents or guardians of the child will be held liable for the cost of repairing or replacing the damaged property . The daycare will provide an itemized list of the damages and associated costs.
- 3. Resolution:** The parents or guardians of the child will be required to reimburse the daycare for the full cost of the damaged property . The daycare will provide a receipt for the reimbursement.

(continued on the next page)

PARENT HANDBOOK AND POLICIES

4. Follow-up: The daycare staff will work with the parents or guardians to address any underlying issues that may have contributed to the incident. This may involve discussing behavioral expectations with the child and implementing strategies to prevent similar incidents in the future.

5. Repeat Offenses: In the event of repeat offenses, the daycare reserves the right to take further action, including suspension or termination of the child's enrollment in the program.

By enrolling your child in our daycare, you acknowledge and agree to adhere to this policy. We believe that open communication and cooperation between the daycare and parents are essential in addressing and resolving such incidents.

Smart Little Stars reserves the right to update and modify this policy as necessary.

REST TIME AND EQUIPMENT

Infants sleep according to their own schedule and are put to sleep on their back in an approved crib/pack and play using safe sleep practices. If an infant falls asleep in any other place than a crib, they will be moved immediately to sleep on their back in a crib. Pacifiers are encouraged and may be offered. If you **DO** or **DO NOT** want your child to have a pacifier you must initial and acknowledge that pacifier safety will be required, this will be in the enrollment form. Also, swaddling is not allowed for children under 12 months without a note from the Doctor and we have a health plan in place. After lunch, all children participate in quiet rest time.

Children are not required to sleep and may be given quiet activities. I provide sleep cots, blankets, sheets, and pillows, which will be kept in separate cubbies. If a child brings a blanket from home, it must be clean and sent home weekly for washing and must fit in our cubbies. Children are placed 3ft or more apart on the floor. It is a long day for children who attend childcare. Nap and rest time at the home is from 1-3pm approximate. All children under 5 are strongly encouraged to nap and will be provided a comfortable and safe sleeping area. After 30 mins if the child is not sleeping, alternative activities will be offered. Children will all be sleeping in the sleep area, 3ft apart, on separate cribs/cots.



PARENT HANDBOOK AND POLICIES

INFANT SAFE SLEEP POLICIES AND PRACTICES

The safety and well-being of our infants are our top priorities. We are committed to providing a safe sleep environment for all infants in our care. Our policy and practices are designed to align with the guidelines recommended by the American Academy of Pediatrics (AAP) and the Consumer Product Safety Commission (CPSC) to reduce the risk of sudden infant death syndrome (SIDS) or suffocation death and other infant deaths that could occur when an infant is in a crib/pack and play asleep.

- **Sleep Position:** Infants will be placed on their backs to sleep for all naps, unless otherwise directed in writing by a healthcare professional.
- **Sleep Surface:** Infants will be placed to sleep on a firm and flat sleep surface, free from soft bedding, pillows, blankets, or toys. We will provide individual, age-appropriate, and properly fitted cribs for each infant.
- **Room Temperature:** The sleep environment will be maintained at a temperature that is comfortable and safe for the infant. We will monitor and adjust the room temperature as needed.
- **Supervision:** Infants will be closely supervised during sleep times to ensure their safety and well-being. Caregivers will conduct regular visual checks on sleeping infants.
- **Caregiver Training:** All staff members will receive thorough training on safe sleep practices for infants, including proper sleep positioning, safe sleep surfaces, and the importance of supervision.
- **Sleep Environment:** The sleep area for each infant will be free from any hazards, including loose bedding, soft objects, and crib bumpers. Cribs will be kept clear of any potential entrapment or suffocation risks.
- **Consistent Routines:** We will establish consistent nap and sleep routines for each infant to promote healthy sleep habits and ensure a safe sleep environment.
- **Documentation:** Caregivers will maintain detailed records of each infant's sleep patterns, including the duration and quality of sleep, as well as any relevant observations or concerns.
- **Regular Review:** Our safe sleep practices will be regularly reviewed and updated to align with the latest recommendations and guidelines from authoritative sources on infant sleep safety.

By adhering to this policy and implementing these practices, we aim to create a secure and nurturing environment where infants can rest peacefully and safely during their time at our daycare.

PARENT HANDBOOK AND POLICIES

DIAPERING AND TOILET TRAINING

When your child is in diapers you will need to provide diapers, diaper wipes, diaper rash ointment/cream and extra clothing. At no time will infants be left on an elevated surface (ie. changing table) even briefly. When your child begins to ask questions about using the toilet and is able to dress and undress, unassisted, and we both feel the child is ready we can begin toilet training. You will then need to provide underpants and plenty of extra clothes. I do not have a specific method I use. My experience has shown me each child's experience is unique. It is important for all of the child's caregivers to be consistent with the toilet training at home and at daycare.

Toilet Training: The most important factor in making the toilet learning experience successful and as low-stress as possible is a home/childcare partnership that supports your child. Research indicates that children cannot successfully learn how to use the toilet until they are physically, psychologically, and emotionally ready. Many pediatricians say that most children under 24 months of age are not physically capable of regulating bladder and bowel muscles.

Most positive toilet training occurs only after children show signs of physical control or awareness of their bodily functions, when they demonstrate an interest or curiosity in the process and be able to communicate the need to 'Go'. I am committed to working with you to make sure that toilet training is carried out in a manner that is consistent with your child's physical and emotional abilities and your family's concerns. No child will be forced to sit on the toilet.

Toilet training requires a combined effort on the part of the parent and care provider. Please talk with us about your views on toilet training when your child is ready for that step. When it is time for potty training, please dress the children in potty friendly clothes and provide an adequate supply of clean clothing to get through the daily training phase. All soiled clothing will be sent home double bagged. We do offer a candy reward for each success in the toilet. (Examples: cookies, pretzels , Nutri grain bars, welch's fruit, pick out of treasure box, etc.)

Please supply the following:

- 3 sets of clothes (pants, shirts, and socks)
- 6 diapers a day or/and 3 pairs underwear and rubber underpants to wear over underwear to prevent leakage and contamination if accidents occur.



PARENT HANDBOOK AND POLICIES

HEALTH

Dental/Oral Hygiene: Per New York State Child Care regulations, you must provide a dental “home” during my application process for your child. Please indicate your child’s dentist, phone number, and address.

Physicals: Routine physicals are required according to the current recommendations of the American Academy of Pediatrics, www.aap.org. A copy of your child’s physical should be received before enrollment but must be received when your child begins my/our program. Families are responsible for ensuring that their child’s physicals are kept up-to-date and that a copy of the results of the child’s health assessment is given to me/us.

Children will not be able to attend until a signed Health Evaluation form is received from a physician. If your child is under 2 years old, I/we require a copy of your child’s health evaluation **every time** your child sees the doctor for their health evaluation or immunizations. I/we will need updated information required by the New York State Licensing Regulations. Health statements for children over 2 years of age to 7 years of age must be updated annually.

The AAP recommends the following schedule: 2 months, 4 months, 6 months, 12 months, 15 months, 18 months, and 24 months old. 3 years, 4 years, 5 years, 6 years, 8 years, 10 years, and 12 years old.

PARENT HANDBOOK AND POLICIES

ILLNESS

I understand that it is difficult for a family member to leave or miss work, but to protect other children and staff, you may not bring a sick child to our program. We have the right to refuse a child who appears ill. You will be called and asked to retrieve your child if your child exhibits any of the symptoms listed below. This is not an all-inclusive list.

I will try to keep your child comfortable, but he/she will be excluded from all activities until you arrive. Child may require a doctors note to return to childcare. You will be given ONE hour to pick up your child or may face termination. Please also refer to the attached flier, “How sick is too sick”. Child has to be symptom free **WITHOUT** medicine for 24 hours in most cases. We may also close if my/your children have these symptoms or illnesses, in this case, you will need back up care.

- Illness that prevents your child from participating in activities.
- Illness that results in greater need for care than I can provide.
- Fever (above 100°F under the arm, above 101°F in the mouth, above 102°F in the ear) accompanied by other symptoms.
- Diarrhea – stools with blood or mucus, and/or uncontrolled, unformed stools that cannot be contained in a diaper/underwear or toilet.
- Vomiting – green or bloody, and/or 2 or more times during the previous 24 hours.
- Mouth sores caused by drooling.
- Rash with fever, unless a physician has determined it is not a communicable disease.
- Pink or red conjunctiva with white or yellow eye discharge, until on antibiotics for 24 hours.
- Impetigo (also called: school rash) , until 24 hours after treatment.
- Strep throat, until 24 hours after treatment.
- Head lice, until treatment and all nits are removed.
- Scabies, until 24 hours after treatment.
- Chickenpox, until all lesions have dried and crusted.
- Pertussis (Whooping Cough), until 5 days of antibiotics.
- Hepatitis A virus, until one week after immune globulin has been administered.
- Covid-19 and variants. Will have to follow current CDC guidelines at the time.
- Hand, Foot, and Mouth. May not return until fever free 24 hours, sores are scabbed, and are old enough to not mouth toys or drool
- RSV (Respiratory Syncytial virus) , may return with doctors note and symptom free for 24 hours.

Children who have been ill may return when:

- They are free of fever, vomiting and diarrhea for 24 hours, without medication (since last incident)
- They have been treated with an antibiotic for 24 hours. (except as described above)
- They are able to participate comfortably in all usual activities.
- They are free of open, oozing skin conditions and drooling (not related to teething) unless:
 - The child's physician signs a note stating that the child's condition is not contagious, and;
 - The involved areas can be covered by a bandage without seepage or drainage through the bandage.
 - If a child had a reportable communicable disease, a physician's note stating that the child is no longer contagious and may return to my care is required.

In the event that your child becomes ill and needs to leave care, you will be asked to come pick up your child within one (1) hour. If your child is injured and requires medical attention, you will be notified immediately. Small bumps and bruises are an everyday event for most children at some point in their lives. If you would like to be notified each time please let me know and you will be notified. Otherwise you will be notified at the end of the day via an **Ouch Report**. Other emergencies will be handled on a case by case basis and emergency services may be utilized.

MEDICATION

We only administer over -the-counter topical ointments, lotions and creams, and sprays. This includes sunscreen products and topically applied insect repellent. While written parental permission is required.

- We are CPR certified all children ages.
- FIRST AID certified for all children ages.

EMERGENCY MEDICATIONS

The staff is only allowed to administer emergency medications: severe allergic reactions (anaphylactic shock) and asthma. An approved caregiver may administer an epinephrine auto injector, Diphenhydramine in combination with an auto injector, and/ or asthma inhaler and nebulizers.

PARENT HANDBOOK AND POLICIES

COMMUNICABLE DISEASES

When a child in my program has a suspected reportable disease, it is my legal responsibility to notify the local Board of Health or Department of Public Health. I will take care to notify families about exposure so children can receive preventive treatments. Included among the reportable illnesses are the following:

- Bacterial Meningitis
- Botulism
- Chicken Pox
- Diphtheria
- Haemophilus Influenza (invasive)
- Measles (including suspect)
- Meningococcal Infection (invasive)
- Poliomyelitis (including suspect)
- Rabies (human only)
- Rubella Congenital and Non-congenital (including suspect)
- Tetanus (including suspect)
- H1N1 Virus
- COVID-19
- Any cluster/outbreak of illness

If you or your child have been diagnosed with illnesses such as, COVID, Hand Foot and Mouth, Influenza, E-Coli or any other reportable diseases, please inform me so I can disinfect and sanitize the toys and common areas to prevent any further spread.

PARENT HANDBOOK AND POLICIES

NOTIFICATION OF ILLNESS, ACCIDENTS, INJURIES, OR OTHER EMERGENCIES

First aid will be administered by us in the event that your child sustains a minor injury (e.g., scraped knee). You will receive a report outlining the incident and course of action taken. If the injury produces any type of swelling or appears to need medical attention, you will be contacted immediately. Our program is equipped with a first aid kit meeting the state regulations.

In the event of a serious medical emergency, your child will be taken to the hospital immediately by ambulance, while we will try to contact you or an emergency contact. If injury results in a doctor visit or hospital visit, we will be reporting it to the state as soon as possible.

SAFETY

SUSPECTED CHILD ABUSE

I am required by law to report all observations of child abuse or neglect cases to the appropriate state authorities . If I have reasonable cause to believe or suspect a child is suffering from abuse or neglect or is in danger of abuse or neglect, no matter where the abuse might have occurred., The child protective service agency will determine appropriate action and may investigate. It then becomes the role of the agency to determine if the report is substantiated and to work with the family to ensure the child's needs are met. My program will cooperate fully with any investigation and will maintain confidentiality concerning any report of child abuse or neglect.

CHILD CUSTODY

Without a court document, both parents/guardians have equal rights to custody. We are legally bound to respect the wishes of the parent/guardian with legal custody based on a certified copy of the most recent court order, active restraining order, or court-ordered visitation schedule. We will not accept the responsibility of deciding which parent/guardian has legal custody where there is no court documentation.

IDENTIFYING RECALLED TOYS, EQUIPMENT, AND FURNISHINGS

How will you ensure the equipment you use has not been recalled? I regularly receive emails updating me on current recalls. I regularly check my equipment for safety and value any input and knowledge you may have. I also use the Consumer Product Safety Commission website to learn about recalls on products. <https://www.cpsc.gov/Recalls>

I am registered with Consumer Safety online to be notified of any and all recalled toys, equipment, and materials. If items are recalled, we will dispose of them.

PARENT HANDBOOK AND POLICIES

HOME SAFETY - DAILY HEALTH & SAFETY CHECK

We pride ourselves in having a warm, loving and safe environment in which your child can explore, learn and experience many different things. We perform daily, monthly, and quarterly written Health and Safety Checklists. Some features that help ensure your child's safety are:

- Working smoke/carbon detectors are on each floor and near cooking and sleeping areas.
- Adequate ventilation throughout my home.
- Gates are used on stairways when children under 5 years old are present.
- Fire extinguishers are maintained properly and accessible to staff.
- Toys are age appropriate, in good repair and of a non-violent nature.
- Electrical outlets are covered.
- Pens, pencils and office supplies are out of reach.
- Knives and adult scissors are out of reach.
- Cleaners, chemicals, matches and fire starters are out of reach.
- The hot water heater is regulated at 120°F.
- Medications are out of reach.
- A well-stocked first aid kit is kept near, and expiration dates are observed.
- Animals are child-friendly, properly immunized and in good health.
- We are certified in Infant & Child CPR and Pediatric First Aid.
- Yard is free of splinters and harmful objects.
- Safety approved play equipment and toys.
- Yard routinely treated to deter insects.
- Outside areas where children are always monitored while children are in the playground.
- Children do not play outside unsupervised.
- Toys are sanitized every day.
- Bedding is washed weekly or daily as needed.
- Coats and jackets are stored separately.

DANGEROUS WEAPONS

A dangerous weapon is a gun, knife, razor, or any other object, which by the manner it is used or intended to be used, is capable of inflicting bodily harm. Families, children or guests (other than law enforcement officers) possessing a dangerous weapon will not be permitted onto the premises.

In cases that clearly involve a gun, or any other weapon on my premises, the police will be called, and the individual(s) involved will be immediately removed from the premises. This policy applies to visible or concealed weapons.

PARENT HANDBOOK AND POLICIES

SECONDHAND SMOKE

Children will never be exposed to secondhand smoke in the home or car. If visitors to my home smoke, they will not be allowed to smoke in the home or play yard and must have a CLEAN smock to put on prior to interacting with the children. They must also wash their hands.

The poisons in secondhand smoke are especially harmful to infants and young children's developing bodies, therefore the indoor program environment and vehicles used by my program are non-smoking areas at all times. The use of tobacco in any form is prohibited on my program's premises.

PROHIBITED SUBSTANCES

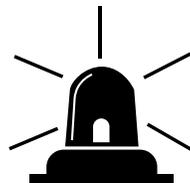
Any adult who appears to be inebriated, intoxicated, or otherwise under the influence of alcohol, or drugs/any substance is required to leave the premises immediately. If you drive with your child while intoxicated, please note we will call 911. **I am a mandated reporter** and your child's safety is my main priority.

EMERGENCY RESPONSE PROCEDURES

DISASTER/EMERGENCY PLAN FOR EVACUATION

Fire/Tornado/Earthquakes/Flood/High Winds/Hail/Blizzards/Power Outages/Gas Leaks: Adequate supplies are kept in case of an emergency. We will practice lockdowns, active shooter and shelter in place drills quarterly, as well as tornado drills twice a month. If severe storm warnings and/ or tornado warnings are issued, we will proceed to the most central part of the home and take cover. We will stay at the childcare home unless instructed by emergency personnel to evacuate the home. Parents will be notified if an evacuation needs to take place. Children and providers will proceed to walk to 54 Parkhill Terrace , Yonkers NY 10705 . If that location is not safe, the backup location is OLYMPIC TAEKWANDO ACADEMY, 2345 Broadway, Yonkers , NY 10705 for shelter. At that time we will drive, and reunification with your children will take place; I will call or message you when we are safe and out of harm's way.

If a gas leak should occur, we will call EMS and evacuate the home and go to our emergency evacuation location. During all emergencies children will be kept calm and instructed in an adult manner what is happening. Parents will be contacted as soon as possible to begin reunification. The emergency numbers that are kept on location will be picked up on and taken with the provider if evacuation needs to take place. We are registered on the County emergency call list, to be notified immediately.



PARENT HANDBOOK AND POLICIES

Fire Safety/Radon Testing/Carbon Monoxide Monitor: We conduct fire drills monthly. All children and staff are required to perform monthly fire drills. The children will be taught to evacuate immediately and proceed to the end of the sidewalk and wait there. We will practice our stop, drop and roll techniques along with our crawling on our bellies to the exits. Our home is fully equipped, on all levels, with a 2A-10-BC fire extinguisher, 2 carbon monoxide detectors, and a smoke detector. Radon test is posted. Our evacuation plan, shelter in place, active shooter, and lockdown plans are reviewed with the children on a quarterly basis.

LOST OR MISSING CHILD

In the unlikely event that a child becomes lost or separated from the group during an outing or field trip, or leaves the premises, and is not located within [10] minutes, the police, family, and licensing, will be notified in this order.

EMERGENCY TRANSPORTATION

In the event your child needs to be transported due to a medical emergency, if no other authorized person can be contacted and the need for transportation is essential, an ambulance will be called for transportation. A proper escort will accompany and remain with your child until a family member or emergency contact arrives. If the situation arrives and we must immediately evacuate, children may be placed in personal vehicles and taken to a point of safety at the end of the street on 54 Parkhill Terrace, Yonkers NY 10705. If that location is not safe, the backup location is Olympic Taekando Academy on 2345 Broadway, Yonkers NY 10705. . Children's safety will always be kept in mind.

In the event that we have an emergency that causes evacuation, there is an emergency kit in the car that contains food, water, blankets and emergency phone numbers for the children. If you arrive at the home and no one is there due to an emergency, we will be at the **54 Parkhill Terrace , Yonkers NY 10705** (Mr. Galo, Property Manager, few houses down) . If that location is not safe, the backup location is : **2345 Broadway Yonkers NY 10705** (Olympic Taekwondo Academy).

For emergencies that require that we take shelter in the home there is an emergency preparedness kit in the front door exit that contains food, water, flashlights, clean cloths, blankets and activities. I will make every attempt to text/ call you when I have children in a safe location and have the ability to do so. Your children are my first priority.



PARENT HANDBOOK AND POLICIES

PLAN FOR CONTINUITY OF OPERATION IN THE AFTERMATH OF AN EMERGENCY OR DISASTER

If there is ever a time where I cannot care for your children due to a disaster in my home or an emergency that affects my family or life, we will work with (OCFS) , Office of Children and Family Services to find new spots for your children to go to.



PARENT HANDBOOK AND POLICIES

EMPLOYEE CODE OF CONDUCT

At our daycare, we are committed to providing a nurturing and supportive environment for your child. We hold our staff to the highest standards of professionalism, care, and communication. As parents, you can expect the following from our staff:

- 1. Professionalism:** Our staff will conduct themselves with professionalism at all times, treating both children and parents with respect, courtesy, and kindness.
- 2. Open Communication:** We encourage open and transparent communication with parents. Our staff will provide regular updates on your child's progress, well-being, and any significant developments at the daycare.
- 3. Safety and Well-being:** The safety and well-being of your child are our top priorities. Our staff will maintain a safe and secure environment, adhere to all health and safety protocols, and promptly address any concerns regarding your child's welfare.
- 4. Collaboration:** We value the partnership between parents and staff. Our team will work collaboratively with you to support your child's development, address any specific needs or concerns, and foster a positive and inclusive daycare community.
- 5. Respect for Privacy:** Our staff will respect the privacy and confidentiality of your family and will not disclose any personal information without your consent.

We strive to provide the highest quality of care and education for your child, and we appreciate your trust in our staff. If you have any questions or require further information, please do not hesitate to reach out to our team.

PARENT CODE OF CONDUCT

At our daycare, we believe that a positive partnership between parents and staff is crucial for the well-being and development of the children in our care. We expect all parents and guardians to adhere to the following guidelines when interacting with our daycare staff and other families:

- 1. Respectful Communication:**
 - Parents are expected to communicate with daycare staff in a respectful and courteous manner, whether in person, over the phone, or through written correspondence.
 - Constructive and open communication is encouraged to foster a supportive and collaborative relationship between parents and staff.

(continued on the next page)

PARENT HANDBOOK AND POLICIES

2. Compliance with Policies:

- Parents are required to familiarize themselves with and adhere to all daycare policies and procedures, including drop-off and pick-up protocols, health and safety guidelines, and any specific rules related to their child's care and activities.
- Understanding and complying with these policies contributes to the overall safety and well-being of the children and the smooth operation of the daycare.

3. Confidentiality and Privacy:

- Parents are expected to respect the privacy and confidentiality of other families and children at the daycare. This includes refraining from discussing personal information or concerns about other families or children in public areas or on social media platforms.

4. Positive Engagement:

- Parents are encouraged to engage positively with their child's experiences at the daycare and to participate in activities and events when possible. This involvement contributes to a sense of community and support for the children's learning and development.

5. Conflict Resolution:

- In the event of any concerns or conflicts, parents are encouraged to address them directly with the daycare director or supervisor in a calm and respectful manner. Open and constructive dialogue is essential for resolving issues effectively.

We value the partnership between our daycare and the families we serve and believe that these guidelines contribute to a harmonious and supportive environment for the children. If you have any questions or concerns regarding parent conduct, please feel free to reach out to: (646-983-8004), or (646)212-8044) for further assistance.

PARENT HANDBOOK ACKNOWLEDGMENT

Please sign this acknowledgment, detach it from the handbook, and return it to us prior to enrollment.

We, _____ and _____ have read and understand all policies and guidelines of SMART LITTLE STARS GROUP FAMILY DAYCARE.

We agree to abide by all policies stated in the Parent Handbook. We understand that we will be notified in writing of any changes in these policies. Any complaints, concerns, or grievances against SMART LITTLE STARS GROUP FAMILY DAYCARE will be made in writing and will be followed up in a timely manner.

We also understand that any breach of policies may be grounds to terminate childcare. A two-week notice will be given in such circumstances unless the infraction is severe enough to warrant termination without notice.

Thank you for acknowledging the policies and procedures we have set up for the safety and welfare of all children in my care. We look forward to getting to know you and your family.

I have received and reviewed the Parent Handbook. It is my responsibility to understand and familiarize myself with the Parent Handbook and to ask questions if I do not understand any policies, procedures or information contained in the Parent Handbook.

Parent/Guardian Signature _____ Date _____

Parent/Guardian Signature _____ Date _____

Provider's Signature _____