



Parent Handbook And Contract

Mission Statement

At Mama Rochel's Daycare children are gently encouraged to discover their individual strengths and unique talents. We believe that each child possesses a marvelous capacity to learn. Learning is best accomplished in a place that is emotionally secure, physically safe, and fun!

Mama Rochel's Daycare

2784 Genevieve Ct.

North Bellmore, NY 11710

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Website: www.mamarochel.com



mamarochelsdaycare

Welcome to Mama Rochel's Daycare!

We are delighted that you have chosen our program to provide care and meet the needs of your child. You and your family are encouraged to visit our daycare prior to the first day of enrollment to give our staff, and your child, an opportunity to meet and become better acquainted. It will make separating on the first day a bit easier.

The Parent Handbook has been written to describe our program, philosophy, policies, and all the practical details that go into making each day as happy and successful as possible. Please carefully read this handbook and keep it for future reference. The staff at Mama Rochel's would be glad to address any of your questions or concerns. Once again, welcome!

Our Philosophy

We believe...

- That children are precious and must receive care from adults who are capable and caring, loving, trusting and respecting--whose values enable them to be excellent role models.
- That children should experience numerous positive learning milestones, leading to an increased sense of competence, independence, and positive self-image.
- That children's play is extremely vital to healthy physical development, acceptable social skills, and cognitive growth. Through play children explore the world around them by using their senses.
- That staff must create an appropriate educational environment which carefully guides children from one developmental level to another, and that children are nurtured, safe and happy promoting their natural curiosity and desire to learn.

We see each child as a unique and precious gift entrusted into our care. At Mama Rochel's emphasis is placed on the individual child and on encouraged each child's innate inquisitiveness and thirst for knowledge. We ensure that each child receives individual and caring attention.

Mama Rochel's Daycare is a Jewish Based Learning Program that welcomes those of diverse faiths, ethnic origins, and race. Our daycare forbids discrimination based on race, color, national origin, age, sex, religion or handicap.

One of the most important things that we can do to teach our children about diversity is through role modeling that all people are treated with kindness and respect.

Enrollment and Tuition

Children between the ages 6 weeks and twelve years are eligible for enrollment at Mama Rochel's Daycare. Children may attend on their contracted hours. Hours of operations are from 7:00 a.m and 6:00 p.m Monday through Thursday and 7:00 am until 2:00 pm on Fridays. Documents to be completed and returned before enrollment are:

- Child Enrollment Form
- Electronic Funds Transfer Form*
- Child Information Record (Blue Card)
- Health Appraisal and/or any other health forms specific to child's needs.
 - Policy Agreement
 - Non-Prescription Release
 - Infant/Toddler Supplemental Information Form (if applicable)
- *Nap Agreement

A deposit of \$250 is due once a start date is assigned. This is a one-time, refundable charge. The fee will be returned at the end of the year or (if parent chooses) will be applied to the last week of tuition. Tuition for full or part time child care is based on the following

- Weekly Payment-due by 6 p.m. child's first scheduled day. Late after 6 p.m. second day. Tuition is based on 52 weeks.

** If tuition is not paid by the 10th of the month then a \$20 late fee will be charged.*

Fees

A \$20 fee is charged for late tuition payment on the 10th of the month. Special payment arrangements may be made in advance with the provider.

Any child who is in our care for more than 10 hours in one day will be charged an additional \$25 fee for each day.

A service fee of \$25 will be charged for any **returned checks**.

Tuition is expected for days your child may be absent due to illness, family emergencies, doctor visits, hospitalizations, vacations, or any other reason. Please note that tuition rates do not change in the event of a week including a holiday. After extensive research, we have found our policy to be consistent with other schools and child day care centers. Because our costs remain the same throughout the year, we rely on the specified tuition to be paid each week in order to meet our expenses. Consequently, as much as we might like to, we cannot make allowance for any days missed in your regular attendance schedule.

For other fees see:

Drop off and Pick up & Enrollment and Tuition Sections

We do not trade a scheduled day for another day. Parents may request an added day or extended hours to a day. We will check our schedule and will let you know if an opening is available.

Parents who are receiving DHS child care assistance must pay the full regular tuition rate until the authorizing paperwork is delivered to us for DHS billing. Upon our receipt of DHS payment, your account will be credited towards the following month. You are responsible to directly pay us your DHS co-pay each month. Rate may vary according to DHS disbursement. If DHS billing lapses it is your responsibility to pay the full tuition amount until DHS notifies us otherwise.

"Errand" Drop Off's

Mama Rochel's offers Drop off services for your child. All policies listed in this handbook apply (including medical forms) prior to starting care. In order to make sure that we can accommodate the hours your child needs care, please call us at least a day in advance to check

if we have space for your child during the time you need to Drop off.

Withdrawal & Dismissal Policy

A two-week notice is required before withdrawing a child from our program. Account must be paid in full before withdrawing—including your child's tuition for that two-week period. Any account past due at time of disenrollment will be referred to collections.

The owner of Mama Rochel's reserves the right to cancel the enrollment of a child at his/her discretion, or for the following possible reasons:

- Non-payment or excessive late payments of tuition and fees.
- Not observing the rules of the daycare as outlined in the parent agreement.
- Child has special needs that we cannot adequately meet with our current staffing patterns.
- Physical and/or verbal abuse of staff or children by parent or child.
- Expired or non-immunizations and/or physical.

Communication

Proper communication between our parents and the staff of Mama Rochel is extremely important. Staff will be sending home information on a regular basis. Infant and toddler parents will receive daily reports. You are welcome to call to arrange a meeting with the provider—even just to become better acquainted! Concerns about any aspect of our program, or your child's care, may be expressed to the owner. Each child is provided with a mailbox and/or cubby. Please check these daily for notes, newsletters and daily reports. Remember to communicate in writing any changes in your child's schedule. **We must be informed, in writing, regarding any changes in your child's/infants schedule and in the person picking up your child.** You may add or delete

names of authorized adults allowed to pick-up your child on the Child Information Record.

We must be informed of any of the following changes:

- address and/or phone numbers, or e-mail address
- parent/guardian employment,
- health/immunizations up-dates, or;
- other pertinent information related to your child.

Drop-off and Pick-up Policies

Parents are expected to accompany their child into the daycare. The staff are glad to assist you and your child at your drop-off time if child to staff ratio is satisfied in daycare. Our staff, however will not assume direct responsibility for your child until you are ready to walk out of the building. It is important for the teacher to keep a watchful eye on all the children in his or her care. You are welcome to stay for a short while and assist your child through this transition. Simply notify the teacher when you are ready to leave and the teacher will assist.

Only the individuals listed on the Child Information Record, or on a written permission note from the parent, will be allowed to leave with a child. The staff is expected to request a picture I.D. from any unfamiliar person (including grandparents). If there is any concern, the staff of Mama Rochel's reserves the right to deny a person's request to pick-up a child.

We may be available at pickup time for short questions. For longer discussions or particular concerns please schedule an appointment.

Parents are expected to assume full responsibility of their child once they enter the classroom. *For your child's safety please do not allow your child to touch the exit door handles or open the doors and/or play yard gates.* We work very hard at teaching the children not to touch the exit doors/gates.

Your child has waited to see you and is excited when you walk in the door. At pick up please **put away your cell phone** and give your full attention to your child.

Custody Orders

Until custody has been established by a court action, one parent may not limit the other from picking-up a child in our care. The daycare must be notified immediately of any changes in custody orders. Certified custody orders must be given to the daycare owner.

Holidays

Mama Rochel's Daycare will be closed on the following holidays: Rosh Hashana, Yom Kippur, Sukkot, Shemini Atzeret, Simchat Torah, Pesach, Shavuot, TishaB'av. A more detailed schedule for Holiday Closing will be provided and is available on our website at www.mamarochel.com Please note that on working Holidays our daycare will have early closing time.

Unexpected Closings

Mama Rochel's will be open on public school designated "snow days"--we may open late if necessary. On a rare occasion our center may be forced to close due to a situation beyond our control (e.g., ice storm, electrical outage, no water service). Every attempt will be made to inform parents of an emergency closing.

Tornado and Disaster Procedure

In the event of a tornado or disaster warning, the children located at the "house" will be taken to the designated shelter in place room located upstairs. Children will remain sheltered

Children enrolled on a part-time basis are expected to be picked-up at the agreed upon daily time. The parent or guardian of a child not picked-up until after the agreed time, or past closing (6:00 p.m.), will be charged **\$1 per minute. Families who pick up late more than 3x, in a one-year period, will pay \$5 per minute after 6pm.** All late fees are expected by 6:00 p.m. the following day. This fee applies per family. Payment should be given directly to the staff member.

until the all-clear signal is sounded. Children will have activities, books, games, snacks and water to keep them occupied and comfortable. Parents will be contacted and informed of the situation as possible.

Child Abuse and Neglect

Staff members are required by law to report any suspected child abuse or neglect.

Treasures and Possessions

Each child will need a blanket and fitted crib sheet to use at naptime. A zippered pillowcase is also requested for storing the blanket. Your child's name must be clearly written on the pillowcase, sheet and blanket. The pillowcase, sheet and blanket are taken home each Friday to be washed and returned the following Monday. A small pillow or small stuffed toy is permissible.

Sometimes children need to bring special toys or newfound treasures to use as a "bridge" between home and school. On these occasions we will work with you and your child to make it a positive sharing experience. Past experience has shown us that often toys from home create problems at care. We encourage you to keep personal belongings and toys at home unless the teacher has scheduled a "show-n-tell" day. **Mama Rochel's will not be responsible for any lost items.**

Important...there are four things we feel strongly must remain at home: toy guns, gum, money, and candy.

Clothing

Because of the wide range of activities, it is recommended that children be dressed in washable, comfortable clothing. Plastic aprons will be provided by the daycare for art and water activities.

Water activities, sand play, and occasional bathroom accidents necessitate that an extra set of clothing be kept at the center at all times. All extra clothing should be marked with the child's name and placed in a labeled plastic bag. Clothing should include underwear, socks, pants, and shirt. If wet or dirty clothes are sent home, please return a clean extra set of clothes the next morning.

Licensing requires that children be taken outdoors each day. The children will play outdoors if the temperature is 20° or warmer. Children should be dressed accordingly: light jacket, cap, rain boots (for damp days) in fall and spring; heavy winter jacket, mittens, scarf, hat, and snow boots in winter. An extra sweater or sweatshirt at daycare is recommended for sudden changes in temperature. **All clothing, including coats and boots, must be labeled clearly with your child's name.**

Diapers & Toilet Training

Parents supply all diapers, diaper cream (if using) and wipes at Mama Rochel's.

Our staff are experienced in training young children in how to use the bathroom. It is essential that the parent and teacher communicate about the needs of the child and work together to make this developmental milestone positive and successful.

We recommend that when in training, your child be dressed in "user-friendly" clothing. Overalls, zippers, and snaps are difficult for small children to manage--especially in a hurry! While toilet training, parents are to provide lots

of thick training underwear, plastic pants, socks, and outer clothing. We do not recommend the use of "pull-ups" at Mama Rochel's. They seem to only delay the toilet training process plus require extra time to change.

Bodies and Boundaries

There is a natural curiosity among children with regards to their bodies. When situations arise where we have to speak to children about body parts we use the anatomically correct terms. We also teach children that every person has boundaries and that our bodies are private and should be respected. Parents will be notified if situations occur in the classroom that directly affects their child(ren).

Bottles, Blankets and Pacifiers

You may send extra bottles (infant room), a small security blanket and/or a pacifier for your child. Staff will make every effort to keep track of these items but will not be held responsible if lost. When you are ready to wean your child, please communicate with us so a consistent strategy between home and our program may be established.

Birthday Celebrations

Parents are welcome to send in a kosher treat to share with their child's classmates on birthdays or special occasions toward the end of pick up. The treats will be distributed to the parent's children upon pick-up. We do this because some parents are strict on dietary restrictions.

Photographs and Publicity

Photographs of the children in our programs may be taken from time to time and may appear in newspapers, magazines, brochures, Mama Rochels website, other online outlets used for Mama Rochel's daycare, publicity materials and/or educational trainings. Your permission for photographs of your child, to be used without compensation, is part of this agreement. If you do not wish your child's photo/group photo's to be shown on the

above-mentioned outlets, please provide us with a written request.

Meals, Snacks and Food Allergies

Besides a full breakfast, and hot lunch, the program will provide, milk and two snacks with water for each day. Parents will provide formula or breast milk for children up to the age of 12 months. Mama Rochel's will provide whole vitamin D milk for children between the ages of 12 and 24 months. 1% milk will be provided for children from 25 months to 12 years of age. If there are dietary needs, or allergies, it is the parent's responsibility to notify both the owner. Parents will need to supply any special foods required. An Allergy Action Plan and a Medical Action Plan are available in the main office and must be filled out if a child has an allergy or medical need. **A detailed summary of Breakfast, Lunch and Snacks will be distributed at the end of each month to parents.**

Infection Control

EPA approved products and/or daily prepared bleach solution are used on a daily basis to sanitize surfaces and toys. Prepared bleach solutions follow the health and safety regulations set by the Office of Children and Family Services. Hand are washed and gloves used at all times during a Diaper change. Disposable surface liners are used during Diaper Change. Proper disinfecting procedures of the changing table are followed as directed by the Office of Children and Family Services.

Immunizations and Physicals

All children who attend child care programs in New York are required by law to be fully vaccinated. Mama Rochel's requires all children enrolled in the program to be immunized. Families must contact their local health department to obtain a signed certified Nonmedical Waiver Form for delayed vaccines. A Health Appraisal form is required prior to enrollment. This form requests a record of your child's immunizations and date of last physical examination.

Parents can choose to send, breakfast, lunch or snacks with their child as long as it is certified kosher and healthy! If bringing fresh fruit, please make sure it is cut up into chewable pieces. The children participate in preparing snacks as much as possible and are served family style at each snack time.

Healthy Choices

While the occasional donut, chocolate milk, and fruit snacks make for a good treat they do not necessarily make a healthy meal. We ask that parents reserve these items for special occasions. Bringing in these items on a daily basis for their child does not encourage healthy eating patterns. We are happy to provide parents with a list of healthy, fun, alternatives upon request.

***Important: It is your responsibility as parent or guardian, to maintain up-to-date immunizations and physicals for your child (ren). Updates must be reported to the daycare owner in writing.**

The New York Department of Health requires the following immunizations:

Children Ages 2 Months through 3 Months

- 1 dose of diphtheria, tetanus, pertussis (DPT)
- 1 dose of polio vaccine
- 1 dose Haemophilus influenzae type b vaccine
- 1 dose of hepatitis B vaccine
- 1 dose pneumococcal conjugate (PCV)

Children Ages 4 Months through 5 Months

- 2 doses DPT
- 2 doses polio vaccine
- 2 doses Haemophilus influenzae type b vaccine
- 2 doses hepatitis B vaccine
- 2 doses pneumococcal conjugate (PCV)

Children Ages 6 Months through 18 Months

- 3 doses DPT
- 2 doses polio vaccine
- 2 doses Haemophilus influenzae type b vaccine
- 2 doses hepatitis B vaccine
- 3 doses pneumococcal conjugate (PCV)

Children Ages 19 Months through 4 Years

4 doses diphtheria, tetanus, pertussis (DPT)
3 doses polio vaccine
4 doses pneumococcal conjugate (PCV)
3 doses hepatitis B Complete series, or 1 dose
Haemophilus influenza type b (Hib)
1 dose measles, mumps, rubella vaccine
1 dose Varicella

Prior to formal admission to Mama Rochel's Daycare, parents will be required to provide proof of their child's immunizations, and medical forms!

A **Health Appraisal** record of your child's physical exam must be submitted and is also a requirement by the New York Department of Health. A medical examiner must sign and date this form. Physical regulations are as follows:

- *Children younger than 2 ½ years* must have a physical within 3 months preceding enrollment and repeated yearly.
- *Children 2 ½ years to kindergarten--* a physical must be within the previous year (before enrollment) and repeated every 2 years.
- *Kindergarten children and older--*parents must sign

the **Physical Health/Immunizations Parental Acknowledgement for School-Age Programs** letter, plus submit a copy of the child's immunization record. A new letter must be signed yearly.

Wellness Policy

You are the best judge of your child's health and we trust you will not bring a sick child to daycare. However, if while in our care your child becomes ill, displays an unknown rash, or acts out-of-character you may be called to come take your child home.

When called, you (or an alternate emergency person) are expected to come immediately. This is to protect the health of your child and his/her classmates. Your cooperation is greatly appreciated.

The following criteria will be considered in determining if your child must go home:

- Unknown rash.

- Oral temperature of 101 or above. Under 6 months of age, Fever of 100° or higher.
- Highly contagious condition such as head lice, chicken pox, strep throat, pin worms, mumps, impetigo, conjunctivitis (pink eye), etc.
- Diarrhea or vomiting (more than two loose, watery stools). Consideration will be taken if your child is allergic to certain food/drink products or on medication.
- Persistent cough for an extended period of time. Mouth sores with drooling.

*All other criteria for exclusion as mentioned on OCFS-LDSS-7021

If your child is too ill to play outside with his or her class, or participate in regular classroom activities, then your child is too ill to attend daycare.

Your child may return to the program after:

- Obtaining written verification from a doctor.
- Fever-free for 24 hours *without the aid of Tylenol, or other fever reducing medications.*
- In the case of chicken pox, when all the lesions are scabbed over, and doctors written verification is obtained.
- In the case of head lice, following treatment with appropriate shampoo (such as Kwell or RID) so that all nits (eggs) are gone.
- In the case of a contagious illness, your child should take an antibiotic for 24 hours before returning.
- In the case of persistent cough, 24 hours without the aid of cough suppressants, or allergy medication.

Medicine

Over the counter and topical ointments may be administered only upon the written permission of a parent or guardian and written instructions from a health care provider. A Non-Prescription Release form for applications such as diaper wipes, sun block, insect repellent soap, etc. will be signed upon enrollment. All other medication can be administered only by a MAT certified staff member.

-In case of medication that need to be given on an on-going basis, in absence of MAT certification Mama Rochel's will NOT be able to

administer such medication. A parent of an authorized caregiver specified by the parent on child's application will have to administer the medication.

Injuries and Accidents

Every consideration will be taken to ensure the safety of your child while in our care. Should an injury occur, a Minor Incident Report would be completed by the closest adult and signed by the owner. A copy of this report will be sent home. A parent or guardian will be notified regarding any injury that occurs while your child is in our care.

In the event of a major medical emergency or accident, the programs staff will call 911 first. The child will be transported to the hospital noted on the Child Information Record (or the closest hospital) The parent/guardian will be called immediately.

Daily Routines

Daily routines are posted on the information board. Infants do not have a set schedule for activities as their care is based on their

individual needs. Parents must supply a written plan for infant feeding and sleeping schedule. If anything changes in the infant schedule the parents must notify us in writing as soon as possible. We do not introduce new foods to infants unless the food was introduced by parent prior to care. Please keep communication open regarding your infant.

Licensing Notebook

Mama Rochel's Child Care strives to offer a quality program for our families. We maintain a licensing notebook that is available for parents to review during our regular business hours. The notebook contains all licensing inspections as well as any special investigation reports and related corrective action plans. These reports, are also available on the child care licensing website @ <https://ocfs.ny.gov>

Changes in Policies

The fees, procedures, and policies stated in this handbook are subject to be changed at the discretion of the daycare owner. This Mama Rochel's Parent Handbook Created: **December 2018.**

Discipline and Guidance Policy

At Mama Rochel's the term *guidance* is used for several reasons. It is a positive term and implies working with the children to develop internal control of their behavior. Our goal is to encourage the children to become creative, independent, responsible, and socially mature human beings. This involves learning to make responsible choices and accepting the consequences of such choices. Guidance takes several forms within our program:

- **Environment**--A place designed for children. Each room is age-appropriate in furniture size, large and small manipulates, and supplies required for hands-on experiences.
- **Logical Rules**--Such as keeping our hands to ourselves and taking care of the learning environment. These are discussed with the children as well as why such rules are needed.
- **Curriculum**--Is developmentally appropriate, based on the children's interest and level of readiness.
- **Positive Behavior**--We reinforce the behaviors we wish to see repeated.
- **Redirection**--Often interesting a child in another activity can eliminate potential difficulty. We might ask a child to help us or send a child to a different area to play.
- **Positive Reminder**--Telling the children what we want them to do rather than using "no" or "don't."
- **Renewal Time**--Occasionally, as a last resort, a child needs to be removed from the situation for a brief break. This allows the child time to calm down and consider an alternate behavior.

Difficult Behavior

We will make every effort to work with the parent or guardian to ensure a cooperative approach for children having difficulties with behavior. We are here to serve and protect all of our children! A parent may be called at work or home at any time the child exhibits uncontrollable behavior that cannot be modified by the center's staff. The parent may be asked to take the child home immediately. The following steps may be taken regarding children who display chronic disruptive behavior, upsetting to the emotional or physical well-being of another child or an adult.

Initial Consultation:

The daycare owner may request that the parent or guardian meet for a conference. The problem will be defined on paper. Intervention strategies will be discussed. The best solution toward solving the problem will be agreed upon by the daycare owner, staff, and parent or guardian.

Second Consultation:

If the initial plan for helping the child fails, the parent will again be asked to meet with the daycare owner and teaching staff involved. Another attempt will be made to identify the problem, and establish a new, or revised, approach for solving the problem. Parents may be asked to consult outside professionals, or bring in behavioral specialists to help identify the problems or provide new strategies, in order for Mama Rochel's to continue care. Our goal is to work as a team to better serve each child.

Disenrolled:

When the previous attempts have been followed and no progress has been made toward solving the problem, the child may be disenrolled from the center at the discretion of the daycare owner.

NOTE: Corporal punishment will NOT be allowed. This is defined as the use of negative physical touching (spanking, slapping, pinching, etc.), exclusion from large motor or outdoor activities, or exclusion from any learning activity. No unusual punishment will be allowed such as humiliation, ridicule, threat, or coercion.

POLICY AGREEMENT

Please carefully read, sign and return the following form to Mama Rochel's.
I have read Mama Rochel's Parent Handbook and agree to abide by all the policies and procedures therein.

I agree to pay the following tuition amount and understand that these may change depending on schedule and rate adjustments during the course of enrollment.

Starting Tuition_____ I will Pay: Weekly_____ Other_____

Deposit Fee paid on _____ Approved Start Date _____

Weekly Schedule/Days _____ Hours _____

Child(ren)'s Name _____

Parent/Guardian Signature: _____ Date: _____

Discipline and Guidance Policy

I have read and agree to the Discipline and Guidance Policy for Mama Rochel's Child Care.

Parent/Guardian Signature: _____ Date: _____

Photography & Videography

I understand that photographs/videos of the children in our programs may appear in newspapers, magazines, brochures, publicity materials, online media (such as FB, twitter, blogs, websites, ect) and/or educational trainings. Your child's photo may also be posted in our classroom and our Facebook site. I understand that they are to be used without compensation.

Parent/Guardian Signature: _____ Date: _____

Thank you for selecting Mama Rochel's as your child care provider. We are so excited to get to know your child and provide exceptional care!