

Little Angels Day Care Center



Early Childhood Education Program Family Handbook

Last Updated 2026

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Dear Families and Caregivers,

Welcome to a new and exciting year at **Little Angels Day Care Center**! We are delighted to have you and your little ones join our community. As an Owner and Administrator, I am committed to ensuring that your children are nurtured, safe, and inspired every day they spend with us.

Our primary goal this year and every year in the future is to create a warm, welcoming environment where each child feels valued and supported. We strive to foster an atmosphere that encourages exploration, creativity, and growth. Our dedicated team of educators is passionate about early childhood development and committed to providing the highest quality care and education for your children.

Safety is our top priority, and we have implemented comprehensive measures to ensure a secure environment for all. Our facility is equipped with security systems, and our staff is trained in the latest safety protocols. We conduct regular drills and reviews to maintain a high standard of safety at all times.

We believe that open communication and collaboration with families are essential. To that end, we encourage you to review our Parent Handbook, which contains detailed information about our programs, policies, and procedures. It is important to us that you feel comfortable and confident in our care, so if you have any questions or need clarification on any matter, please do not hesitate to reach out. We are here to support you and your child every step of the way.

Throughout the year, we have planned a variety of engaging activities and events that we hope will enrich your child's experience and strengthen our community. We invite you to participate and share in the joy of your child's learning journey.

Thank you for entrusting us with the care and education of your precious children. Together, we can create a nurturing and inspiring environment where they can thrive.

Warm regards,

Sofia Mado

Owner/Program Administrator

Little Angels Day Care Center

lilleangelsed.com

716-896-2330

About Us

Our History

In 1998, the St. Joseph Hospital Foundation established a limited liability corporation, Familias LLC, with the sole purpose of creating a quality childcare environment as an outreach to the surrounding community. Thus, Little Angels was born. In July 1999, Little Angels opened its doors to children and their families. Ownership was transferred to Harlem Road Children's Center, Inc. on October 1, 2005. Harlem Road Children's Center continues to provide the community with high-quality yet affordable childcare. We have opened our doors to multiple community organizations by contracting with and maintaining collaborative relationships. Some of these agencies include the NYS Department of Social Services, CACFP, Workforce Consortium, Erie and Niagara County, and private companies that have employee contracts with us.

Our Philosophy

Our goal is to provide young children with a comfortable and stimulating learning environment. We offer a center-based program with hands-on learning experiences for every child. Our caring and supportive relationships with children give them the opportunity to grow socially and emotionally. Our children develop self-awareness and confidence through developmentally appropriate activities, such as free play, small and large group activities, discovery, and large muscle activities.

Our Mission

While providing a warm and nurturing setting for children, we welcome families to be actively involved at any time. Through a team effort between parents and teachers, children will develop individual skills and an awareness of the world around them.

Licensing

Little Angels Day Care is licensed by the New York State Department of Social Services. The maximum capacity for the center is 70 children, ranging from infants six weeks old to children aged 12.

Definition of Family

In this handbook we refer to family as a parent, legal guardian, sponsor or anyone else who provides for the well-being, best-interest and responsibility of the child in our care.

Hours of Operation

Child care services are provided from 7:30AM to 6:00PM throughout the whole year
School age care will also be conducted at these times.

Holidays

We are closed for certain holidays:

New Year's Day

Memorial Day

Juneteenth

July 4th

Friday prior to and Labor Day

Thanksgiving Day and the day after

Christmas Eve and Christmas Day

New Year's Eve, the center will close at 4:00 p.m.

Admission & Enrollment

An enrollment fee is due at the time of enrollment. This fee is non-refundable. All admission and enrollment forms must be completed and enrollment fee and first tuition payment paid prior to your child's first day of attendance. Based on the availability and openings, our facility admits children from 6 weeks to 12 years of age. Children are admitted without regard to race culture, sex, religion, national origin, or disability. We do not discriminate on the basis of special needs as long as a safe, supportive environment can be provided.

Inclusion

The Early Childhood Education Program believes that children of all ability levels are entitled to the same opportunities for participation, acceptance, and belonging in our childcare setting. We are committed to making every reasonable accommodation to encourage the full and active participation of all children in our program, based on their individual capabilities and needs.

If your child has an identified special need, we will evaluate whether our facility is equipped to support their needs with the appropriate equipment and qualified staff. We welcome itinerant professionals who can provide one-on-one support to help children accomplish their Individualized Education Program (IEP) goals. We will periodically evaluate whether our program meets each child's needs and reserve the right to recommend a more suitable program if necessary.

Non-Discrimination

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

Family Activities

Each family is a child’s first teacher. We value families as partners in the growth and development of children in our program. We encourage parents and other family members to be involved in the program, visit children’s classrooms, participate in events, and provide feedback on the program. We offer a variety of ways in which families can participate in helping us establish and reach our program goals.

Confidentiality

Unless we receive your written consent, information regarding your child will not be released with the exception of that required by our regulatory and partnering agencies. All records concerning children at our program are confidential, under lock and key.

Staff Qualifications

Our staff are hired in compliance with the state requirements and qualifications as a base minimum. Typical staff certifications are as follows:

Position Title	Education/Certification	Experience
Teacher 1	BA Early Childhood MA + NYS N-6 Certificate	1 year
Teacher 2	Associate Degree in Early Childhood Education	2 years
Teacher 3	CDA (Child Development Associate Certificate)	2 years
Teacher 4	HS Regents	2 years

Caregivers participate in orientation and ongoing training in the areas of child growth and development, healthy and safe environments, developmentally appropriate practices, guidance, family relationships, cultural and individual diversity, and professionalism.

We strongly discourage families from entering into employment arrangements with staff (i.e. babysitting). Any arrangement between families and our caregivers outside the programs and services we offer is a private matter, not connected or sanctioned by Little Angels Day Care Center.

Children are supervised at all times. All caregivers receive scheduled breaks which reduce fatigue and help to ensure alertness.

Child to Staff Ratios

We maintain the following licensing standards for child to staff ratios based on NYS OCFS guidelines.

Minimum Supervision Ratios Based on Group Size for Infants, Toddlers and Preschoolers

AGE OF CHILDREN	TEACHER/CHILD MAXIMUM RATIO	MAXIMUM GROUP SIZE
6 weeks to 18 months	1:4	8
18 months to 36 months	1:5	12
3 years	1:7	18
4 years	1:8	21
5 years	1:9	24

Minimum Supervision Ratios Based on Group Size for School-aged Children

AGE OF CHILDREN	TEACHER/CHILD MAXIMUM RATIO	MAXIMUM GROUP SIZE
through 9 years	1:10	20
10-12 years	1:15	30

Communication & Family Partnership

Daily notes from center staff will keep you informed about your infant child's activities and experiences at the center. Notes will be placed into your child's cubby at the end of the day or handed in person.

Bulletin Boards located throughout the center, provide center news, upcoming events, faculty changes, holiday closing dates, announcements, etc.

Newsletters and Calendars of Activities provide basic information on center activities, news, events, announcements, etc. and are available in the vestibule.

We encourage you to provide an email address that you use regularly so that we may send you announcements, event invitations, newsletters and general updates.

We have Parent Resources available which can help increase your understanding of learning and development.

Family participation is highly encouraged. We want you to visit our classrooms, volunteer, come along on a field trip, or eat a meal with your child. Parents will be regularly notified of these opportunities by email, bulletin board, or in person. Signing in is required for the safety and protection of our children, and each visitor must wear a visitor's badge while on premises and then sign-out upon leaving.

Family & teacher conferences occur twice per year. During these conferences, we will discuss your child's strengths, likes and dislikes, and styles of learning. We will work together to set goals for your child's growth and development. You may request additional conferences regarding your child's progress at any time. We encourage you to communicate any concerns.

Open Door Policy

We are delighted to have family members participate in our program. Parents/Guardians are welcome to visit the program any time during regular program hours. The infant room welcomes parents/guardians to nurse or feed their infants. Open Door Policy does not mean the doors will be unlocked. For the safety and protection of the children, external doors will be kept locked at all times. Our team will always do their best to speak with parents/guardians. Since staff days are devoted to caring for children, it is usually not feasible to have a long discussion during regular program hours. If a situation requires a longer discussion, kindly arrange for an appointment.

Publicity

Occasionally, photos will be taken of the children at the center for use within the center or on our website. Written permission will be obtained prior to use of photographs.

Unless the family indicates that they want their child to participate, we will not use pictures and names of children for publicity.

Curricula & Learning Environment

We provide a rich learning environment with curricula that are developmentally appropriate to the specific ages in each classroom. We have a flexible day routine that allows children to advance at their own pace. We strongly believe that learning happens through play. Learning and exploring are hands-on and are facilitated through interest areas. Our program is designed to enhance children's development in the following areas: creativity, self-expression, decision-making, problem-solving, responsibility, independence, and reasoning. We encourage openness to that which is different from us, and the ability to work and play with others.

Curricula & Assessment

Little Angels Day Care Center uses Creative Curriculum for Pre-K children, while ages 1-3 uses traditional and Montessori methods in building developmental skills. As part of this curriculum, we gather information about each child's developmental abilities and evaluate progress so we can modify and adjust what we are doing in our classroom so as to deliver the best individualized instruction for each child. This evaluation is performed twice per year, Jan. & June, and communicated to families periodically during the school year using various formal and informal tools, forms, and resources. Infants are evaluated on a monthly basis.

For information about your child's day, please see copies of daily schedules and lessons plans posted in the vestibule or child's mailbox.

For non-English speaking children, we can provide an immersive English speaking / learning environment and assess their progress accordingly.

Developmental Screening

Little Angels Day Care Center uses various assessment tools including GOLD Assessment tool from Creative Curriculum. To coincide with curriculum-based assessment(s), we monitor each child's achievement of developmental milestones, share observations with parents/guardians, and provide resource information as needed for further screenings, evaluations, and early intervention and treatment. The developmental screening process is a collaborative one, involving parents/guardians and done in conjunction with the child's primary care provider and health, education, and early intervention consultants. Developmental screening is conducted with written consent from the child's parent/guardian(s).

Outings and Field Trips

Weather permitting, we conduct ample supervised outdoor play and/or walking trips around the neighborhood for all children. Children are accounted for at all times. A permission statement for participation in walking trips is included in the enrollment package.

From time to time, we will organize supervised field trips, and we encourage you to join your child if available. Permission Slips for each trip must be signed by the child's family.

For field trips, please dress your child appropriately for the season. Walking shoes are a must. Sandals and flip-flops are not appropriate for walking and make it difficult for your child.

The safety of children and staff will be guarded in all activities of child care programs. Proper restraint systems (seat belts) and the correct use of them are critically important during travel to/from the child care program as well as during field trips. State rules prohibit children under age 2 from going on field trips or outings if transportation is needed.

Transitions

Your child's transition in child care should be a positive and exciting learning adventure. We will work with you and your child to ensure the smoothest possible transition occurs as new routines and new people are introduced.

Transition from home to center

Prior to your child's first day, you will have an opportunity to tour the center, meet with your child's peers and teachers, and communicate any anticipated concerns. Separation and attachment information is available upon request. At this time, please share the best communication methods that the teacher may use to reach you.

Transition between learning programs

Children are transitioned to the next program based on age, developmental readiness, state licensing requirements, and space availability. During the transition, current and future teachers will meet with you to propose a plan to introduce your child into the new program. Staff change transitions are also considered and handled appropriately with care and deliberation. All staff members are familiarized with all children and vice versa.

Transition for before/after school care

Children who are of school age may continue with before/after school care at our center. The center will provide staff to ensure that your child arrives at the bus stop for pick up (before school) and drop off (after school) in a timely manner. The Supplemental Enrollment Form must be completed and on file with the center in order to be eligible for this service.

Transition out of center

Prior to your child's last day, you will have an opportunity to celebrate, say goodbye, and communicate any anticipated concerns. Separation and attachment information is available upon request.

Electronic Media

Our normal daily routine does not include electronic media (video) viewing and computer use but from time-to-time, we may use a Smart Board, or Tablet to show without advertisements as a teaching aid and discussion stimulator. All Electronic Media will be screened prior to use and will consist of non-violent and high-quality educational material. Our focus is to provide your child a positive experience with increased understanding of the world. Electronic Media will be offered only as a

free choice, used to meet a developmental goal, and limited to no more than 30 minutes per day, per group of children. Rules prohibit any screen time for children under two. This includes TV, videos and computers. No screen time during meals or naps.

Multiculturalism

Multiculturalism is vital for all children because it sets social goals and promotes respect for all people and the environment we inhabit. We utilize books, music, games, and a wide range of activities as aids to teach our children respect for our world and the diversity of life upon it.

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Celebrations

Our holiday policy encourages an enhanced understanding of and respect for different cultures and beliefs of children, families, staff and community.

Rest Time

Infants sleep according to their own schedule and are put to sleep on their backs. Caregivers/teachers directly observe infants by sight and sound at all times and check on sleeping infants frequently.

After lunch, all children less than 5 years of age, participate in a quiet rest time. Children are not required to sleep and may be given quiet activities.

School age children, although not required, shall be provided an opportunity for a regular rest period if the child desires. For children who do not want to rest, a space and time for quiet play will be made available.

Toilet Training

The most important factor in making the toilet learning experience successful and as low-stress as possible is a family/teacher partnership that supports the 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 and when they demonstrate an interest or curiosity in the process. We are committed to working with you to make sure that toilet learning is carried out in a manner that is consistent with your child's physical and emotional abilities and your family's concerns.

Guidance

General Procedure

Little Angels Day Care Center is committed to each student's success in learning within a caring, responsive, and safe environment that is free of discrimination, violence, and bullying. Our center works to ensure that all students have the opportunity and support to develop to their fullest potential and share a personal and meaningful bond with people in the school community.

Thoughtful direction and planning ahead 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, of property, and to learn to understand the results of their actions.

Discipline Policy

We have created a discipline policy that reflects our philosophy of positive guidance with children. A copy of the discipline policy is included in your enrollment package for you to review and sign.

Challenging Behavior

Children are guided to treat each other and adults with self-control and kindness.

Each student at Little Angels Day Care center has a right to:

- Learn in a safe and friendly place
- Be treated with respect
- Receive the help and support of caring adults

When a child becomes verbally or physically aggressive, we intervene immediately to protect all of 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. We maintain a zero tolerance to bullying. If you have any concerns about this at any time, please report it to the Director of the Center.

Physical Restraint

Physical restraint is not used or permitted for discipline. There are rare instances when we need to ensure a child's safety or that of others and we may restrain a child by gently holding her or him only for as long as is necessary for control of the situation.

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Notification of Behavioral Issues to Families

If a child's behavior/circumstance is of concern, communication will begin with the parents as the first step to understanding the child's individual needs and challenges. We will work together to evaluate these needs in the context of our program. On rare occasions, a child's behavior may warrant the need to find a more suitable setting for care. Examples of such instances include:

- 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 our resources and finances for the child's accommodations for success and participation.

Tuition and Fees

Important Notice

All payment and fee processing will be completed by Director or Assigned Teacher in Charge. He/she will be in charge of collecting tuition and other fees and contacting families regarding payment issues. If you have a question or concern regarding a payment or fee, please contact a Center Director.

Tuition Rates

Tuition is based on how many days your child is scheduled to attend and the number of hours enrolled each day. Tuition is due in full, weekly, biweekly, or monthly on or before the first day of the period for which your child will be attending (prior to service). If payment in full is not received prior to the first day of service, your child will be suspended until payment is made in full. Your child's placement will be guaranteed for one week after suspension.

Methods of Payment

Payments can be made in the form of cash, money order, check or credit card. Checks should be made payable to Little Angels. A processing fee will be added for all returned checks. Receipts for cash are always given. Receipts for other payments are available upon request. Additional time outside of the contracted hours will be charged per additional hourly rate.

There is a one-time enrollment fee which is to be paid with the first week's tuition upon enrollment.

Rate assessments will be conducted annually and adjusted as needed.

Overtime Rates or Adding Extra Days

Overtime rates apply only to part-time families and are contingent on prior agreement of hours or days of care needed. When your family surpasses [agreed] hours of child care per week, a fee will be applied at current price rate.

Late Payment Charges

Late payments can pose serious problems for our programs and as a result, the business does not have the latitude to allow families to accrue a balance equal to more than one week of tuition. Late payments will result in the imposition of late payment fees. Failure to pay child care payments will result in child care services being terminated.

If payment is not received on the day that it is due, a late fee of \$ will be added to your next tuition payment for each day that it is late. Repeated late payments will result in your family being required to set up automatic payments or credit card payments.

Any payments made will be applied to the oldest charges and late fees may still apply if the account is not paid in full by the next tuition due date.

If payment is more than 60 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 collections agency. You will be responsible for all expenses associated with these actions including all court costs and attorney fees.

Returned Checks/Rejected Transaction Charges

All returned checks or declined credit card transactions will be charged a fee of 10% of the charge. 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.

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Late Pick-up Fees

Late pick-up is not a normal program option and will only be considered as an exceptional occurrence. Late fees of \$10.00 every 5 minutes and will be assessed beginning at 6 PM and will be due upon arrival. Repeated late pick up may result in child care services being terminated.

Other 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.

Credits & No Credits

- Families contract for a specific weekly schedule as completed on the Enrollment Agreement Form. Payment for this contracted schedule is required every week year-round whether or not your child attends; this enables us to pay teachers a stable salary every week all year. No credits are given for sick or vacation days, holidays, staff training closure or closure due to inclement weather, infectious disease (except as noted below), or weather-related or environmental issues.
- Weather-related or Environmental Disaster or Pandemic – in the event of a serious crisis during which we are prohibited from operating, families will still have to pay for that day. Payment of your Tuition allows us to retain staff, pay operating expenses, and hold open your child's spot for when we are safely able to reopen.
- Credit may be given for Serious Illness/Injury – In the unfortunate event of extenuating circumstances such as your child is hospitalized, absent due to a serious contagious disease or serious illness or injury, credit may be issued. A written doctor's note is required to receive a credit.

Attendance & Withdrawal

Absence

If your child is going to be absent or arrive later than usual, please call us at 716-896-2330. We will be concerned about your child if we do not hear from you.

If a school age child will not be attending before or after school care, please notify us as early as possible in the morning.

Withdrawal

A written notice, two weeks in advance, is required by the center when a child is being withdrawn.

Transfer of Records

Whether transitioning to the next program setting or to a new classroom, your child's records will be transferred internally. If your child is transitioning to a new school, a written request from you with instructions to where the records should be sent is required.

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 us from opening on time or at all, notification to the families will be announced on Facebook, and/or channels 2, 4 and 7.

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.

Drop-off and Pick-up

General Procedure

We open at 7:30AM. Please do not drop-off your child prior to scheduled time to come. Parents are expected to accompany their children into the building.

We close at 6:00PM. Please allow enough time to arrive, sign your child out, and leave by closing time.

Cell Phone Usage

The time you spend in the center dropping off and picking up your child are the primary windows of time that we have to communicate with you about your child. In order to make the best use of these opportunities, as well as to be attentive to your child and other children, we ask that you NOT use your cell phone at **any time** while visiting the center.

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Authorized & Unauthorized Pick-up

Your child will only be released to you or those persons you have listed as Emergency and Release Contacts. If you want a person who is not identified as an Emergency and Release 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. Please notify your pick-up person of our policy.

In order to safeguard your child, we will need copies of any court ordered custody agreements. Without a custody agreement, we are not able to prevent the release of your child to a parent.

If a 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 Release Contacts. Provisions will be made for someone to stay with your child as long as possible, but if after 1 hour we have not been able to reach you or a person listed as an Emergency and Release Contact, we will call the local child protective services agency and/or police.

Right to Refuse Child Release

We may refuse to release children if we have reasonable cause to suspect that any person picking up a child is under the influence of drugs or alcohol, or is physically or emotionally impaired in any way that may endanger the child. To protect your child, we may request that another adult listed as an Emergency and Release Contact pick-up the child or we may call the police to prevent potential harm to your child. Reoccurring situations may result in the release of your child from the program.

Prohibition of Controlled Substance Consumption and Ensuring Child Safety

At Little Angels Day Care Center, the safety and well-being of the children entrusted to our care are our utmost priority. In alignment with our commitment to providing a secure and nurturing environment, we strictly adhere to the following policy regarding the consumption of controlled substances and the transportation of children:

1. ****Prohibition of Controlled Substances:** The consumption, possession, or being under the influence of any controlled substance or alcohol by caregivers during working hours, on the premises of the child care center, or while transporting children is strictly prohibited. Controlled substances include, but are not limited to, illegal drugs, prescription drugs not prescribed to the individual, and alcohol.
2. ****Transportation and Safety:** Parents/Caregivers entrusted with the duty of transporting children must be free from the influence of any substance that could impair their driving abilities. They are illegal drugs, legal drugs prohibiting driving while consumed, alcohol and prescription drugs not prescribed to the individual. Our center demands full compliance with all state and federal laws regarding safe driving practices.
3. ****Mandatory Reporting:** Be advised that any violation of this policy can be grounds for mandatory reporting to Child Protective Services and law enforcement agencies as a potential case of child abuse or neglect.

This policy is in place to ensure that every child in our care is provided with a safe, loving, and supportive environment. It is the responsibility of every staff member and parent to uphold these standards without exception. If you have any questions or require clarification on this policy, please contact our Day Care Director.

Together, let's ensure a safe and nurturing environment for all the children in our care!

Personal Belongings

What to Bring

- Infants: enough clean bottles for a day's use, at least 6 diapers per day, and at least 2 changes of clothes per day.
- All bottles must be labeled with first and last name and dated.
- Toddlers: enough clean bottles for a day's use (if applicable), six diapers and at least two changes of clothes per day.

- Older Toddlers: at least two changes of clothes or more per day if going through the toilet training program.
- Preschoolers: at least one change of clothes, socks and shoes.
- After School Care Children: books for homework, appropriate play clothes.

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. Sheets and soiled clothing will be sent home on an as-needed basis for laundering and return to the center.

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Cubbies

Upon enrollment each child will be assigned a "cubby." Cubbies are labeled with your child's name . Please check your child's cubby on a daily basis for items that need to be taken home.

Lost & Found

You can look for lost items and bring found items to the Lost-and-found Box located in the vestibule. Please note that we are not responsible for lost personal property.

Toys from Home

We request that you do not allow your child to bring toys from home into the center unless they are part of a show-and-tell activity. We request that you do not allow your child to bring any electronics from home into the center at all.

Nutrition

Foods Brought from Home

We request that you do not bring food from home into our center. We provide three nutritional meals during the day, breakfast, lunch and snack and they are prepared on site from fresh ingredients. Please review our menu that is displayed in the center. If any restrictions, please talk to the Director to make sure restrictions are noted and applied.

Food Prepared for or at the Center

Food prepared for or at the center will be properly planned, prepared and portioned according to the Child and Adult Care Food Program (<http://www.fns.usda.gov/cnd/care/>) and the state requirements for food service.

Food Allergies

If your child has a food allergy, you must notify us in writing so that we 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.

Meal Time

At meal time the dining table is set with plates and flatware, and the food is placed in small bowls from which the children can help themselves. Everyone sits at the same table. Children are encouraged to serve themselves from food passed around each table. Good table manners are modeled and encouraged. Weekly menus are posted for viewing by parents/caregivers.

A caregiver who is trained in first-aid for choking is present at all meals.

Infant Feedings

Infant feedings follow these procedures:

- Infants will be held for bottle-feeding until able to hold his or her own bottle. Bottles will never be propped.
- Infants are fed "on cue" to the extent possible (at least every 4 hours and usually not more than hourly) and by a consistent caregiver/teacher.
- Breastfeeding is supported by providing a place for nursing mothers to feed their babies. Expressed breast milk may be brought from home if frozen or kept cold during transit. All breast milk and formula shall be returned to the child's home or discarded at the end of each day. Previously frozen, thawed breast milk must be used within 24 hours. Bottles must be clearly labeled with the child's name and the date the milk was expressed. Frozen breast milk must be dated and may be kept in the freezer for 7 days.
- Breast milk and formula brought from home must be dated and labeled with the child's name.
- Labels on all milk/formula containers should be resistant to loss of the name and date/time when washing and handling.

- Solid foods will only be introduced after a consultation with the child's family.

Children 24 Months and Older

- No child shall go more than 4 hours without a meal or snack being provided.
- 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.

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School Aged Participants

Before and after school child care participants will be offered a light snack at each session. These snacks are not a meal. If your child will be arriving before AM, arrangements can be made to serve your child breakfast. Otherwise, please make sure your child has had breakfast before arriving at child care and is supplied with an adequate lunch if required for school.

Health

Immunizations

Immunizations are required according to the current schedule recommended by the U.S. Public Health Services and the American Academy of Pediatrics, www.aap.org. Every year we check with the public health department or the American Academy of Pediatrics for updates of the recommended immunization schedule. Our state regulations regarding attendance of children who are not immunized due to religious or medical reasons are followed. Unimmunized children are excluded during outbreaks of vaccine preventable illness as directed by the state health department.

All caregivers, teachers, and staff are required to be current with all immunizations routinely recommended for adults by the Advisory Committee on Immunization Practices (ACIP) of the Centers for Disease Control and Prevention (CDC).

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 your child begins the program. Families are responsible for assuring 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 the program.

Illness

We understand that it is difficult for a family member to leave or miss work, but to protect other children; you may not bring a sick child to the center. The center has 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 following symptoms. This is not an all-inclusive list. We will try to keep your child comfortable but he/she will be excluded from all activities until you arrive.

- Illness that prevents your child from participating in activities.
- Illness that results in greater need for care than we can provide.
- Illness that poses a risk of spread of harmful diseases to others.
- Fever (100°F or higher under the arm, 101°F or higher in the mouth, 102°F or higher 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 more than 2 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, 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.
- Tuberculosis, until a health professional indicates the child is not infectious.
- Rubella, until 6 days after the rash appears.
- Mumps, until 5 days after onset of parotid gland swelling.
- Measles, until 4 days after onset of rash.
- Has a physician or other health professionals written order that child be separated from other children.

Children who have been ill may return when:

- They are free of fever, vomiting and diarrhea for 24 hours.
- They have been treated with an antibiotic for 24 hours.
- 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 our care is required.

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Allergy Prevention

Families are expected to notify us regarding children's food and environmental allergies. Families of children with diagnosed allergies are required to provide us a letter detailing the child's symptoms, reactions, treatments and care. A list of the children's allergies will be posted in the main area and kitchen. We are trained to familiarize ourselves and consult the list to avoid the potential of exposing children to substances to which they have known allergies.

Medications

Our center does not administer prescription or over the counter medication to children.

Communicable Diseases

When an enrolled child or an employee of the center has a (suspected) reportable disease, it is our legal responsibility to notify the local Board of Health or Department of Public Health. We 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
- COVID-19
- Diphtheria
- Hemophilus 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
- Any cluster/outbreak of illness
- Tuberculosis

Safety

Clothing

Please dress your child in practical clothing that allows for freedom of movement and is appropriate for the weather. Your child will be involved in a variety of activities including: painting, outdoor play, sand, weather, and other sensory activities. Our playground is used as an extension of the center, and daily programs are conducted outside whenever weather permits. One particular aspect of concern is the risk associated with children's clothing that may become entangled with climbing or sliding equipment that could lead to choking or other serious harm. All drawstrings from children's clothes should be removed as a precaution.

Sandals and flip-flops are not appropriate for center play and make it difficult for your child to participate in some activities.

Extreme Weather and Outdoor Play

Outdoor play will not occur if the outside temperature is greater than 90 °F or less than 30°F degrees.

Communal Water-Play

Communal, unsupervised water play is prohibited. Supervised children are permitted to engage in water-play. Precautions are taken to ensure that communal water-play does not spread communicable infectious disease.

Injuries

Safety is a major concern in child care and so daily safety inspections are completed inside and outside the center area in order to prevent injuries. First aid will be administered by a trained caregiver in the event that your child sustains a minor injury (e.g., scraped knee). You will receive an incident report outlining the incident and course of action taken. If the injury

produces any type of swelling or needs medical attention, you will be contacted immediately. Each classroom is equipped with a first aid kit meeting the state regulations. In the event of a serious medical emergency, the child will be taken to the hospital immediately by ambulance, while we will try to contact you or an emergency contact.

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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, our 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. We will work together with the families of each 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 of our 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 children from our care.

Smoking

The poisons in secondhand smoke are especially harmful to infants and young children's developing bodies, therefore smoking is prohibited on the center's premises.

Prohibited Substances

The use of alcohol or illegal drugs is prohibited on the center's premises. Possession of illegal substances or unauthorized potentially toxic substances is prohibited.

Any adult who appears to be inebriated, intoxicated, or otherwise under the influence of mind-altering or polluting substances is required to leave the premises immediately.

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, staff 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 our 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.

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.

Suspected Child Abuse

We are required by law to report all observations of child abuse or neglect cases to the appropriate state authorities if we 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 conduct an investigation. 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. Our center will cooperate fully with any investigation and will maintain confidentiality concerning any report of child abuse or neglect.

Emergencies

Lost or Missing Child

In the unlikely event that a child becomes lost or separated from a group, all available staff will search for the child. If the child is not located within minutes, the family and the police will be notified.

Fire Safety

Our center is fully equipped with fire safety equipment.
Our fire evacuation plan is reviewed with the children and staff on a regular basis.

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 the child until a family member or emergency contact arrives.

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Daily Schedule

The daily schedule provides a flexible framework for the center's daily activities. The children are exposed to new themes and concepts daily, while maintaining the consistency in their schedule that is so important to their development. The schedule can be altered daily to meet the needs and interests of the children. The following is an example of a typical day for toddlers and preschoolers:

- 7:30-8:00** Arrival and general drop off time. Children are greeted by a staff member and engage in organized free play.
- 8:00-8:15** Transition time. Children clean up, use the bathroom and wash hands to prepare for breakfast.
- 8:15-8:45** Breakfast. A nutritional morning snack is served to the children.
- 9:00-11:30** Circle Time. Children participate in Teacher-directed group activities such as song, calendar, finger plays, and more. Morning Activity. Children participate in activities related to a theme such as Science, math, cooking, music, movement, art, language, etc. This includes physical activity indoors or outdoors, such as jumping, dancing, games, etc.
- 11:30-11:45** Transition time, Children clean up, use the bathroom and wash hands to prepare lunch.
- 11:45-12:15** Lunch. A nutritional lunch is served family style to the children.
- 12:15-12:30** Transition. Children clean up, use the bathroom, and wash hands to prepare for nap time.
- 12:30-2:30** Nap/Quiet time. Children will nap or rest quietly. During nap time, children are permitted to rest quietly for up to 45 minutes. After which time children who are not sleeping will be given the opportunity to participate in quiet activities for the remainder of the designated nap time.
- 2:30-2:45** Transition. Children return their nap things, use the bathroom, and wash hands to prepare for afternoon snack.
- 2:45-3:15** Afternoon snack. A nutritious afternoon snack is served to the children.
- 3:15-5:00** Afternoon activity. Children participate in semi-structured activities and free play, including outdoor or indoor physical activities, such as dancing, running, playing games, etc.
- 5:00- 6:00** Departure. Children are involved in free play until picked up by their parents.

Bathroom represents diapering, toilet training and toileting. These will also be done as needed throughout the day and on individual schedules for the children.

The daily schedule for infants is different from that of toddlers and preschoolers. Young infants have their own schedule for eating and sleeping, and routines are established based on their needs. If infants are not involved in a planned activity with their caregiver, then they are involved in free play. Best practice and CACFP feeding guidelines are followed for infants. We do not serve milk prior to the child's first birthday, we do not add food or medication to bottles. Solids can be provided at the age of 6 months in order to decrease the possibility of asthma and allergies and intolerances.

Center Policies

Our center policies not included in this handbook are reviewed and updated as needed. They are available for review upon request to the center director.

This handbook replaces all proceeding policies set forth by Little Angels Day Care. All policies are subject to change.

Family Handbook Acknowledgement

Please sign this acknowledgement, detach it from the handbook, and return it to the center prior to enrollment.

This handbook may be updated from time-to-time, and notice will be provided as updates are implemented.

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

I have received the Little Angels Day Care Center Family Handbook, and I have read and reviewed the family handbook. It is my responsibility to understand and familiarize myself the Family Handbook and to ask center management for clarification of any policy, procedure or information contained in the Little Angels Day Care Center Family Handbook that I do not understand.

Parent/Guardian Signature:	Date
Staff Signature:	Date

