



Family Handbook

Little Angels Day Care Center

Early Childhood Education Program

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A Message from the Owner & Administrator

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 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 are 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 this Family Handbook, which contains detailed information about our programs, policies, and procedures. It is important to us that you feel comfortable and confident with your children 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 family 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,

Ray Kondos

Owner/Program Administrator

Little Angels Day Care Center

littleangelsdc.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 Office of Children and Family Services (OCFS). 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 a 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.

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:

7:30-8:00AM	Arrival and general drop off time. Children are greeted by a staff member and engage in organized free play.
8:00-8:15AM	Transition time. Children clean up, use the bathroom and wash hands to prepare for breakfast.
8:15-8:45AM	A nutritional morning breakfast is served to the children which usually includes fresh fruit and milk.
9:00-11:30AM	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.

- 11:30-11:45AM** Transition time, Children clean up, use the bathroom and wash hands to prepare for lunch.
- 11:45-12:15PM** Lunch. A nutritional lunch is served family style to the children.
- 12:15-12:30PM** Transition. Children clean up, use the bathroom, and wash hands to prepare for nap time.
- 12:30-2:30PM** 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.
- 2:30-2:45PM** Transition. Children return their nap things, use the bathroom, and wash hands to prepare for afternoon snack.
- 2:45-3:15PM** Afternoon snack. A nutritious afternoon snack is served to the children.
- 3:15-5:00PM** 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- 6:00PM** 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, allergies and intolerances.

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 early 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.

Waiting List

When a program or classroom is full, families may request to be placed on the Center's waiting list. Placement on the waiting list does not guarantee enrollment or a specific start date.

Families are responsible for keeping their contact information current. When an opening becomes available, families will be contacted based on the Center's enrollment procedures and the availability of the requested program, schedule, and space.

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

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.

Staff Training and Professional Development

We are committed to maintaining a qualified and well-trained staff. Staff members complete required orientation and training and participate in ongoing professional development to maintain and strengthen their knowledge and skills.

Training incorporates the 10 required OCFS training topics: Principles of Childhood Development; Nutrition and Health; Child Day Care Program Development; Safety and Security Procedures; Business Record Maintenance and Management; Child Abuse and Maltreatment Identification and Prevention; Statutes and Regulations Pertaining to Child Day Care;

Statutes and Regulations Pertaining to Child Abuse and Maltreatment; Shaken Baby Syndrome Identification, Diagnosis, and Prevention; and Adverse Childhood Experiences (ACEs). In addition to these core areas, staff are trained in CPR and First Aid, medication procedures, positive guidance, and sanitation. Staff performance and training needs are reviewed regularly to support a safe, nurturing, and high-quality learning environment.

Class Structure

Classroom placement is based on the child's age, developmental readiness, classroom availability, NYS OCFS regulations, and the Center's established enrollment guidelines. Little Angels reserves the right to determine the most appropriate classroom placement for each child.

Program/Classroom	Age Group
Infants	6 weeks – 18 months
Transition & Toddlers	18 months – 3 years
Preschool	3 – 5 years
UPK	4 years
Before & After School Care	5 – 12 years
Summer Camp	5 – 12 years

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.

Grievance and Complaint Procedure

Little Angels Day Care Center values open communication with families and encourages parents and guardians to share questions, concerns, or suggestions regarding their child's care and experience. If a parent or guardian has a concern, we encourage them to first discuss the matter with their child's teacher or the staff member directly involved. If the concern cannot be resolved or requires further attention, the parent or guardian may bring the matter to the Center Director or Program Administrator.

All concerns will be taken seriously and addressed respectfully and as promptly as possible. Families will not be subject to retaliation for raising a concern or making a good-faith complaint.

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 daily 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 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.

Developmentally Appropriate Practice

Our activities and learning experiences are planned according to each child's age, developmental level, interests, abilities, and individual needs. Children are given opportunities to learn through play, exploration, hands-on activities, movement, creativity, and positive interactions with teachers and peers.

Teachers observe children throughout the day and use these observations to plan activities that support each child's social, emotional, physical, cognitive, and language development.

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 lesson 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 the 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).

Specialist Referrals and Early Intervention

When a developmental, behavioral, or other concern is identified, Little Angels will communicate our observations with the child's parent or guardian. When appropriate, we may recommend that the family seek additional evaluation or support from the child's healthcare provider, Early Intervention, school district, or other qualified professional.

With written consent from the parent or guardian, we may work with outside specialists and service providers to better understand and support the child's individual needs. Our goal is to work together with families and professionals to provide appropriate support for each child.

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

Starting child care or moving to a new classroom can be an adjustment for children and families. Parents and guardians can help by establishing a consistent arrival and goodbye routine and keeping goodbyes positive and brief.

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.

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.

Diapering and Toileting

Diapering and toileting are handled in a manner that protects children's health, safety, privacy, and dignity. Staff follow appropriate hygiene and sanitation procedures and wash their hands before and after diapering or assisting children with toileting.

Diapers are checked regularly and changed as needed. Parents are expected to provide an adequate supply of diapers, wipes, and extra clothing for their child.

Toilet learning is approached as a developmental process and is coordinated with the child's family. Children will not be pressured or punished for toileting accidents. Teachers will communicate with families regarding progress, concerns, and supplies needed to support the child's toileting needs.

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.

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 the 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 the 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 the 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 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.

Late Pick-up Fees

Late pick-up is not a normal program option and will only be considered as an exceptional occurrence. Late pick-up fees will be assessed beginning at 6pm, accrue every 5 minutes, and are due upon arrival. See the Director for current rates. 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.

Tuition Deposit at Withdrawal

Any tuition deposit or prepayment will be applied according to the Center's current enrollment and withdrawal policies. Families are responsible for providing the required notice when withdrawing from the program. Failure to provide the required notice may result in the deposit or prepayment being applied toward tuition or other charges owed to the Center.

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.

Termination by the Center

Little Angels makes every reasonable effort to work with families to resolve concerns before ending enrollment. However, the Center may terminate enrollment when necessary due to serious or ongoing safety concerns, failure to follow Center policies, nonpayment of tuition or fees, or when the Center is unable to safely meet a child's needs.

The Center will generally attempt to provide two weeks' notice when ending an enrollment. However, in serious circumstances, the Center reserves the right to terminate care without advance notice when necessary to protect the health and safety of the child, other children, and/or staff.

Care may be terminated without notice for circumstances including, but not limited to:

- A child is increasingly unhappy, distressed, or unable to be comforted by teachers despite reasonable efforts to support the child.
- A child consistently physically or verbally abuses, threatens, or endangers other children or staff.
- A parent or guardian routinely fails to follow established drop-off or pick-up times.

- A family member engages in an inappropriate, disrespectful, threatening, or otherwise unacceptable interaction with a staff member.
- Tuition, fees, or other required payments remain unpaid.
- A parent or guardian does not communicate or work cooperatively with staff to address and remedy concerns brought to their attention.
- A child does not meet the Center's established potty-training requirements.
- Any other circumstance arises in which, in the Center's reasonable judgment, continued enrollment is not in the best interest of the child, other children, staff, or the safe and effective operation of the Center.

The Center will make reasonable efforts to communicate concerns and work collaboratively with families whenever circumstances allow. Nothing in this policy limits the Center's ability to terminate care immediately when circumstances require prompt action.

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 their 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 times you spend in the center dropping off and picking up your child are the primary windows 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.

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.

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.

Toy Weapons and Violent Play

Toy weapons, realistic toy weapons, and objects intended to imitate weapons are not permitted at the Center. Children are also discouraged from engaging in play that intentionally threatens or harms others.

Teachers will redirect inappropriate or aggressive play and help children learn positive ways to communicate, solve conflicts, and interact with others.

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. The center's monthly menu will be posted in the vestibule for families to view.

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 must 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. Monthly menus are posted in the vestibule for viewing by parents/caregivers.

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

Food Safety and Choking Prevention

Food is prepared, stored, served, and handled in a manner that promotes cleanliness and reduces the risk of contamination. Children are supervised during meals and snacks. Staff consider each child's age, developmental abilities, and individual dietary needs when providing food. Foods are prepared and served in forms appropriate for the child's developmental stage to reduce choking risks.

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.

School Aged Participants

Both our before-school and after-school programs include nutritious and healthy food options. Before-school participants who arrive between 7:30 AM and 8:20 AM, will receive breakfast before the bus arrives at 8:30 AM. After-school participants will receive an afternoon snack. When elementary school aged children are off from school and will be attending daycare for the whole day, they will receive breakfast, lunch, & snack.

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. We strictly follow state regulations regarding child immunizations, including not accepting exemptions for religious reasons. However, for the safety of all children, if there is an outbreak of a vaccine-preventable illness, any unimmunized child must be excluded from attending the program. They will be allowed to return only when the state health department advises it is safe to do so.

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).

Daily Health Check

The health and well-being of every child is monitored throughout the day. Staff conduct a general health observation when children arrive and continue to observe children during daily activities, meals, outdoor play, rest periods, and other routines.

Staff look for signs of illness, injury, unusual behavior, and/or other changes that may require attention. If a child develops symptoms of illness or is injured during the day, staff will assess the situation and follow the Center's health and emergency procedures. Parents or guardians will be contacted when necessary and will be provided with information regarding their child's condition.

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 an order that a 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.

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 with a letter detailing the child's symptoms, reactions, treatments and care. A list of the children's allergies will be posted conspicuously in each classroom for all staff to see and in the 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. Per state regulations, we are only permitted to administer emergency asthma inhalers and epinephrine pens.

When medication administration is permitted or required under applicable requirements, all necessary parent/guardian and health care provider documentation must be completed before medication can be administered. Medication must be properly labeled, stored securely, and handled only by individuals who are authorized and appropriately trained.

Emergency medications and medications required as part of an approved health care plan will be handled according to the child's documented care plan and applicable requirements.

Parents and guardians must notify the Center of any medication their child is taking and provide updated instructions whenever a child's medication or health needs change. If your child requires a dose of medication during center hours, a parent or guardian may visit the daycare to administer the medication as needed or prescribed.

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
- Homophiles 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

Health, Hygiene & Sanitation

Little Angels maintains daily hygiene and sanitation practices to help reduce the spread of illness and protect the health of children and staff.

Children and staff are encouraged to wash their hands at appropriate times, including before and after meals, and after toileting, diapering, outdoor play, or contact with bodily fluids. Staff follow appropriate hygiene procedures when changing diapers, assisting with toileting, preparing food, and caring for children who are ill or injured.

Classrooms, toys, equipment, eating areas, diaper-changing areas, bathrooms, and other frequently used surfaces are cleaned and sanitized regularly and whenever necessary. Cleaning products and other potentially hazardous materials are stored securely and kept inaccessible to children.

Safety

Center Security

The safety and security of the children in our care is a top priority. Parents, guardians, and visitors are expected to follow all Center security, sign-in, identification, and visitor procedures.

For the protection of all children, please do not allow individuals you do not know to enter the Center with you. Visitors must follow Center procedures and remain in approved areas while on the premises. Parents and guardians are also responsible for keeping emergency contacts and authorized pick-up information current.

Clothing

Please dress your child in clean, 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 play activities 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. Sneakers are a must!

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. In those instances, gross motor activities will take place in classrooms.

Water-Play

Children will engage in supervised water-play. Appropriate precautions are taken to ensure that communicable infectious diseases are not spread.

Injuries

Safety is a major concern in child care. 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), and 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 which meets the state regulations.

In the event of a serious medical emergency, 911 will be called immediately, the child may be taken to the hospital, and we will contact you or another emergency contact.

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 both families. We will work together with the families 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 of any kind towards our staff or children in care. If this occurs, we reserve the right to ask you to control your behavior, call the police to remove you from our building, and/or remove your family 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. Being under the influence of any controlled substance that can impair your driving ability, such as marijuana or alcohol, while transporting children, is illegal. Every teacher in our building is a Mandated Reporter, which means, if they smell marijuana or alcohol on you, or notice impaired behavior, they may call Child Protective Services or the Police Department.

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 and 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

Emergency Preparedness and Response

Little Angels maintains emergency procedures designed to protect children and staff during unexpected situations. Staff receive training and participate in drills and emergency preparedness activities as required.

Emergency procedures may include responses to:

- Fire or smoke
- Severe weather
- Tornadoes, storms, or flooding
- Power or utility emergencies
- Medical emergencies
- Missing or lost children
- Security or other safety emergencies
- Situations requiring evacuation or relocation

During an emergency, staff will focus first on the safety and supervision of the children. Emergency services will be contacted when necessary, and parents or emergency contacts will be notified as soon as reasonably possible.

Families are responsible for keeping their emergency contact information current so that the Center can reach them promptly when necessary.

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.

Center Policies

Our Center policies are reviewed and updated as needed to support the health, safety, and well-being of the children and families we serve. They are available for review upon request to the center director. Policies may change due to updates in Center procedures, best practices, or applicable requirements.

Families will be notified of significant policy changes. The most current version of the Family Handbook and Center policies will supersede previous versions. Parents and guardians may contact the Center Director with questions regarding any policy or procedure.

Important Contacts

Families should keep the following information readily available:

Little Angels Day Care Center
2645 Harlem Road
Cheektowaga, NY 14225
Phone: (716) 896-2330
Emergency: 911

For concerns regarding your child's care, health, safety, or well-being, please contact the Center Director or Program Administrator. Parents and guardians should ensure that all emergency contact information provided to Little Angels remains current at all times.

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 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 with 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