

IT'S A SMALL WORLD DAYCARE PARENT HANDBOOK



Welcome to

IT'S A SMALL WORLD DAYCARE

Dear Families,

Welcome to It's A Small World Daycare (ISW). All of us, parents and staff, make up a team that works hard at providing quality care through nurturing and guidance for your children. The Parent Handbook has been compiled by parents and staff to explain ISW's philosophy, guidelines, and expectations. Please read through and feel free to contact the Director, Danielle DeSano-Smith, if you have any questions.

The primary objective of ISW is to provide safe, nurturing, and developmentally stimulating care for your child. ISW's goals include making sure that your child feels comfortable and secure in a setting where he or she can grow and explore, socially and intellectually.

ISW and all of its programs are licensed by the State's Department of Consumer and Industry Services. ISW's team is looking forward to getting to know you and your child. Your suggestions and contributions are always welcome!

Sincerely,

Danielle M. DeSano-Smith
Mother, Friend & Director

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I. Our Center

History

Owner and Director Danielle DeSano-Smith opened It's A Small World as an in-home child care facility in 1992. Although ISW began as a summer camp for school-age children, in the fall of 1992, we quickly realized the need for quality infant and toddler care in the community and stayed open to offer a year-round program. Danielle's husband, James I. Smith, joined her shortly before the birth of their first child in 1996. In 2000, ISW changed locations from Ann Arbor to Ypsilanti. In 2005, Danielle and James opened the Explorer Club (school-age program) in its current location. In 2007 ISW incorporated its Pre-Kinder Ready program with the school-age program. In 2008, ISW moved its Infant, Toddler, and Little Adventurer (2 ½ to 4 yr. old's) programs to the same location as Explorer Club.

Philosophy

Our philosophy is designed to enhance the whole child in a positive atmosphere of warmth and caring. Through our awareness of child development and consistency, our goal is to meet the social, emotional, physical, and intellectual needs that are unique to each child. Children learn through their daily experiences and routines to make decisions, to carry out responsibilities, to express themselves creatively, and to discover friendships. Children are exposed to music, movement, art, science, reading, dramatic play, small and large motor, and life skills. Themes and activities are planned around the interests of each group of children and staff. A daily schedule helps to provide a familiar flow to each day. It balances learning through active and quiet play with child- and teacher-directed activities within various learning centers and sessions. We strive to achieve these goals through the partnership of child, parent, staff, school, and community.

ISW facilitates a family group environment in the Explorer Club, where children of varied ages interact together. The children form relationships similar to those of siblings, allowing the young children to learn from older role models and gives the older children the opportunity to be role models. This provides our older children with a sense of responsibility and allows them to experience a "surrogate" big brother/sister relationship.

The Staff

Danielle graduated from Eastern Michigan University in 1989 with a Bachelor of Science Degree in Family Life and Child Development. After graduation, she worked as a Lead Teacher at All Nations in an Infant/Toddler room and also a preschool classroom. Following All Nations, she worked for 2 years in the Ann Arbor Public Schools as a supervisor for their child care programs. Danielle was also the Supervisor for the Ann Arbor Public Schools Summer Camp before opening her own child care. We feel the quality of our program is highly contingent on our teachers/staff members. Employees of ISW are First Aid and CPR certified and receive at least 24 hours of child development related training every year. All employees must pass criminal, molestation and physical clearances. Please see our Teacher Board to read the autobiographies. We have been fortunate and dedicated in finding educated staff, most often in the field of Education or Child Development.

Reflecting Diversity and Respecting Differences

Our program strives to reflect diversity and respect the differences of all individuals and families. We may have families with varying parenting styles, values, and beliefs other than those of your family. Our children have daily opportunities to explore diversity through the curriculum, books, music, learning areas, dramatic play props, etc. ISW believes that our difference should be valued and accepted by all. We know from the beginning of a child's life, they are exploring and learning about the world around them.

We will conduct all practices relating to recruitment and enrollment of children, discipline, and other terms, conditions, and benefits of the child care program in a manner that does not discriminate on the basis of color, race, religion, national origin, sex, or handicap.

Special Need; Reflecting Diversity and Respecting Differences

Our center employs and serves staff, children, and families of varying needs, mental, and physical capabilities. Some children may receive on-site services for their varying abilities through various support agencies.

- a. ISW and EC will provide reasonable accommodations without discrimination regarding a child's special needs or impairments. It is expected that the child's parent or guardian shall communicate the nature of the child's special needs or impairment and any relevant information regarding the child's care on the Child Information form, turned in to the center prior to the child's first day in the program.
- b. At least two weeks' notice is required for drop-ins for children who have special needs and require an accommodation.
- c. The Discipline Policy applies to all children in child care.
- d. Due process rights of students with special needs and their parents under Section 504 of the Rehabilitation Act of 1973 will be enforced.

Regarding diversity, special needs, and differences

1. We believe parents are their children's most important teachers.
2. We believe staff can be a positive influence in supporting parents in this process.
3. In responding to children's questions and behaviors, staff will positively defer questions to parents or guardians. If the need arises staff will use correct names to identify parts of the human or animal anatomy.
4. We believe sexuality is a positive and fundamental part of human existence and affects all aspects of our lives.
5. We believe children are naturally curious about their bodies, and we know that, through day-to-day interactions, questions and behaviors will arise.
6. We believe, as curiosity is a natural and positive process of learning, that this inquisitiveness must be handled delicately and in a positive light.

Discipline Policy

Discipline is to guide, teach, and help the child develop the internal controls to behave appropriately. Our staff uses positive behavior management techniques to help children understand adult expectations for behavior, to anticipate possible conflict situations, and to intervene in a timely manner to prevent problems from occurring or escalating. Teachers circulate, and strategically place themselves within full view of the room and outdoor areas, and use humor, imagination, redirection, and consistency to assist the children in developing self-control. Staff do not: use corporal punishment or frightening methods of control; isolate; humiliate; or withhold food or sleep as a punishment. Emphasis is placed on teaching alternative behaviors and giving each child situations to practice and establish new, acceptable habits. Staff may utilize a "cooling off" only when a child is in danger of hurting him/herself or others. This brief period is intended as a time for the child to regain his/her self-control in order to better communicate and listen to the needs of all involved. When necessary, a parent-teacher conference will be requested to employ future strategies for all involved. ISW reserves the right to withdraw any child who endangers the welfare of other children, staff, or our program. ISW also reserves the right to withdraw any child whose parent, guardian, or family representative endangers the welfare of the children, staff, or program.

Classroom Management

The Teachers and Assistants provide a warm, nurturing environment for each child and guidance to teaching assistants. All staff is involved in professional development to enhance "best practice" quality care and remain sensitive to each child's needs. Our philosophy is to foster positive self-esteem throughout the center in order to encourage children to feel good about themselves, their classmates and their caregivers.

II. Enrollment & Financial Information

REGISTRATION PROCESS

Enrollment: Enrollment is year round at ISW. We are licensed by The State of Michigan to enroll children ages 6 weeks through 12 years of age. We offer part- and full-time schedules. Acceptance into our program is only limited by space availability, completion of all necessary paperwork, and

payment of registration and tuition. Care is provided on a priority basis to meet full time childcare needs. Part-time care may be available for no less than 2 days per week for children preschool-aged and younger. Waiting lists are routinely updated, checked, and revised to assist parents in placement of their child/children. Enrollment and registration for the Explorer Club is done through It's A Small World Daycare, LLC. **A quality day care experience depends on continuity, planning, and the children having a sense of belonging to the group.** Although we do offer drop-in or emergency care if space is available and pre-approved by a supervisor, all regular care in our programs must be according to a consistent weekly schedule as noted on your enrollment forms. A schedule change, with a 2+ week notice via written request (e-mail), can be made available depending on space and approval by a supervisor, for a fee of \$25 per schedule change.

Holding a Space for Pre-K and younger: Once ISW form and registration fee is submitted, families can hold a space tuition free for up to 30 days. After the 30 days, current families with children enrolled in our ISW and/or Explorer Club programs, can hold a space for up to 3 months at a 50% tuition holding discount. After 3 months, families are responsible for 100% tuition to hold the space. Sibling discounts will not apply until the child will start their first day. New families can hold a space for 100% tuition until the child's first day after the 30-day tuition-free holding period.

An on-site orientation or 'parent tour' is mandatory for both parent/guardian and child prior to enrollment. The office may be contacted to schedule a time that is best for all parties.

The following is required to complete registration for the program:

Registration/Enrollment Form – including start date and contracted schedule

Registration Fee: A registration fee of \$75 for ISW children and an annual renewal enrollment fee of \$50 for ISW Children assessed every September. There is a separate annual registration fee for summer camp and Explorer Club. Children who withdraw from continuous care at any time are required to re-register to secure a space

The following is required to be submitted at least 24 hours before a child begins attending an ISW or EC program:

1. Emergency Card – Important child information

2. Signed Parent Handbook Contract – particular to ISW or EC

3. Every Child Is Special and Unique Profile – A form provided by ISW electronically, about your child's likes, dislikes, and daily life

4. Payment of the current tuition (can be up to two months' worth depending on when a child registers)

5. **Health Appraisal form, including a physical and immunization record, is needed by the third week that a child attends if the child is Pre-Kindergarten or younger.

****Emergency Information Updates:** Contact and Enrollment Forms must be kept updated with current phone numbers, addresses, emergency numbers, and other pertinent information in case an emergency situation occurs. Parents/Guardians must promptly notify the center of any changes in contact or pertinent child information. In addition, custody and/or restraining orders can only be enforced with the proper legal paperwork on file at the center.

CONTRACTS AND SCHEDULES

Childcare Schedule: You are contracting for a childcare space in our center. Staffing patterns are determined by the schedules contracted by you and other families. Therefore, you must adhere to the contracted schedule selected on your enrollment/registration documents. No variance is permitted unless cleared by the office in advance in writing.

- You may add additional days (space permitting) to your child's schedule on a 'drop-in' basis. To add 'drop-in' sessions, you must e-mail the office at office@smallworlddaycare.org and wait for approval. The fee is increased by \$2.00 per session.
- Fees are based on the schedule for which you registered your child. **No credits or deductions will be made for sick days, absences, holidays, school camp days, field trips, snow days, or other emergencies resulting in school closings unless requested as a scheduled vacation day.**

Withdrawal Policy: **A 30-day written notice is required to withdraw your child from the program.** Families will be responsible for all tuition incurred until and for 30 days after the written notice is received by the It's A Small World's office. Your courtesy is appreciated not only for billing purposes, but your child's vacant spot may make it possible for another child to attend our program.

Absences and Vacations: If your child is unable to attend a regularly scheduled day, please notify It's A Small World as soon as possible. If you do not contact staff or you arrive at daycare **after 9:30 a.m., your space may be forfeited for that day.** No credits or deductions will be made for absences. Families receive 1 week of their child's weekly schedule to use for vacation days. Vacation days reset on September 1st each year and unused vacation days will not roll over to the next school year. **Vacation days must be requested 2+ weeks in writing or email to be credited.**

Hours of Operation: Although the center is open from 6:30 a.m. until 6:00 p.m. (summer camp hours may vary), your child's schedule has specific hours and dropping off earlier or picking up later than your contracted scheduled hours may result in 'drop-in' charges and late pick up fees.

10 Hour Days: For the well-being of your child, we ask that he or she not attend day care for more than 10 hours a day. If you feel you will be unable to adhere to this guideline, please speak with the Director prior to enrollment.

The center is closed for the following holidays: Martin Luther King Day, Memorial Day, Monday through Friday for the week of 4th of July, The last Friday prior to Labor Day, Labor Day, Thanksgiving Thursday, Thanksgiving Friday, Christmas Eve, Christmas Day, New Year's Eve, New Year's Day. If a holiday should fall on a weekend, the center will close on the weekday closest to the holiday.

Pick up and Drop off Procedures

Arrival: Parents are expected to accompany their child into the Classroom to assist their child with removing outer clothing, making sure that the child is comfortably settled into the classroom, and is under the care of a teacher before leaving. Please take time to verbally communicate any pertinent information about the child's well-being to the teacher in charge and please remember to say "Goodbye"

Saying "Goodbye"- The Four B's

- **Be Aware of your own feelings!** Try not to pass your anxieties on to your child.
- **Be Firm!** "Goodbye, I'm leaving now. I love you." Try not to say, "Is it OK if I leave now?"
- **Be Specific!** Young children have a hazy sense of time. "I'll see you right after snack" is better than "I'll see you later".
- **Be There!** If you are going to be late or if someone else will be picking your child up, be sure to let your child know.

Daily Departure: When picking up your child, sign him or her out for the day using the brightwheel tablet, be sure staff are aware he or she is leaving, and check his/her cubby for artwork, dirty clothes, notices, etc. Once you have your child ready, you must monitor and help reinforce our policy that children stay with an adult at all times.

Sign In/Out Responsibilities: Parents/Guardians or those responsible for drop-off and pick-up must sign the child in and out using the tablets at the ISW/EC entrance. This is crucial for several reasons: for safety and liability purposes, the Sign In/Out record gives the staff an accurate attendance at any time throughout the day; For financial and legal purposes, it is utilized to track the number of hours your child is in attendance. Failure to properly punch in our out your child will result in a \$20 fee per occurrence.

Children cannot be dropped off earlier than 6:30 a.m. Families that bring children early, will not have supervision for their child.

Drop-ins that have not been pre-approved will not be accepted due to ratios.

Children who arrive at the center after their group has left for a fieldtrip or outing will not be allowed to remain at the center. It is the parent's responsibility to provide transportation to the group's location.

If a child arrives early or stays late for any session, families will be charged the drop-in rate for whichever session the child therefore 'drops-in' for.

Late Pick Ups: Families will be responsible for paying \$1.00 every minute for any time the child is in our care past 6 p.m. Staff will begin calling parents, guardians, and other emergency contacts at 6:20 p.m., if parents have not contacted us or arrived. Fees will be charged whether or not a parent/guardian signs the late pick up form. A staff person will stay with the child until he/she is picked up. If parents are more than an hour late, and no one on the emergency list can be contacted or has arrived, we are required to call Michigan Department of Human Services and/or the Sheriff's Office.

ISW RESERVES THE RIGHT TO TERMINATE SERVICE FOR CHRONIC OFFENDERS.

Authorized pickups: Please be sure that all individuals authorized to pick up your child are listed on the Child Information Record Form and Card and have current phone numbers. ANY adult not known by the staff will be asked for a photo ID. This policy is in place for the safety of your child. If an emergency situation arises, call the Director or designated staff member with a specific description of the adult picking up the child, and have that person be prepared to show a photo ID before we will release the child.

TUITION GUIDELINES

Invoices: Monthly tuition statements posted by the 8th of the month. **Fees for the upcoming month are due on or before the 15th day of the preceding month of child care** (e.g. payment for October is due September 15th). **Lack of payment on any outstanding balance by the 16th will incur an automatic \$30.00 late fee per family.**

Monthly vs. Daily Amounts

Every family is on a monthly tuition schedule. We multiply each week's tuition by 52 weeks and divide by 12 months in order to get an average monthly tuition amount. We find that this helps make billing more efficient as well as helps families to budget.

Explorer Club Only: For months in which a child starts or ends care and thus only attends for a partial month, we will charge the daily or weekly rate for only the sessions that your child will attend. (At times this does not fall in a family's favor ending care the second to last day in a long month like March, for example), but most times, it falls to a family's favor to do so.

Likewise, if a schedule change happens mid-month, the daily or weekly rate will be used to prorate each side of the month and customize tuition to reflect exactly what your child is attending.

Annual Tuition Increase: It's a Small World will automatically adjust family's tuitions with a 3% tuition increase every January 1st. New tuition rates can be found at www.smallworlddaycare.org

Payments: ISW offers and encourages families the option to set up ACH payments online through Brightwheel. Families can set up automatic payments in their accounts at www.mybrightwheel.com. It is the family's responsibility to log in and submit payment on the invoice if they choose to not use the automatic function. ISW also accepts cash, checks, and money orders. If you need pay by check or cash, no one but a supervisor (Director, Assistant Director, Site Supervisor) can take your payment. A receipt will be given at the time of payment. Please make checks and money orders payable to: **"It's a Small World Day Care LLC"**. A supervisor is usually in the office daily to receive your payment as well.

On each type of payment, please write your child's name. Statements are available anytime on your brightwheel payment account.

If a scholarship is anticipated, but not officially determined, full payment is expected, and once the scholarship comes in any back payment of tuition credit will be applied to your account. Families are responsible for all tuition/fees that remain on their account after all applicable scholarship, assistance funds, and/or discounts have been applied.

*****Both the EC and ISW programs reserve the right to discontinue services to families who are chronically late paying their child care fees.*****

NSF Fee: There will be a \$30.00 processing fee for any check returned for Non-Sufficient Funds. If there are insufficient funds on a payment by check, the client will be notified by e-mail and be required to make the payment immediately at the ISW Office with cash or money order. Chronic offenders (after two occasions) will be required to make all payments with cash, money order or, ACH.

Families who have a financial problem and cannot make a payment must contact the Director immediately. Whenever possible, a **payment plan** will be established in writing with a supervisor. However, if a family fails to make a scheduled payment, they will be subject to a \$30 late fee and childcare may be terminated beginning the first day of care that is left unpaid for.

Delinquent Accounts: Delinquent accounts are subject to a late fee charge of \$30.00 every month. If payment agreements are not fulfilled and delinquency notices (via e-mail) go unanswered, the center will seek legal restitution. A delinquent account will be given to a credit-reporting agency or taken directly to small claims court. Parents/Guardians are responsible for any fees incurred from the courts, outside agencies, as well as the amount of the delinquent payment. ISW may choose to garnish funds awarded in court from the wages and/or tax refunds of families with delinquent accounts.

Sibling Discount: There is a 10% reduction in tuition on the lower paying childcare tuition for families who have more than one child enrolled at ISW and/or EC.

FINANCIAL ASSISTANCE

There are three types of child care financial assistance available to families in the ISW and EC programs. Financial assistance does not fully cover the cost of child care and requires a co-payment by the family.

- a. **Department of Health and Human Services 734-481-2000** (formerly F.I.A.) provides financial assistance for income eligible families.
 - **DHS Attendance Requirements:** If your child is not at the center during the times you have contracted, or at the day care beyond the times you have contracted, you personally will be responsible for paying the amount DHS is not obligated to pay. Excessive absences will lead to higher copays for families who receive DHS assistance, including picking children up earlier than planned.
 - **DHS Subsidies & Financial Assistance:** ISW provides some subsidized child care spaces. DHS may set a co-pay fee which families pay directly to ISW. DHS families are responsible for paying their childcare fees, as per our handbook. **DHS financial assistance does not fully cover the cost of child care; tuition and fee charges that ISW has not received payment for from DHS are the responsibility of the family with which ISW has a contract with.**
- b. **Child Care Network (734-975-1840)** – provides temporary financial assistance for children of families in special circumstances where extra funding is needed for tuition. Parents must be working full time or attend school and live within the City of Ann Arbor limits.
***** Families must have applied for DHS assistance before they will be considered for a child care network scholarship*****
- c. **Active Duty Subsidy Programs:**
Child Care Aware of America assists families with parents in the Air Force, Army, Navy, and National Geospatial-Intelligence. There is also a program for families in the U.S. Coast Guard through USGA.
- d. **ISW Scholarship:** This scholarship is courtesy of It's A Small World Day Care, LLC, and is intended to help families in need of financial assistance by covering set amount of tuition over a specified amount of time, as decided by the director. Our goal is to be a consistent provider for your children. We recognize that transition and poor-quality care is detrimental to your child's development. We hope that by assisting you with your tuition, we will be keeping your child's care consistent, maintaining the level of comfort and safety that we work so hard to establish in our center, and easing a temporary burden for you financially. Please contact the Director for the application document.

III. Health Policies & Emergency Procedures

HEALTH CARE PLAN

Health Appraisal Forms: The State of Michigan requires that all children Pre-K and younger who are entering childcare must have record of a current physical. Within 3 weeks of admission to the center, a Health Appraisal form must be turned in which includes the child's immunization records and an up to date physical signed and dated by the child care physician. Please e-mail the office or go to our website under the forms page for a copy of this form if you have not yet received one. If your child is not up to date on immunizations, a waiver must be obtained. An updated health appraisal and immunization will be requested by the office staff, every year for children under the age of 3, and every two years for children

over 3 years of age. As part of our annual renewal process, Children's health records will be updated yearly. For example, for Children with allergies we will need an updated action plan.

The following information is requested so that the center can work with the parents and guardians to meet the physical, intellectual and emotional need of the child. To have current and complete information about each child's health and any specific conditions which may obstruct or interfere with the learning process and about methods by which health can be maintained or improved. Knowledge of the child's previous illnesses, immunization status, and other background factors assist in evaluating the total health status of the child.

Health and Development: ISW strives to provide information and education to each family about your child's health and development. Each Classroom's newsletter provides an informational piece for that age group every month. In addition, we provide updated information about immunization recommendations, developmental milestones, health screenings, and recommendation for local pediatricians found on our website.

Sick Child Policy: Do not send your child to the center if you believe he/she is ill. If your child shows any of the symptoms below, ISW requires that the sick children remain out of the center until they are symptom free for 24 hours before returning to Child Care

- A contagious or communicable disease
- A fever of 100.4 degrees or higher.
*A child MUST be fever free and off fever reducers for 24 hours before returning to Child Care.
- Heavy and uncontrollable yellow or greenish colored discharge from the eyes or nose
- Draining eyes, ears, nose, or any open sore
- Diarrhea or vomiting
- Inability to participate in the day's planned events
- Strep throat; a child cannot return to ISW until the child has been on antibiotics for a minimum of 24 hours and with a doctor's note
- Unknown questionable rashes and impetigo, ringworm, measles, chicken pox, etc.
- Behavioral changes which either impede our ability to care properly for your child or the other children

When your child becomes ill at ChildCare, the supervisor/teacher will call the parent or guardian to pick up your child. **It is very important that you, or someone from your emergency list, pick up your child as quickly as possible; within 60 min please.** (Childcare/camp sites do not have a separate place for your child to rest or extra staff to stay with your child when she/he feels sick).

- a. When a child is identified as having lice, the parent or guardian must pick up the child from the ChildCare program. The child may return to ChildCare after the child's hair has been treated and all nits have been removed.
- b. **Sick Days are non-refundable.**
- c. It is the parent's responsibility to communicate any special situations to the Director and to provide any necessary training to Child Care staff.
- d. Staff is not allowed to dispense medication on fieldtrips, except for those required for extreme emergencies.
- e. Highly infectious conditions will require a physician's written approval before returning to the center.
- f. Please remember to be considerate of other families and staff members.
- g. The center will post notices in the Classroom concerned when a communicable disease is identified.

Medications: As per State regulations a special Medication Permission Form must be completed by the parent/guardian in order to administer any medication. By filling out this form, the parents/guardian gives our staff permission to administer the medication, which includes dosages, start/end dates, and possible side effects. This form also serves as a record of dosages given at the center and by whom. All medication must be in its original container labeled with the child's complete name, address, physician's and pharmacy's name and phone number, recommended dosage, times, and method of administration. Upon completion of a prescription drug, the remaining medication will be turned over to the parent/guardian. Whenever possible, morning dose of medication should be administered at home by a parent/guardian.

Sun Block/Bug Repellent: If you wish for your child to use or for us to apply sun block and or bug repellent, a medical form must be completed including the brand and SPF of the sunscreen/repellent. Each container must be labeled with your child's complete name. In the case that your sun block brand changes or if you take your sunscreen home for an extended period of time, a new form must be completed.

Accidents/Incidents: Children sometimes receive bumps and bruises as part of their daily routine. They may also be involved in various "incidents" worth documenting, such as disruptive or destructive behavior. You will be notified of these events through an Incident Report Form. Your signature is required and lets us know you have been aware of your child's accident/incident. The report is then filed in the individual child's file. The staff will use basic First Aid to attend to the wound. The center will wash with soap and water but will not use any other substance (cream or ointment) on the child's bump, scrape, bite, or bruise. If more care is needed for the injury, we will ask that the parent follow up with a physician's visit or we will seek emergency medical care. In the case of incidents, either party may request a conference to discuss further strategies in dealing with future incidents.

Parent/Guardian Emergency Notification: If your child's injury or symptoms of illness require professional attention, we will notify you immediately. If deemed necessary, the child will be transported to St. Joseph's Hospital, unless otherwise indicated on the emergency card. You are expected to go to the hospital to receive your child. The signed Child Information Card (a.k.a., emergency card) and Parent Contract give us permission to seek the necessary treatment to insure the child's safety until you or your physician arrives. You, as the parent, will incur all medical expenses.

First-Aid: A stocked (according to licensing standards) first-aid kit is located in the center at all times. If the children leave the center for a walk or field trip, the teachers are required to carry copies of the children's Information Cards and a first-aid kit. All staff members attend in-service

trainings for health and safety issues given by a qualified, registered person. Staff members are required to be certified in First Aid and CPR for Children & Adults.

CENTER CLOSURES AND EMERGENCIES

Closures: There are no tuition reductions for the holidays, winter delays or closings observed by the Center. These days are already figured into the tuition rate scale.

Center Closings: ISW has the right to close due to hazardous road conditions where we feel it is not safe for our staff or families to drive to the center. We will contact families via a school cast alert which will be received by all staff members and families in the form of a text, call, and email. There are no tuition reductions for these emergency closures.

Emergency Situation, Natural Disasters, loss of utilities, & Relocation: In the event of a school closing, building problem, or community emergency during the school day that requires relocation, a note will be attached to the front door of the building as to our relocation. In an emergency situation, once the children and staff's safety are secured, all attempts will be made to promptly notify parents/guardians by phone or email, according to the information provided on each child's Information Card/Enrollment Forms. Parents will be notified to pick up children immediately when an emergency arises such as a natural disaster, loss of utilities, etc. There are no tuition reductions for these occurrences.

IV. Nutrition Program

Full menus are posted in each classroom, on Himama, and on the website's blog page at the beginning of each month.

Related Information: It's a Small World encourages a healthy relationship with the food we serve young children. We feel that empowering children with choices at mealtimes helps encourage a healthy attitude towards food. The staff will encourage children to utilize self-help skills to gain independence. Children will never be required to eat foods that they are not comfortable eating and food is never used as a reward or punishment. Because we also want you to be aware of how much your child ate during lunch each day we will be sending home any portions that are in sealable containers. Food your child has eaten out of will have a sticker on the package. We are not able to serve these items at a later point during the day.

It is the parent/guardians responsibility to pack a healthy lunch every day. In the occurrence of a child not having a lunch, we will provide a lunch if available on site, for \$6.00 or contact you to bring one.

Food Allergies: ISW requests an allergy action plan ideally completed by physician with recommendations on file. This food allergy must also be documented on the Child's Information Record Form and Card in the allergy section. The parents must provide substitutes as well as notify in writing to the Director and teachers if a portion of the menu cannot be used for their child.

No gum or soda is permitted in the Center.

Breakfast, Lunch & Snacks

- a) Snacks selection and preparation will be thoughtfully planned by the supervisor on site. The snacks will be nutritious, such as unsweetened cereal and milk, crackers, fruit, peanut butter, cheese, juice, granola, and milk. Sweets may be served on occasion.
- b) Breakfast is served only at the designated time. If your child arrives after that time has passed, please ensure he / she has eaten before coming to child care.
- c) Children must bring a lunch from home including a drink. We will have a microwave on-site to warm foods for all ISW programs. Please keep in mind when packing lunches that healthy foods provide fuel throughout the day.
- d) Snacks are not a meal but are a very important part of the day. If you know your child will not eat the snack of the day, please send in an alternative snack from home and alert the supervisor of the substitute.
- e) We love to celebrate birthdays with your child. Parents who send treats for special occasions should send enough for the entire group of children to share. Please check with your child's teachers to know if their any classroom allergies.

V. Parent Involvement and Communication

Child Cubby's: Each child has cubby or hook, where you will find your child's personal belongs. (School aged children do not have mailboxes or cubby's).

Communication to office and teachers: ISW and EC both use e-mail, COR, and brightwheel as the primary means of communication between the office, staff, and parents.

COR: COR easily captures and shares your child's development so you'll never forget; from fun pictures and stories to developmental milestones. You'll receive updates on your child's activities to your email and smartphone – everything from health and nutrition to learning and development.

Brightwheel: Offers a way to pay and view tuition statements. You will be able to message your child's teachers through this device as well.

Parent Newsletter: Lead Teachers distribute monthly information pertaining to their individual programs via Himama message and email. A copy is posted in each classroom at the beginning of each month.

Parent Conferences: Conferences with your child's teacher or the Director are available to parents/guardians to discuss their child's developmental needs and any concerns. Developmental Assessments are completed 2 times per school year and parent teacher conferences are available after these evaluations. Parents are encouraged to set up a conference as needed.

Open Door Policy: Parents/Guardians are always welcome visitors at our center.

Special Events: ISW holds several informal gatherings throughout the year for parents/guardians/family to come together and become better acquainted with the children and the staff. Please make sure you check our Facebook, newsletters, and postings for these events.

Parent Behavior/Involvement: We welcome parents to come into the classrooms and work with the teaching staff. We encourage parents/guardians to share special skills, knowledge and/or hobbies with our programs. Please speak with your child's teacher if you would like to volunteer. Volunteer Forms and molestation clearances are required for any parents volunteering in the classroom. ISW is committed to creating a safe, nurturing, and caring environment. The Center is a drug-, alcohol-, and smoke-free environment. We believe, because you as parents/guardians have chosen ISW, you are also committed to these same principles of childcare. We ask that parents/guardians/volunteers follow our philosophy when at our Center. Any parent volunteers in the classroom will go through a small training and will sign a contract. If you are in the classroom and take photographs of your child, please follow our secure posting privacy.

DHHS Mandatory Communications: An information board is located at the front entrance and contains mandatory postings including recalls and pesticide postings before they occur. Our licensing notebook is located anytime within business hours in the front entrance hallway and includes all the licensing inspection and special investigation reports and related corrective action plans since May 28, 2010. The licensing inspection and special investigation reports from at least the past 2 years are available on the child care licensing website at www.michigan.gov/michildcare

VI. Odds & Ends

Photographs and Publicity: Photographs or video-tapes of the children participating in our programs may be taken from time to time. They may be hung in the center, placed in a secure photo album, private family Instagram page, on our website, on HiMama, and appear in newspapers, magazines, brochures, or other publicity materials. Photograph permission forms are signed during enrollment.

Divorce/Separation: ISW wants to serve all our families in the best possible way, especially during difficult transitions. If shared custody agreements are in place, we would appreciate a written notice of your family's plan to make arrivals and departures for your child/children an easy event. Unless we have a legal document, the Center cannot presume one parent has more or less rights than another.

Child Abuse and Maltreatment: ISW is committed to a safe, nurturing environment for children to grow and learn in a positive manner. If you feel your child's needs are not being met, bring your concerns to the Director. We encourage our families to seek a conference with the Director to become aware of the possible programs that can assist your family. Should we recognize any signs of child abuse or neglect coming into our Center, the State of Michigan and The Department of Human Services Regulations mandate our staff to file a report. If the report is taken, the Department of Child and Family Services will step in with a review and assist the family.

Fieldtrip Policy: All teachers or supervisors will let parents know in writing of any planned field trips. Along with a written notification, this will include a request for the parent signature. An announcement of the field trip is sent via HiMama to your email. Parents may be asked to contribute funds towards a field trip, special event, or organized group activity.

Transportation: It's A Small World will provide transportation when arrangements are made. During fieldtrips, parents may be asked ahead of time to supply a car seat or booster seat for their child under the age of 5. ISW has a limited number of booster seats and PCR 5-point harnesses available for use for field trips.

Dress Code: It is understood that many of the school-aged children are required to wear clothing to meet the school's dress code. This clothing is appropriate for Explorer Club. However, on Fun Days, children can wear non-school dress code as long as it isn't considered offensive, creates a disruption, or does not limit the participation of a child in group or individual activities. Shoes/sandals must have a strap or back on them. (E.g. no slip-ons or flip flops.) Please always send your child with clothing appropriate for the weather.

Nap Time: All children 5 and under, that attend a full day of child care are required by state licensing to rest at child care. Any child attending in the afternoon or over four hours must have a blanket left at child care. Pillows and blankets must be stored in their totes/bags and should be taken home at least every Friday to be laundered. Please remember to label all linens! Children who do not sleep after the state required thirty minutes of rest, will then be encouraged to choose a quiet activity.

Conclusion

The information in this document forms the guidelines that enable us to run our program smoothly and consistently. These policies and guidelines allow our teachers to focus our attention to the most important aspects of caring, nurturing, and stimulating happiness and growth in your children. Thank you for your cooperation in upholding our principles and policies. It truly does take a village to raise a child.

For more information, please contact:

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