



Lilyypad

Family Daycare

LILYPAD FAMILY DAYCARE PARENT HANDBOOK CENTER POLICIES AND PROCEDURES

Important

By reviewing this parent handbook, you agree to the facility policies, procedures and state regulations as outlined. We understand that this might be a lot of information for you to read but it is an integral part of our program. So, please keep your parent handbook accessible so you can periodically review our policies and procedures as necessary. We reserve the right to amend any portion of the Parent-Provider Contract/Enrollment Application, and Parent Handbook at any time. When we do make a change to the contract you will be given a copy electronically by email.

Parent Handbook Created By: Maria Diaz



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WELCOME

Welcome to Lilypad Family Daycare! Thank you for choosing us. We are very pleased to have your child be part of our program.

OUR FACILITY

Lilypad Family Daycare opened for business on January 7th, 2019. Ms. Maria Diaz is the sole founder and operator of the center. The center is licensed for 6 children. Our facility is open 5 days a week from 6:00 a.m. to 6:00 p.m., Monday through Friday and we serve children 6 weeks to 4 years old. We also serve school age children before and after school. Our center is closed on major holidays and during our holiday and summer recess. Although, we are open Monday-Friday, all families or legal guardian should and are responsible for securing a backup child care provider for when the center is closed, early dismissals, school delays, holidays, school recess, child is sick or special events. All families are responsible for checking the center closing and early dismissal calendar schedule. All children enrolled must have an up-to-date physical health assessment form. Holiday or closing schedules are subject to change. A 30 day in advance will be given to all families, if the schedule changes.

PHILOSOPHY

Lilypad Family Daycare is an environment that fosters emotional, social, physical, and cognitive growth of the child. We provide an atmosphere that allows children to explore, play, and utilize materials that will encourage children to learn. Our program is designed by age appropriate activities that let children express themselves at their level but also challenge them in areas that will enhance their personal development.

MISSION STATEMENT

Our mission is to provide a secure and educational environment. We will use teaching methods that will make children grow happily and yet learn independent skills that will enhance their future. Our program is designated to nurture, help, and promote a healthy atmosphere. Ongoing communication with parents allows better understanding for each child's development.



CENTER POLICIES AND PROCEDURES

Please review each policy and procedure and initial each one. All the individual policies must be initialed, no exception.

ADMISSION, WEEKLY TUITION and ANNUAL REGISTRATION FEES

ADMISSION & ENROLLMENT: FAMILY INITIALS: _____ Not registration fee. (1) One week tuition deposit is due upon registration. Our facility is open 5 days a week from 6:00 a.m. to 6:00 p.m., Monday through Friday and we serve children 6 weeks to 12 years old in addition to offering before and after school care for school age kids. Lilypad Family Daycare is open to all children regardless of race, creed, color, religion, natural origin, gender, disability, or family personal financial position and is first come first serve. Lilypad Family Daycare is a private child care center. Please note, our center does not receive any grants or funding from the state of CT Office of Early Childhood or any other institution, therefore we do not offer any tuition sliding scale. Lilypad Family Daycare is fully parent tuition based. Each child entering the center must have an updated physical form, signed and dated by his/her pediatrician, including current immunization documentation. Children who are not school age, must have their physicals updated yearly. Children who are school age, are required to have a physical upon entering Kindergarten and then as required by the school district for which that child attends and acceptable to the local education authority.

PARENTS EMERGENCY CONTACT & CHANGE OF INFORMATION: FAMILY INITIALS: _____ All parents and legal guardians are required to keep us inform of any changes on contact information immediately i.e. personal cell phone, home phone, work phone, email address, home address and any changes on emergency authorized person pick up, court order or custody disputes. Also, they should let all their emergency contact authorized persons listed on the emergency form know that if there is an emergency where the parent cannot be reached that they will be contacted to pick up the child. All phones should always be on, active (not disconnected), remove of block calls, voice mail should be set up and not full. Staff will only be able to leave a voicemail message if the parent's phone will allow it. Any changes in address, phone number, employment, emergency authorized person contacts information, etc. must be given to the Director in writing. A P.O. BOX is not a physical address; therefore, this is not a valid address. All communication will be performed electronically by email. Please make sure to check your email daily. If you do not have an email address, please create an email account and provide us with the email address.

TUITION: FAMILY INITIALS: _____ Tuition is due on Friday, unless you have a payment term approved by the Director. Late tuition payment is \$25.00 and must be paid before dropping off your child not after. Partial payments are not accepted.

FINANCIAL ASSISTANCE: FAMILY INITIALS: _____ To help with the overall cost of child care, we strongly recommend for all families to apply to the Care 4 Kids Program and remain on the program if accepted. We have applications on site, in English and Spanish. We will assist families in completing the application if needed. The application can be faxed to Care 4 Kids or uploaded to their website, but please note that we are not liable or responsible if Care4Kids claims it was not received. Families must contact CARE4KIDS within 2 business days to verify if the transmission was successful. CARE4KIDS is not responsible for holding fees, early drop off or late pick up or late tuition payment or any other fees. Therefore, you are responsible for these fees.

Please note that Lilypad Family Daycare and you are responsible for notifying CARE4KIDS of any changes i.e. parent work schedule, change of employment including hours, etc. within 10 days. Please note that it is imperative to make your tuition payment on time as Lilypad Family Daycare does not receive payment from CAREKIDS until the month is closed and it takes 2-3 weeks for payment. Lilypad Family Daycare does not have to accept CARE4KIDS. At any time, Lilypad Family Daycare can refuse to accept Care4Kids.

PAYMENT TERMS: FAMILY INITIALS: _____ Payments must be done weekly. Payment must be in the form of cash, bank transfer (direct deposit or Zelle), Venmo or Paypal..

CONTRACTED CHILD SCHEDULE: FAMILY INITIALS: _____ The child's schedule was agreed and contracted during the initial enrollment meeting. Hours are not flexible. Once, agreed the parent cannot modify the hours, drop off or pick up before or after their contracted times. Children must be dropped off and picked up by the hours contracted not before



or after. The program must always keep the teacher/children ratio. If the contracted schedule needs to change due to a new job or new work hours, we will require a two (2) weeks' notice. Schedule change is not guaranteed as it depends on availability. If you drop off earlier or pick up after than your contracted time, the fee will be \$25.00 for the first 15 minutes and \$1.00 for each minute after. Please make sure to drop off at your scheduled contracted time to avoid any fees.

ARRIVALS AND DEPARTURES: FAMILY INITIALS: _____ An adult must accompany your child to and from the center. Caregiving adults who bring the child to, or remove the child from the center, are required to sign children in and out of the facility. If a child is being dropped off by someone else other than yourself, please make sure to let them know that they must sign in the child. You are responsible for going over the center policies with that individual. This is mandatory and required by the State of CT OEC licensing. Caregiving adults who pick up a child from the center must be at least 18 years of age, be listed on the Pick-up list and have proper ID with them to identify who they are. This policy will be strictly enforced. To further ensure your child's safety, we ask that you list and update your emergency contacts and phone numbers with your program provider.

ATTENDANCE/ABSENCES: FAMILY INITIALS: _____ If your child is going to be absent, for any reason, please notify the center as soon as possible. You must call the center by or before 8:00 a.m. and let the Us know the reason for the absence. If you decide not to call or show there will be a \$15.00 fee for each day the child is absent, no exceptions. If you are a CARE4KIDS recipient, please note that the program must report attendance, so if the child has an unexcused absence this can affect your child care assistance.

DROPPING or PICKING UP: FAMILY INITIALS: _____ When a parent is dropping off or picking up; the parent or authorized person on the list must come inside to drop off and pick up the child.

TARDINESS: FAMILY INITIALS: _____ All children are required to be at the center by their contract agreed time. All families have a 15 minute drop off time frame period from the actual drop off scheduled time. If you are going to be later than the 15 minutes, you must call the center before your time scheduled to let us know that you will be late. As we schedule staff according to teacher and child ratio.

EARLY PICKUPS: FAMILY INITIALS: _____ We understand that there might be days that you will need to pick up your child early for a doctor's appointment, a foreseen emergency, out of work earlier, special events, etc. We ask all families that if you do need to pick up your child earlier than the scheduled time to pick up before or after nap times. When families start picking up during nap times it disrupts the other children who are napping. Also, you may want to call the center 15 minutes before picking up, so that we can make sure the child is ready for you.

LATE PICK-UP: FAMILY INITIALS: _____ The center closes promptly at the time of closing which is 6:00 p.m. Late pick up fees begin 1 minute after closing. Late pick up fees is \$25.00 for the first 15 minutes after that it will be \$1.00 per minute. If there is a discrepancy as to the time you are picking up your child, we will go by the time displayed on a cell phone (if you called) or the video camera. Even if you call and notify the center you will be late, a late pick up fee will be charged. After three late pick- ups Lilypad Family Daycare reserves the right to discontinue care for your child (ren) enrolled in the program. Regardless if parent/guardian has called the center or emergency contact has been reached, the child must be picked up within 1 hour after closing.

The State of CT has an "Abandoned Child Policy". If a child is not picked up within a half an hour of the child's pick-up schedule, a staff person will attempt to call the child's parents/guardians using the numbers provided. If they cannot be reached, the staff person will attempt to call the emergency and authorized, alternate adults provided by the parent/ guardians at the time of enrollment. The police will be called after one hour of the child's pick up scheduled time if parents or other adults specified on the permission to release forms cannot be reached as Lilypad Family Daycare is to assume the child has been abandoned. At that time the child may be released to the police. The non-emergency number for our local police department is 203-946-6316.

EARLY DROP OFF BEFORE YOUR SCHEDULE TIME POLICY: FAMILY INITIALS: _____ If a parent drops off a child before their scheduled contracted time they will be subject to a \$25.00 fee for the first 15 minutes and \$1.00 per



minute after. Parents need to drop off and pick up at their contracted scheduled times. If you need to drop off early on a as needed service, please refer to the early drop off/after care service.

EARLY DROP OFF or AFTER CARE FEE AS NEEDED BASIS: FAMILY INITIALS: _____ To use this service, you must contact the Director in writing 24 hours in advance for approval. You must receive approval first. Do not drop off your child and assume that it was approved. This is a “as needed service” and is based on availability. The fee is \$15.00 an hour and it must be paid the day before.

EXTRA DAYS: FAMILY INITIALS: _____ If you are enrolled as a part-timer and need additional days, please contact the Director 24 hours in advance. This is not a permanent service and the fee depends on the hours required. The daily rate must be paid the same day before dropping off.

EMERGENCY SITUATIONS: FAMILY INITIALS: _____ If after an hour of attempting to communicate with the parent, legal guardian or emergency authorized person; the staff is not successful the following steps will be taking: Staff will contact the New Haven Police Department and the Department of Children and Families to pick up the child. There will always be (2) two staff with the child until the child family or APD/DCF arrives.

DOCTOR’S APPOINTMENTS: FAMILY INITIALS: _____ We suggest making any doctor’s appointment early in the morning or after nap times. If you do have a doctor’s appointment for your child, you must notify us 24 hours in advance. If your child has a doctor’s appointment and is going to be late, please make sure to bring a doctor’s note stating that your child was seeing there. All families must be at the center by or no later than 10:45 a.m. No children will be allowed to be dropped off after this time when they have a doctor’s appointment even if you had called, no exceptions.

CHILDREN WITH SPECIAL NEEDS: FAMILY INITIALS: _____ If a child has any special needs, please make sure to speak to the Director, so the program can make any accommodations, if possible. In conjunction with the public system and/or state agency, an individual educational plan will be designed and implemented with an interdisciplinary approach. It is required by our state licensing for all participants in our center who have special needs have an individualized care plan on file.

In the event special education services are needed for a child, depending on the services, these services may be conducted on or off site. All services from off-site must abide by the program policies and procedures and must sign an agreement with the program. Accommodations for space and scheduling will be made if possible if the services are to be provided on site.

LEGAL CUSTODY AND INJUNCTIONS: FAMILY INITIALS: _____ Either parent will be allowed to pick up their child unless a copy of the court order restricting a parent is on file. A copy of any court ordered custody decree or injunction must be kept on file. For DCF families a copy of the court order will be required.

COMPLAINT OR CENTER POLICIES, PROCEDURES AND STATE REGULATIONS: FAMILY INITIALS: _____ Most problems within the center are non-life threatening and can be resolved by the following procedure: 1. Discuss the problem or concern with the program director. All complaints will be investigated and addressed immediately. Our sincere intentions are to be able to communicate with you and find the best solution for you, your child, and staff member. We believe that the best solution to a problem is to communicate and work as a team. Please note that we are professional responsible adults and when communicating a concern with a staff member you must be respectful and well composed. Under no circumstances, we will accept any type of vulgarity, disrespect, high screaming voice or physical contact. If this happens, we will ask for you to leave our premises and escort you to the exit door. If you do not leave our premises, we will contact the authorities immediately.

All licensed child care centers must abide by state regulations to stay in compliance. When a parent or legal guardian is asked to submit documentation for the child the parent must abide by the center policies and regulations. All parents or legal guardians must submit the required documentation immediately or by the deadline given to the parent. LilyPad Family Daycare will not accept, enrolled or re-enrolled a child if the required documentation is not submitted. This includes program agreement contract, physical exams, parent and center handbook, any medical forms or individual plans, etc.

WITHDRAWAL/EXPULSION OF CHILDREN: FAMILY INITIALS: _____ Parents or guardians must provide the center with 30 days written notice prior to withdrawing their child from the center. All tuition owed must be paid in full.



Likewise, if possible, the program will provide the same courtesy if care for a child must be terminated for any reason. The program will work with all children and families to avoid a child's expulsion.

CENTER HOLIDAY CLOSINGS, RECESS AND EARLY DISMISSALS: FAMILY INITIALS: _____ Please check the center early dismissal, recess and holiday schedule posted on the bulletin boards and waiting area. Tuition is based on contract not on attendance. The tuition cost already has been factored into the holiday closing, early dismissals and center recess. Therefore, tuition is based regardless. All families are responsible for reviewing the holiday calendar and center closings. A copy of the closing, holiday/summer recess schedules have been sent to each family or given in the enrollment initial packet folder.

Families are reminded to pick on time on early dismissals to avoid any late pick up fees. Holiday or closing schedules are subject to change. A 30 day in advance will be given to all families, if the schedule changes. Please note that when your child starts Kindergarten, the schools will be closed on spring/summer vacations, teacher professional development day, weather closings, holidays, etc. Families are responsible for reviewing and marking their calendars and securing daycare when the center is closed.

Please let us know if you plan to be out. Please check with the director if you plan on going on vacation for an extended period, as there may be restrictions.

EMERGENCY EARLY DISMISSALS AND CLOSINGS: FAMILY INITIALS: _____

In the event of a power outage, flooding alert, excessive heat, or any foreseen emergency all families or emergency contacts will be contacted by phone or cell phone. Please note that if the program loses power due to a power outage, the program will not be able to use our office phones. The program staff will need to use their own personal cell phones. So, please make sure to answer your phone or check your voicemail. We will also contact your place of employment, if we couldn't reach you on your personal phone. Please make sure your voicemail is set up and not full. Families will need to pick up within one half hour (1/2) of notification. Parents or legal guardians are responsible for having a backup emergency pick up person just in case they are not available to pick up on time. Even if the power (electricity) has been restored at the time of the pickup you will still need to take your child as we need to inspect the environment to ensure all is working properly and make sure we don't lose power again.

MEALS INCLUDING AM & PM SNACKS AND LUNCH POLICY: FAMILY INITIALS: _____ LilyPad Family Daycare's tuition includes (2) two meals and (1) snack or (2) snacks and (1) meal. Any foods that come from home, for special events, to be shared among the children, must be cleared by the staff, and must be either whole fruits/vegetables or commercially prepared packaged foods in factory sealed containers. Please make sure the food does not contain or was made in a nut or tree nut environment. Safe drinking water will always be available and will be offered at intervals based on activities and individual needs to the children.

Parents may provide extra healthy snacks and juice boxes, milk or a small bottle of water. Please note when preparing your child's snack not to serve anything with peanuts, we are a PEANUT /TREE NUT FREE due to the safety of our children. Food allergies can cause severe and potentially life-threatening allergic reactions (such as anaphylaxis). Also, as a precaution, please make sure to wash your child's hands before coming to the center.

CHILDREN WITH FOOD ALLERGIES: FAMILY INITIALS: _____ If a child has any food allergies, please notify the Director. All children with food allergy will require a Food Allergy Plan, Authorization for the Administration of Medication by Child Care Personnel form and an EPIpen for the child to remain at the center, **NO EXCEPTIONS**. Food allergy can be life threatening and the program needs to ensure that we have an EPI pen in case of an emergency. Please note that when an EPIpen is administered to a child, the center must contact 911 immediately and your child along with a staff member will be transported to the hospital by ambulance. All parents will be contacted as soon as possible.

REST PERIODS: FAMILY INITIALS: _____ It is important for a young, growing child to have time to rest or enjoy quiet activities during the day. Our rest periods consist of one to two hours a day. Naps can be healthy for children as this can help reduce hyperactivity, anxiety, and depression in children. Children will not be allowed to be walking, running, or be disruptive in the classroom during rest times periods. If after 45 minutes, a child does not want to rest we will encourage the child to read a book or participate in another quiet rest area activity. We provide cots.



SUPERVISION: FAMILY INITIALS: _____ The children are always under the staff supervision as soon as the parent brings the child inside the classroom. All staff are always required to maintain ratios and must have (1) one staff over the age of 18 years old to be with the children until all children are picked up. It is the parent's responsibility to supervise their child while entering and exiting the building before and after they are signed into their classrooms. All parents and legal guardians are responsible for keeping their child with them at all times when dropping off and picking up times. There should be no running in the classroom, hallways, opening classroom doors, climbing on doors or bringing food or toys from home. Lilypad Family Daycare staff is only responsible for the child when the child is under the staff supervision. Please make sure, when dropping off or picking up to keep conversation to a minimum as the staff must maintain ratio and monitor the children.

PARENT AND TEACHER CONFERENCE: FAMILY INITIALS: _____ Parents always have the opportunity to request a parent-teacher conference to discuss any questions or concerns. Conferences are scheduled and must be in person. Unfortunately, staff cannot discuss children's progress during drop off or pickup times as staff must always maintain ratio and monitor the rest of the children.

BIRTHDAYS AND SPECIAL OCCASIONS: FAMILY INITIALS: _____ Parents are welcome to send cookies, cupcakes, or other treats to share with the children on birthdays or other special occasions but must be store bought and cannot contain any trace of peanuts or tree nuts and must not be made in a tree nut environment. Parents must provide the birthday cups, plates, and napkins. We celebrate in some fashion, all holidays and "special" days. Any parent bringing any homemade items should list all the ingredients on a label and attach it to the container in case of any allergic reaction. This will only be required for special occasions like potlucks, family events, etc. All birthdays food items must be store bought. Please notify the staff 48 hours in advance that you will be bringing a treat. Please remember, we are a peanut and nut free environment.

PROPERTY DAMAGE: FAMILY INITIALS: _____ The policy on damage caused by the child (ren) while in the child care program unless caused by the negligence of the provider is: Any item damaged and/or broken by a child intentionally will need to be replaced with the same exact item immediately. This does not apply to normal wear and tear on toys/electronics or furniture, only damage. If the parent does not replace the item, the parent will be charged for the damage item at full price.

SMOKING: FAMILY INITIALS: _____ Lilypad Family Daycare provides a smoke-free environment for its employees, customers, and visitors. Smoking is prohibited throughout the workplace. We have adopted this policy because we have a sincere interest in the health of our employees and in maintaining pleasant working conditions.

DRUG/ALCOHOL/WEAPONS: FAMILY INITIALS: _____ Lilypad Family Daycare is committed to maintaining a workplace free of substance abuse. No visitors, employees, or anyone can consume, possess, sell, purchase, or be under the influence of alcohol or illegal drugs. In cases in which the use of alcohol or drugs creates an imminent threat to the safety of persons, children or property, Lilypad Family Daycare requires employees to report the violation. **Law requires Lilypad Family Daycare to report suspicion of abuse or neglect to the Department of Children and Families (DCF). This will warrant your child safety.**

FIELD TRIPS: FAMILY INITIALS: _____ Field trips and nature walks are important components of our program and will be taken on occasion to nearby places. Permission slips are required for all field trips. If your child cannot attend a field trip, then you will need to make separate arrangements out of the facility. As your child, will not be able to attend the program for that specific field day. Each trip requires a separate form describing details of the event, and we must have your permission authorizing your child to participate. Permission via a phone call or fax, or email is not acceptable, no exceptions. All children in attendance will be charged for in house events. Families are notified at least one week in advance of each trip with the time, schedule, location, and any other extra costs that may be involved with the trip.

TELEVISION MOVIE VIEWING: FAMILY INITIALS: _____ On certain or special occasions like a rainy day when children can't go outside or a PJ day, we may choose an appropriate children's video to watch on our T.V. (Disney Movie, Little Einstein's, Blue's Clues, etc. Children are never required to sit and watch a movie and TV is not offered in place of free play or learning activities.



SOLICITING: FAMILY INITIALS: _____ There is NO SOLICITING in our facility (i.e. bribing our staff to work for you, selling items, etc.) Lilypad Family Daycare is not liable or responsible if you decide to hire a staff member to work for you.

CLOTHING, DIAPERS/PULL UPS/JEWELRY, TOYS, HAIR ACCESSORIES, CANDY & ELECTRONICS: FAMILY INITIALS: _____ Parents are required to leave at least 2 spare outfits for your child labeled with their name on it. Children should wear comfortable play clothing suitable to the season and activities at Lilypad Family Daycare. Children should be dropped off at the center with a clean not soaked diaper. Sneakers or close toed shoes are always required. Flip-flops, crocs, or open toed shoes and hair beads/barrettes are not permitted. Hair beads and barrettes are a choking hazard. Please write your child's name inside all backpacks, raincoats, and jackets, etc. We enjoy painting, water and sand play, cooking, etc. This can be very messy work. We take precautions to remain clean; but will not guarantee it. We go outside every day, year-round weather permitting. Please be sure to dress your child appropriately according to the weather. Lilypad Family Daycare Administrators and staff are not responsible or liable for any articles of clothing, jewelry, or other valuables that the child brings to the center.

Please do not allow your child to bring toys, candy, tablets, laptops, cell phones, electronic devices or any other digital devices to the program. Lilypad Family Daycare is not responsible or liable for any items that are damaged, missing, broken, etc. Please make sure to label all your child's personal items.

Please avoid overalls, onesies, sneakers with laces (if they don't know how to tie their shoes), tight pants, pants with zippers, etc. as this makes it very challenging for the child to go potty especially during potty training as he/she may become frustrated. Onesies are only allowed in the infant classroom. All families must provide their child with their daily items that they need. This includes a spare of clothing, shoes, flushable wipes, crib blanket or snug fitting, small blanket, diapers/pull ups/ lunch/snacks/etc. A list of supplies is provided to you during enrollment. If a child does not have what he/she needs; the family will be contacted to either drop off the items or pick up the child within half an hour. Lilypad Family Daycare is not responsible for the children's daily items.

DAILY HEALTH CHECK: FAMILY INITIALS: _____ What Is a Health Check? A health check is a quick evaluation of a child's body, mood, and behavior. The purpose of a health check is to ensure that the child does not have any illnesses or health concerns that might be contagious to other children or the child is not too sick to participate in the program. Please note that Lilypad Family Daycare Center administrator has the right to determine whether a child needs to be excluded from child care for health reasons and for how long this can be during drop off or during the day if there are any concerns.

Lilypad Family Daycare staff and administration has the right to ask families what happened if they see a child with any bruises, cuts, scrapes, burns, open sores, or if there are any concerns with any fluids coming for the child's eyes or nose, scratching their heads or body, any unusual behaviors (sad, sleepy, irritable, lack of appetite) chronic cough, wheezing, stuffy and runny noses, signs of dehydration, fever, etc. as we need to determine if the child is healthy enough to stay in school or be sent home.

Parents should not be bringing their child sick to the center or give Tylenol or Advil to bring fever down and drop he/she at the center. We understand that you must go to work or school, but this is not fair to your child, the rest of the children, staff and other parents. Also, when you bring your child sick to the center he/she is not well to physically be involved in the daily activities including outside. All children must go outside every day, unless it is raining. All families need to have backup child care.

INCIDENT: FAMILY INITIALS: _____ Lilypad Family Daycare is well child-proofed, and the children are consistently well supervised. However, accidents do happen. In case of an incident, a report will be completed by the child's teacher or a staff member for your review and signature.

DISCIPLINE: FAMILY INITIALS: _____ We believe that developing a good relationship and really getting to know each child and family will instill a feeling of trust and respect from children. The staff will help children develop self-discipline. When children misbehave we will use this as a teaching opportunity, a chance to model self-discipline and character. For all age groups, when a child behaves inappropriately, a teacher will go to the child to talk to him/her. If the conflict involves two or more children, the teacher will guide each child through a series of steps, leading to a mutually agreeable solution.



For inappropriate behavior the following procedures will take place: 1. The child will be given a verbal warning and redirected to another activity. 2. If inappropriate behavior continues, the child will be removed from the group for a determined period of time. Whenever there is a serious concern about a behavior or discipline problems, the staff will inform the parents. 3. The staff and family will meet to develop plans to resolve the problem and daily reports will be given to the family. 4. The method and a schedule for continual monitoring of the child's growth and development will be determined by Program Director and staff members. 5. If the problem persists, a consultant, with parental consent, will be brought in to assess the situation and an additional plan of action may be put into place. Parents will be advised of the recommendations of the consultant.

No staff member may physically or verbally abuse a child, nor may a child be physically restrained except when it might be necessary to protect the safety and health of the child or others. Staff members are prohibited to use abusive, neglectful, corporal, humiliating, or frightening punishment. Lily pad Family Daycare has zero tolerance for any type of child abuse.

Disrespect toward staff or property or repeatedly injuring other children or staff will not be tolerated. If a child is out of control and is unable to listen to staff, this creates an unsafe environment for all the children including the misbehaving child. The staff will inform the Director or charge person, of this behavior, and if deemed unsafe behavior, a parent or guardian will be called to remove the child from the program. To ensure safety, the parents must remove the child from the program within one half hour of notification. The teachers and parents together will develop a plan to prevent future harmful behavior. It is the responsibility of the parent to work with the teachers to resolve unacceptable behaviors.

If a recommendation is made for the child to receive an assessment from a local health education or mental health services, the parent must agree to these services for the child to remain in the program. In extreme situations it may become necessary for the parent to permanently remove the child from the center.

All staff and families must treat each other with respect when communicating. If a family is disrespectful to any of the staff including administration, out of control and is unable to listen to the staff, this creates an unsafe environment for all the children and other families. If this happens, the family will be asked to leave the center immediately, escorted out, authorities might be contacted and will be asked to permanently remove the child from the center.

BITING: FAMILY INITIALS: _____ Biting is a very common behavior among toddlers, which means there are a lot of concerned parents out there. You are not alone. The good news is that there is a lot that parents and caregivers can do to reduce and, ultimately, eliminate biting. Children bite to cope with a challenge or fulfill a need. For example, your child may be biting to express a strong feeling (like frustration), communicate a need for personal space (maybe another child is standing too close) or to satisfy a need for oral stimulation. Trying your best to understand the underlying cause of the biting will help you develop an effective response. This makes it more likely that you will be successful in eliminating the behavior.

POTTY TRAINING: FAMILY INITIALS: _____ We are more than happy to encourage potty training if the child is ready (typically between 2 and 2.9 years old). The initial start needs to be done at home for at least two weeks with success before it can be effectively started at our facility. Parents will be required to supply pull-ups and flushable wipes. Children will be allowed to come to our facility in cotton training pants/underwear after they have been accident free for at least two weeks in pull-ups. Communication between parents and the child's teacher is imperative for a successful transition from diapers to toilet to happen. Learning to use the toilet is a big event in a young child's life. Because toilet training is a complex process, there are many things teachers and families must consider before and during the process for it to be a successful experience for everyone. **(Please note: Starting too soon can delay the process and cause tears and frustration. Toilet training is much easier when the child is ready.)**

CHILDREN WITH SPECIAL NEEDS MAY NEED ADDITIONAL HELP AND STRATEGIES TO CREATE A SUCCESSFUL TOILET TRAINING. WE WILL WORK WITH YOU!

Before a child can be considered fully potty trained and able to use underwear the child must be able to stay dry for 2 hours, be able to communicate to the teacher that he/she needs to use the potty in advance before having an accident. The teacher will inform the parent when the child is ready to be in underwear at the center. Please note that at home it can be different as the child can be in underwear the entire time and can use the potty as often.

SANITATION AND SAFETY: FAMILY INITIALS: _____ Potty chairs are not recommended to be used in a child care setting because sanitary handling of the potty chairs is difficult. • Wet or dirty clothes will be placed in a plastic bag that can



be sealed tightly. Rinsing is discouraged because there is more of an opportunity to contaminate hands and other surfaces. • Once everyone agrees that a child is ready for underwear, please provide a few complete sets of extra clothes including underwear. • Children and teachers will properly wash hands after toileting, helping with toileting, cleaning area and handling soiled items. Under no circumstance, a child should be sent into school without diapers/pull ups unless it has been discussed with your child's teacher and it has been approved. We need to ensure there are no frequent incidents in the center as this can be a sanitary issue. If the center feels the child is not ready to be in underwear; then you cannot bring the child without diaper/pull ups.

Both Teachers and Parents Understand: • Nobody should ever force a child to sit on the toilet against their will or for long periods of time if they do not want to. This could set up a power struggle and negative feelings toward the toilet training.

• Nobody should ever punish for accidents. Occasional accidents are normal. Clean and change the child immediately. Be positive and reassuring that they will be successful. Punishment does not make the process go faster and may delay it.

REFUSAL TO USE THE POTTY OR DIAPER CHANGE: FAMILY INITIALS: _____ If a child refuse to have his/her diaper or clothes change by any of the staff; we will contact the parent or emergency contact person to pick up within a half an hour. As, we cannot leave the child with the same old diaper or dirty clothes (BM). Lilypad Family Daycare staff cannot force a child or restrain a child to be changed, as we do not want the child to have a negative experience. Families will need to work with the child and teacher to find techniques that can promote a positive experience. Also, we encourage parents to speak to their pediatrician, depending on the child's age to see if they have any recommendations.

CHILD ABUSE AND NEGLECT AND REPORTING REQUIREMENTS: FAMILY INITIALS: _____

Implementation of child abuse and neglect policies and procedures is a necessary component of child abuse and neglect prevention strategies in a program or facility that serves people under the age of eighteen. Child abuse and neglect policies and procedures should include (but are not limited to) the following:

Lilypad Family Daycare employees are considered mandated reporters and shall make a report to DCF when a situation arises where there is reasonable cause to suspect that a child is being abused, neglected or in imminent risk of abuse. The staff has a responsibility to prevent any child enrolled in the center from being abused or neglected. To help ensure the safety and wellbeing of children, and in compliance with Connecticut General Statutes, the staff shall make a report to the Department of Children and Families (DCF) and the Office of Early Childhood (OEC), when we learn of a situation where there is reasonable cause to suspect that a child is being abused, neglected or at imminent risk of abuse. Lilypad Family Daycare staff are not allowed to have any contact, including, but not limited to, babysitting, phone, or email, with any Lilypad Family Daycare participant outside of Lilypad Family Daycare.

1. Definition:

Child Abuse includes (refer to Connecticut General Statutes, Section 46b-120.)

- Any non-accidental physical or mental injury (i.e. shaking, beating, burning)
- Any form of sexual abuse (i.e. sexual exploitation)
- Neglect of a child (i.e. failure to provide food, clothing, shelter, education, mental care, appropriate supervision)
- Emotional abuse (i.e. excessive belittling, berating, or teasing which impairs the child's psychological growth)
- At risk behavior (i.e. placing a child in a situation which might endanger him by abuse or neglect).

Child Abuse is defined as:

A child who has had

- Non-accidental physical injuries inflicted upon him
- Injuries which are at variance with the history given of them
- Is in a condition, which is the result of maltreatment such as, but not limited to, malnutrition, sexual exploitation, and deprivation of necessities, emotional maltreatment or cruel punishment.

Child neglect is defined as:

A child who has been:

- Abandoned
- Denied proper care and attention physically, educationally, emotionally or morally



- Allowed to live under circumstances, conditions or associations injurious to his wellbeing (CT statutes 46b-120)

2. Staff responsibilities:

As childcare providers we are mandated by law to report any suspicion that a child is being abused, neglected or at risk.

3. Specifics on reporting a suspected case of abuse or neglect (refer to Connecticut General Statutes, Sections 17a-101, 17a-101a, 17a-101b, 17a-101c, and 17a-101d)

Call the Department of Children and Families (open 24 hours a day) at 1-800-842-2288.

The reporter's name is required but may be kept confidential. Information needed:

- Name of child/Date of birth
- Address of child
- Phone number of child
- Name of parents or guardians
- Address of parents or guardians
- Phone number of parents or guardians
- Relevant information such as: physical or behavioral indicators, nature and extent of injury, maltreatment or neglect
- Exact description of what the reporter has observed
- Time and date of incident
- Information about previous injuries, if any
- Circumstances under which reporter learned of abuse
- Name of any person suspected of causing injury
- Any information reporter believes would be helpful
- Any action taken to help or treat the child
- Seek medical attention for the child – if needed

Mandated reporters must report orally to DCF or a law enforcement agency within 12 hours of suspecting that a child has been abused or neglected. Within 48 hours of making the report, the mandated reporter must submit a written report (DCF – 136) to DCF.

Staff are protected by law from discrimination or retaliation for reporting suspected abuse or neglect (CT General Statutes, Section 17a-101e). All phone calls to DCF shall be documented and kept on file at the Center. A copy of all statements from staff and the DCF-136 shall also be kept on file.

4. Lilypad Family Daycare staff including administration supports a zero tolerance for abuse and neglect and will implement immediate action should there be an allegation that a staff member abused or neglected a child.

The administration will always protect the child, including immediate notification of a parent or guardian, once there is an allegation of abuse or neglect of a child in our program.

Any staff member accused of abuse or neglect may be immediately removed from his or her position until DCF's investigation is completed. Based on whether the allegations were substantiated or not, the employee would either be dismissed from his/her position or allowed to return to work.

5. Staff Training:

Staff will be required to attend bi-annual staff meetings, held in January and June, focusing on the steps for reporting suspected abuse and neglect and the role of a mandated reporter. All new staff will be trained in these procedures prior to their start in the classroom.

6. A copy of this policy will also be posted on the parent board. When an accusation of abuse or neglect by a staff member is made, the Director will immediately inform the parents or guardians that a report has been made to DCF. Health care officials may need to talk to a child's parents to access the cause of the child's injuries and offer support and guidance.

MEDICAL, DENTAL OR INJURY EMERGENCY PROCEDURE: FAMILY INITIALS: _____ Lilypad Family Daycare main priority is to keep all children safe. As part of our safety measure, our staff has been trained on health and safety protocols. In addition, we perform frequent inspections and maintenance of our facility, playground, and equipment. Despite all our efforts, accidents do happen. If a child is injured during the program hours, the following steps will be taken: If the injury is minor the child will be made comfortable and a staff member certified in first aid will treat. If injury is of a



serious nature and emergency medical care is needed, EMS will be called, and parents will be contacted immediately. If a parent cannot be reached, the staff will take the necessary steps to obtain an ambulance and emergency treatment at a hospital. Please review the waiver and release from liability form that you signed during your child's enrollment. Parents are responsible for all costs involved in emergency medical treatment, including emergency transportation if required. This includes at the facility location or any field trips. Please make sure we have all the updated health and contact including phone number information. LilyPad Family Daycare staff will complete an incident report. Parent or legal guardian must review and sign.

ADMINISTRATION OF MEDICATION: FAMILY INITIALS: ____ In compliance with Public Act 02-84, LilyPad Family Daycare may not deny services to a child who has an allergy or a prescription for an automatic prefilled cartridge injector (such as an epi-pen). LilyPad Family Daycare will provide staff trained in the administration of medications, including the use of automatic prefilled cartridge injectors with a written order from a physician and signed by the parent or guardian. A parent/guardian has the option and is welcome to come to the center to administer medication personally. We request, however, that whenever possible, medication be administered to your child outside the hours your child attends the center. Only those prescription medications that are critical for your child's well being should be administered during program hours.

The center will only administer emergency medications which include prescribed inhalers and premeasured commercially prepared injectable medication (i.e. Epi-pens, Auvi-Q, etc.), non prescription topical medication and EMERGENCY oral medications (i.e. Benadryl). The parental responsibilities include providing the center the proper medication authorization form, and the medication. The medication administration form must be signed by the authorized prescriber and parent/guardian giving the center authorization to administer the medication. This form is available at the center.

The medication authorization form must include information, such as:

- The child's name, address, and birthdate
- The date the medication order was written
- Medication name, dose and method of administration
- Time to be administered and dates to start and end the medication
- Relevant side effects and prescribers plan for management should they occur
- Notation whether the medication is a controlled drug
- Listing of allergies, if any and reactions or negative interactions with foods or drugs
- Specific instructions from prescriber how medication is to be given
- Name, address, telephone number and signature of authorized prescriber ordering the drug
- Name, address, telephone number, signature and relationship to the child of the parents giving permission for the administration of the drug by a staff member.

Please note that there are many variations of the medication administration form that medical providers have access to. It is the parent's responsibility to ensure the medication administration form clearly states that it is for licensed child care centers. Please understand that your child may not be able to attend if he/she does not have the proper authorization.

All medications must be in their original child resistant safety container and clearly labeled with the child's name, name of prescription, date of prescription, and directions for use. Except for nonprescription medications, premeasured commercially prepared injectable medications (i.e. EpiPen's), glucagon and asthma inhalant medications, all medications will be stored in a locked container and, if directed by a manufacturer, refrigerated. Controlled medications will be stored in accordance with 21a-262-10 of the RCSA. Non-prescription topical medications will be stored away from food and inaccessible to children. Staff responsibilities include, but are not limited to, ensuring the medication administration form is complete and that the medication being received matches the medication orders and stored as directed.

The center staff will keep accurate documentation of all medications administered. Included, but not limited in the documentation are:

- Name, address and DOB of the child
- Name of the medication and dosage
- Pharmacy name and prescription number
- Name of authorized prescriber
- The date & time the medication was administered



- The dose that was administered
- The level of cooperation of the child
- Any medications error
- Food and medication allergies
- Signature of the staff administering
- Any comments

Parents will be notified by telephone when/if a child has been administered any prescription medication. Staff are trained in the administration of medication by a physician, physician assistant, APRN, or RN and renewed every three years. Training for premeasured commercially prepared injectable medications is renewed each year. At no time is an untrained staff allowed to administer prescription medications. All unused or expired medication will be returned to the parent/ guardian or disposed of if it is not picked up within one week following the termination or the order, in the presence of at least one witness. The center shall keep a written record of the medications destroyed or when returned and form must be signed by both parties.

PRESCRIPTION: FAMILY INITIALS: _____ An Authorization for the Administration of Medication by Child Care Personnel for all types of medication prescription to be administered must be filled out and signed by the physician and by the parent. One form is required per medication. The medication must be unopened and have the original bottle or packaging and prescription label including: Child's name Dosage/route of administration (mouth, inhalation) Specific time/intervals to be given Current date of order Physician's name and telephone number Individual measuring spoon as may be required with medication. At least one dose must have been administered outside the center without adverse side effects. Even if taken before for another illness. Any unused medication will be promptly returned to the parent after completion of treatment or will be destroyed within one week of termination of the order if not picked up.

NON-PRESCRIPTION-TOPICAL: FAMILY INITIALS: _____ The teachers will administer sunscreen, SPF 15 or higher and insect repellent (if containing DEET, it will be 10% or less concentration of DEET) with a completed Authorization for Non-Prescription Topical Ointment form signed by the parent or guardian. Sun block, insect repellent, diaper ointments without any medication and lip balms must be labeled with your child's name. One form is required per medication. The medication must be unopened and have the original bottle or packaging and prescription label including: Child's name Dosage/route of administration (diaper area). Any diaper creams containing medication such as nystatin, lotrimin, etc. will require a PCP order. Parents are responsible for reading the label of any medicine or creams over the counter, if the items contain any type of medication it will require a PCP order.

MEDICATION EXCLUSION: FAMILY INITIALS: _____ Lilypad Family Daycare reserves the right to deny application of certain medications unless the medications are those needed for an emergency. Medications that are not applied topically, taken orally, inhaled, intranasal or intra-aurally (in the ear) must be discussed with the director and the health consultant before the child comes to the program. The health consultant is responsible for obtaining special permission from the Office of Early Childhood. The child will not be able to attend the program until the staff is appropriately trained in the medical care of the child unless a parent or guardian is willing to stay in the center while the child is in attendance.

MEDICAL REQUIREMENTS: FAMILY INITIALS: _____ The Office of Early Childhood requires that each child enrolled at Lilypad Family Daycare have an up-to-date health assessment medical form signed and dated by a Physician (MD or DO), Physician Assistant (PA) or an Advanced Practice Registered Nurse (ARNP), with the date of the last exam. This will be kept in the child's file. A new form will be required each year on the date of the last physical for preschool children. Children under 3 years of age must provide documentation from the physician regarding their required immunizations. We cannot accept a child without the proper medical forms/immunizations. If your child does not have a physician or health insurance, please contact the Department of Social Services or HUSKY.

All students must have a signed "Authorization for Medical Attention" form on file to participate in the program that gives staff trained in first aid permission to administer aid or obtain care from a licensed physician or dentist if an emergency should arise. This form also gives permission to the staff to have a child transported to a medical facility by police or an ambulance.

Per the State of CT OEC, the operator shall admit no child to a child day care center or group day care home unless such child's parent(s) furnishes documentation of age-appropriate immunization, immunization-in-progress or exemption from



immunization as specified in subdivision (3) of this subsection. No child shall be permitted to continue to attend a child day care center or group day care home for more than thirty (30) days unless such child continues to meet said requirements of subdivision (3) of this subsection.

If a child does not have their physical up to date and vaccinations including the flu shot. The child will not be able to continue in our program until all the paperwork is submitted to the Director, no exceptions. Parents and legal guardians are responsible for keeping up with their child's physical exam including vaccinations. The program is not responsible for reminding parents or guardians about when a physical exam, a medication including paperwork or vaccination is due. As a courtesy, the program might send an email with a reminder, but the program is not obligated to do so.

EMERGENCY PLANS 19a-79-3a(d)(4)

MEDICAL: FAMILY INITIALS: _____

The following are the required components for our non-emergency, emergency or illness plan and procedures:

- **PROCEDURE FOR A MINOR INJURY:** If the injury is minor and it does not require medical attention the child will be made comfortable and a staff member certified in first aid will treat.
- **PROCEDURES FOR MEDICAL CARE OR ACCIDENT EMERGENCY:** If injury is of a serious nature and/or not life threatening but requires medical attention a staff member certified in first aid will treat while another staff, contact (911) EMS and parents and/or alternate pick-up person immediately. If a family or alternate pickup cannot be reached, the staff will take the necessary steps to obtain an ambulance and emergency treatment at a hospital. In addition, the staff will be bringing with them the child's emergency form. A staff member will always be with the child until the parent or alternate pick-up-authorized person meets the child at the emergency room. If required, additional staff will be called in to cover to ensure the classroom is in ratio.
- **PROCEDURES FOR ILLNESS:** In the event a child becomes ill while at the Center, the child will be moved to a designated area where the child will be made comfortable. The child's family or emergency authorized pick-up person will be notified to pick up within a half an hour. Attempts to contact the family will be made until a staff member speaks to the child's family and confirmation for pick up is made. A staff person will remain with the child until the family or emergency pick-up authorized person picks up the child. Depending on the illness, the child might not be able to return to the center unless a doctor's note has been provided. If an outbreak occurs, the Program will notify the parents via as a posting on your child's classroom door. Any child contracting a contagious illness must have a doctor's note stating the illness the child has and when the child may return to the program.

Parents must advise staff of any physical or emotional conditions for which their child is being treated, particularly when the child is using mood-altering medications. Other physical conditions that staff should be made aware of would be, but is not limited to, allergies, asthma, etc.

Parents should notify staff of any medications taken at home prior to arriving at the center so that in case of an emergency the staff is aware of any medication. Child may not attend if he/she has any of the following symptoms:

- Fever of 100 degrees or above, with or without accompanying symptoms
- Too sick to participate normally in the day's activities, including going outside
- Any diarrhea
- Any vomiting
- Abdominal pain
- Unexplained rash
- Excessive cold symptoms- cough, sneeze, constant runny nose
- Other unexplained pain or discomfort or listlessness
- Lice/ringworm/scabies

Your child may return when:

- Fever: less than 100 degrees for 24 hours without fever reducing medications
- Chicken pox (varicella): when all lesions have scabbed over (usually 7-10 days)
- Bacterial Conjunctivitis (Pink eye): 24 hours after treatment starts
- Strep throat/scarlet fever: 24 hours after treatment starts



- Ear infection: when a child is on medication 24 hours and drinking/eating/sleeping normally
 - Impetigo: 24 hours after treatment starts
 - Diarrhea: 24 hours diarrhea free
 - Vomiting: 24 hours vomit free
 - Lice: treated and deemed nit-free by Health Consultant, MD, PA, or APRN
 - Ringworm/scabies: please consult us about proper treatment and then the child may return the day after the child starts treatment. If the ringworm can be covered by a bandage, the child may return immediately after treatment has started
- **DESIGNATION OF A LICENSED PHYSICIAN OR HOSPITAL EMERGENCY SERVICE TO BE AVAILABLE:** Attempts will be made to consult with the child's physician/dentist provided on the emergency form. If neither is available, the program's medical nurse consultants will be contacted.
 - **TRANSPORTATION OF MEDICAL SERVICES:** For extreme emergencies, 911 will be called. An ambulance will take the child and a staff member to the nearest hospital. The staff member will remain with the child until the child family has arrived at the hospital. The child's emergency permission form will be brought with them.
 - **NOTIFICATION OF PARENTS OR LEGAL GUARDIANS:** In the event of an emergency, the family or emergency authorized pick-up person listed on the emergency form will be notified immediately. Attempts to contact the family will be made until a staff member speaks to the child's family and confirmation for pick up is made.
 - Lilypad Family Daycare staff or administration is not responsible for any medical cost including transportation, approving any medical procedures or signing any medical forms at the hospital as stated on the Lilypad Family Daycare liability form.

FIRE: FAMILY INITIALS: _____

The following are the required components and procedures in case of a fire:

- **IDENTIFICATION OF MEANS OF EGRESS:** In the event of a fire, evacuation from the building will be through the closest fire exits. The center has a sketch of the facility, noting evacuation routes, at the two exits.
- **ROLES AND RESPONSIBILITIES OF STAFF:** The director or designated staff will be responsible for supervising the children under their care and leading them to the fire exit. The staff will be responsible for taking the following: sign-in and out sheets or make available the computer access to such documentation, portable first aid kit bag, cell phone and emergency binders with them. All staff including assistant teachers will be working as a team and are responsible for the safety of the children.

Immediately, all groups will walk to the designated area safely away from the building, and line up to take a name to face attendance. The Director will work with the New Haven Community Emergency Response Team to assess the situation and advise if it is safe to return to the building.

- **DESIGNATED SAFE PLACE FOR RECONVENING:** If it is not possible to return to the building; the staff will walk the children safely to designated safe place. Families or authorized emergency pick-up people will be notified immediately after everyone is safe to pick up their child.
- **NOTIFICATION TO PARENTS AND RELEASING OF A CHILD(REN):** Parents, legal guardian or designee authorized pick-up person listed on the child's emergency form will be notified as soon as the children are safe. All children will remain in their designated area until the child's family or a designated authorized pick-up person listed on the child's emergency form arrives. Anyone who is authorized to pick up the child must have a government issued photo ID to ensure we are releasing the child to the proper authority.
- Families will be asked to be patient and understanding with the child's release process to help ensure the safety of all the children.



WEATHER: FAMILY INITIALS: _____

The following are the required components for our evacuation plan and procedures:

- **CLOSINGS:** On snow days, or during other hazardous weather emergencies, the program will follow the New Haven Public School closing schedule, except for delays and early dismissals. Parents will be notified via announcements on channel 8 school closing or telephone) or to pick up their children due to delay or early closing. Parents also are encouraged to listen to radio stations. All staff are always required to maintain ratios and must have (2) two staff over the age of 18 years old to be with the children until all children are picked up.
- **SAFE LOCATION:** In the event of other serious weather emergencies, such as tornadoes or hurricanes or explosions, staff will gather all the children inside, close and lock all doors to protect from the threat outside. Staff will turn off heating, cooling, fans or ventilation systems-anything that can ignite and cause a spark.
- Staff will be on hand to administer first aid, as needed, until emergency personnel can arrive.
- No one will be allowed to enter or leave the building until emergency personnel determine the area is "all clear".
- **NOTIFICATION OF PARENTS OR LEGAL GUARDIANS:** In the event of a closing, early dismissal or an emergency, the family or emergency authorized pickup person will be notified after immediate danger has passed. Attempts to contact the family will be made until a staff member speaks to the child's family and confirmation for pick up is made. The child will be moved to a designated area where the child will be made comfortable. A staff person will remain with the child until the family or emergency pick-up authorized person picks up the child.

EVACUATION: FAMILY INITIALS: _____

- In the event of an evacuation, the Director or designated staff will make a quick assessment of the situation and of any injuries to children or staff. The staff will make sure the evacuation route is clear of obstructions, take attendance sheets, children's emergency medical and contact information, cell phone and supplies. If possible and time allows, have children take jackets/coats. In addition, the staff will assemble all the children to ensure all are accounted for and keep everyone calm for an orderly exit. One designated staff i.e. Director, Head Teacher, or Lead Teacher will lead, and one will follow the children out of the building. As soon as we are outside, we will re-assemble at our predetermined site. If safe to return, reassemble children inside and take attendance.

In addition to the above, the following are the required components for our evacuation plan and procedures:

- **TRANSPORTATION:** In an emergency which requires us to evacuate the building, please realize that the children may be transported to and released from an alternate location within the city of New Haven. The New Haven Community Emergency Response Team (CERT) has been contacted in advance.
- **LOCATION OF AN ALTERNATE SHELTER:** The decision to keep LilyPad Family Daycare children at the center or transport them to a designated location (designated area instructed by the New Haven Community Response Team) will be based upon the nature of the emergency, the availability of transportation, and environmental conditions. Every reasonable effort will be made to communicate our actions without jeopardizing the safety of our children and staff or compromising our emergency response efforts. All designated staff are responsible to take a name to face attendance.
- **COMMUNITY RESOURCES AVAILABLE:** The New Haven Community Emergency Response Team has been contacted in advance.
- **NOTIFICATION OF PARENTS OR LEGAL GUARDIANS:** If children are kept at the center or released from the center for any reason you will be notified as soon as possible. Listen to local radio stations or WTNH Channel 8 for emergency announcements. Please do not come to LilyPad Family Daycare until directed to do so by the center administration staff.
- **RELEASING OF A CHILD (REN):** All children will remain in their designated area until the child's family or a designated authorized pick-up person listed on the child's emergency form arrives. Anyone who is authorized to pick up the child must have a government issued photo ID to ensure we are releasing the child to the proper authority.



- All staff are always required to maintain ratios and must have (2) two staff over the age of 18 years old to be with the children until all children are picked up. Families will be asked to be patient and understanding with the child's release process to help ensure the safety of all the children.
- Please do not call the center. Telephone lines will be needed for emergency communication. Lilypad Family Daycare also engages in a variety of emergency response drills throughout the year. These actions will test our response efforts and ensure the children are familiar with our procedures.

EMERGENCY RECOVERY PLAN: FAMILY INITIALS: _____

1. Families will be notified when the emergency is over, and/or what procedure they will be utilizing when picking up their children. Children will be accompanied by program staff until they are reunited with their families. 2. The Director and The New Haven Community Emergency Response Team will assess the impact of the disaster or emergency and determine if the program can remain open in its location or identify the need for an alternate location. 3. The Director will notify any vendors, utilities, local resources if assistance is required for repair or re-establish operations. 4. If the center phone line is not available due to a power outage, parents, families, legal guardians, or emergency contact will be notified by staff personal cell phones.

Please note that if there is a power outage, our center phones will not work. Therefore, staff cell phones will be utilized to contact the parent or emergency contact person.

LIABILITY RELEASE: FAMILY INITIALS: _____

The undersigned(s) being the lawful parent(s) and/or guardian(s) of the above child, hereby consent to the participation by the child in all child care activities conducted by Lilypad Family Daycare and to the participation of the child in all events related to say activities.

The undersigned hereby further authorize(s) any of the staff, employees, agents and representatives of Lilypad Family Daycare to provide for, approve and authorize any health care at any hospital, emergency room, doctor's office or other institution, employ any physicians, dentists, nurses, paramedics or other person whose services may be needed for such health care, review and if necessary disclose the contents of any medical records, execute any consent form required by medical, dental or other health authorities incident to the provision of medical, surgical, or dental care to the child. Health care shall include, but not be limited to the administration of anesthesia, x-ray, examination, and performance of operations, diagnostic and other procedures.

Parents are responsible for all the medical costs. The undersigned(s) hereby further authorize(s) emergency transportation by ambulance or any other emergency vehicle. If there is no medical emergency, the child care/preschool staff will first use reasonable efforts to contact the parent(s) and /or guardian(s) before administering or authorizing any treatment. In addition, the director and/or school nurse has consent to contact my child's physician, nurse, or any doctor concerning my child's health. This will include any necessary disclosure contents of any medical records. Notwithstanding other provisions in this consent form, Lilypad Family Daycare shall not have the authority to withhold or withdraw life-sustaining procedures for the child.

Lilypad Family Daycare is well child-proofed, and the children are consistently well supervised. However, accidents do happen. The undersigned(s) assume(s) all risk of injury or harm to the child associated with participation in the child care and agree(s) to release, indemnify, defend and forever discharge Lilypad Family Daycare and it's staff, employees, and agents of and from all liability, claims, demands, damages, costs, expenses, actions and causes of action in respect of death, injury, loss or damage to the child, or by the child, howsoever caused, arising or to arise by reason of or during the child's participation in the child care. This includes inside the center/playground/out of the center/walks/and/or field trips or any other location.



PARENT AGREEMENT & CONTRACT-(19a-79-3a(d)(7)

Parent/Legal Guardian Full Name: _____

CONTRACT ADHERENCE: FAMILY INITIALS: _____

The parent agreement and contract begin or began on the first day of initial payment and enrollment. The contracts end on the last date of enrollment. By reviewing this parent handbook, you agree to the facility policies and procedures outlined. We understand that this might be a lot of information for you to read but it is an integral part of our program. So, please keep your parent handbook including holiday and recess closing schedule accessible so you can periodically review our policies and procedures as necessary. We reserve the right to amend any portion of the Parent-Provider Contract/Enrollment Application, and Parent Handbook at any time. When we do make a change to the contract you will be given a copy.

CONFIDENTIALITY: FAMILY INITIALS: _____

Confidentiality is practiced all the time. Information about children in the programs will not be discussed among staff or other parents or in front of child/children. We hold any information you share with us to enable us to better meet your child/children’s needs in the strictest confidence. This applies to information you share in written or verbally. Staff and volunteers must be professional and protect the rights and privacy of the children and families regarding confidential matters. All financial information will be kept confidential between the program administration and the families.

PARENT AGREEMENT: FAMILY INITIALS: _____

The parent handbook describes important information about Lilypad Family Daycare policies, procedures and state regulation. Therefore, it is imperative for all parents and legal guardians to follow policies. I understand that I should consult management regarding any questions not answered in the handbook. Since the information, policies, and procedures described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only Lilypad Family Daycare Management can adopt any revisions to the policies in this handbook. I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it. In addition, I understand that the contract/agreement is in effect as soon as it is signed. If I decide to withdraw my child after the provisional 30 days enrollment trial period (only for new families) that I will notify Lilypad Family Daycare in writing 30 days in advance, if not all tuition for this period will be due immediately. I am also fully responsible for all weekly tuition payments including early drop off, late pick up or late payment fees including but not limited to attorney & collections fees. By signing this parent agreement, I _____ acknowledge that Lilypad Family Daycare has discussed all policies, procedures, state regulations including the behavior/discipline management plan and liability waiver release.

Child’s Full Name (Print): _____ DOB: ____ / ____ / ____
First and Last Name

Child’s Full Name (Print): _____ DOB: ____ / ____ / ____
First and Last Name

Parent Full Name: _____ Date: _____

Parent Full Signature: _____

Director Signature: _____ Date: _____

FOR OFFICE ONLY: An electronic copy of this Lilypad Family Daycare Parent Handbook Center Policies, Procedures and State Regulations will be emailed to the parent or legal guardian and a signed copy will be kept in the child’s file record Lilypad Family Daycare.