

Here For You

Child Development Center

Parent & Family Handbook



5 Locations- (1)

Here For You 1

5625 Manchester Road
New Franklin, OH 44319
330-882-5300

Michelle@hereforyoucdc.com

Here For You 2

7641 Wales Road NW
Canton, OH 44720
330-499-1473

Melissa@hereforyoucdc.com

Here For You 3

250 S. Canal St.
Canal Fulton, OH 44614
330-854-9069

Kaitlyn@hereforyoucdc.com

Here For You 4

5781 Manchester Road
New Franklin, OH 44319
330-529-4005

Autumn@hereforyoucdc.com

Here For You 5

101 Tremont Ave.
Massillon, OH 44646
330-880-0131

Angie@hereforyoucdc.com

Here For You

Tax I.D. 26-4171248

Welcome to *Here For You* child development center. This handbook contains information regarding the program we offer. It is very important that you read this handbook and keep it in a safe place to refer when you have questions. We hope this will answer many of the questions you will have regarding *Here For You*.

General Information

Philosophy and Goals (2)

Here For You was established to provide quality, loving care for families and children. We recognize the importance of relationships and how potential grows with security. We will provide a stimulating environment where children will be encouraged to expand their understanding of the world. We will encourage mental, physical and emotional growth in a safe and loving environment. Thank you for sharing your child's excitement to learn and love of life with us.

Here For You has developed a place that fosters cognitive and social development while supporting social conscience and community strength. We are a faith based program.

Hours and Days of Operation (3)

Hours of operation: Hours of operation may to less based on enrollment need

Manchester – 6:45 AM to 6:00 PM

Grace School Age Program – 6:30 AM to 6:30 PM, location open on Manchester Local school days

Jackson – 7:00 AM to 6:00 PM

Canal Fulton – 6:00 AM to 6:30 PM

Massillon – 6:30 AM to 6:00 PM

All centers are open Monday through Friday. The center will be closed on the following holidays: Memorial Day, Fourth of July, Labor Day, Thanksgiving, the Friday after Thanksgiving, Christmas Eve, Christmas day, New Year's Eve and New Year's Day. Full tuition is due for the weeks in which these holidays fall, as staff are given them as paid holidays.

Daily Schedules and Curriculum

The High Scope curriculum is used by our teachers for children 6 weeks old through Kindergarten. The Infant and Toddler guidelines and Early Learning Assessments approved by Ohio are used to support and assess the direction of developmental teaching in the classrooms. The ASQ is a screening we use to identify

developmental needs and growth. These tools are used to present information at parent teacher conferences at least twice per year. As children go on to Kindergarten, our teachers partner with the school system and share portfolios, assessments and screenings. School age programs use the CINCY curriculum and the Ohio standards to guide lesson plans and activity plans.

The children’s daily schedule is flexible enough to provide adaptability when necessary but structured enough to provide predictability for the children. We want them to view their school as a safe and comforting place, where they know what to expect. The following is an example by age group.

Infants and younger toddlers go on their own schedule. They nap when tired, eat when hungry and play and engage with other children and teachers when they want to interact. Infant diapers (6 weeks through 12 months) are checked every hour and changed when wet or soiled. Toddler diapers (13 months through 30 months) are checked every two hours and changed when wet or soiled. Teachers plan developmentally appropriate activities for each child. Lesson plans range from individual to gradually adding group activities based on developmental ability.

Older Toddlers/Preschool/school age on non-school days – These groups will have access to the bathroom for toileting and hand washing as needed and on a regular bases.

Nap time is an important time of day for children. It is a time for them to rest, have quiet talks with teachers and organize their thoughts. Our routine allows for children to unwind and enjoy the quiet time. Children who do not nap will be given quiet activities to do on their cot after an appropriate time of resting quietly.

6:00 – 8:30	Arrival and structured free choice activities
8:30 – 9:00	Snack/quiet activities
9:00 – 9:20	Group Time and plan for the day
9:20 – 10:30	Learning centers
10:30 – 11:00	Outside time (temperature of 25 degrees through 90 degrees)
11:00 – 12:00	Lunch
12:00 – 12:30	Clean up and get ready for nap
12:30 – 2:30	Books and stories/nap time/quiet activities
2:30 – 3:00	Clean up from nap time
3:00 – 3:30	Snack/Nutrition and Health
4:00 – 4:30	Gross Motor
4:30 – 6:30	Learning centers and pick up
Times may vary by classroom and program	

Nutritious snacks will consist of:

At least one food from two of the basic food groups:

1. Meat or meat alternative
2. Bread/Grain
3. Fruit/Vegetable
4. Milk

Outdoor Play (6)

Outdoor play will be included in our program daily. We will limit the amount of time outside when temperatures are very warm or very cold. Children will be taken outside when the temperature is between 25 degrees and 90 degrees (wind chill and heat index factored). Adjustments for other weather conditions (i.e. pollen count, electrical storms, rain and ice) will be made as needed. Parents should always assume that the children will play outside and dress them accordingly.

Parent Opportunities (8)

Here For You has many ways for parents to participate in center activities. We have a phones at each location, facebook page, e-mail, notes to teachers and administrators and access to virtual meetings.

Here For You teachers are available to discuss a child's progress. Due to staff responsibilities, parents are asked to make appointments with staff. Teachers request conferences twice per year to discuss educational plans for your child. Meetings are available through virtual platforms.

All levels of administration are available to parents. Please feel free to call the center for concerns or problems. If the situation is not resolved to your satisfaction, please,

call Willa Smith at 330-283-2927.

Please feel free to bring concerns up when they occur. Often they can be addressed when they are little problems, before they grow into bigger problems. Communication is the key to good relationships.

Payment schedules (9)

Tuition/Fees and Payment Policies

[Please see rates attached.](#)

Here For You reserves the right to charge \$15 per 15-minute increment, per child, if children are not picked up by closing time. That charge must be paid before children may return to school.

There is an annual registration fee per family of \$45.00. This fee is due at the time of annual update of enrollment forms.

With written notice to center director, families are permitted 2 weeks of vacation per session.

HFY reserves the right to charge extra for field trips.

The Here For You multi-child policy is as follows:

To better service a single-family household with the costs associated with care for multiple children, Here For You CDC will adhere to the following rate policy.

These discounts apply when students attend full time.

- ❖ The First child will be charged at full rate. Here For You CDC reserves the right to establish “first child” status based on factors of time spent at center and age of child.
- ❖ The Second child will be charged at full rate minus 10%.
- ❖ Additional children will be charged at full rate minus 25% each.

If family has established outside funding such as Title XX, CSB reimbursement or scholarships, full rates or program contracted rates will apply. Family is responsible to pay co-payments per program regulations.

Multi-child discount does not apply to children attending at a minimum weekly charge or under 20 hours per week.

****Tuition and Co-Pays are due on the Friday before service. If not received by the following Tuesday at close of business day, there will be a \$15.00 late fee assessed and service will be in jeopardy. Please contact school Director or Mrs. Mary if you have questions. *****

Withdrawal from Program: Parents wishing to withdraw their child(ren) may do so at any time but we do request a one-week notice.

Nursing mothers (11)

At this time there are no accommodations in our buildings for nursing/pumping. These activities will have to be done off site. When this changes there will be an addendum to this policy.

Center Policies and Procedures

Admission (1)

To enroll your child in our program you will need to make time to sit and review enrollment information with the director. A child is considered initially enrolled only after space in the program has been confirmed, registration fees have been turned in, the parent handbook is reviewed with the parent, all paperwork is turned in and reviewed by administration. The forms needed include:

- Child Enrollment And Health Information For Child Care (JFS 01234 Eff. 12/2016)

- Child Medical Statement for Childcare (JFS 01305 Eff. 12/2016) within 30 days

- A current copy of your child's shot record for children not in Kindergarten or above.

Children will not be able to participate in the program without the recommended immunizations (2)

- Photo Release (accepted or refused)

- Routine field trip forms

- Family Information for SUTQ (JFS 01511 Eff. 10/2014)

If your child has any special instructions for medical/physical care (i.e. special diet requirements, food supplements, maintenance medication, inhaler, allergy, seizures, or other conditions that need to be monitored)

- Child Medical/Physical Care Plan for Child Care (JFS 01236 Eff. 12/2016)

- Request for Administration of Medication for Child Care (JFS 01217 Eff. 12/2016) for any medication or topical ointments like diaper cream

If your child is under 12 months

- Basic Infant Information for Child Care (JFS 01218 Eff. 12/2016)

All forms are reviewed and/or updated annually and continued enrollment is contingent on receipt of updated paperwork before it expires yearly.

Attendance (3)

The major responsibility of the staff is to ensure the health and safety of each child entrusted in our care. Staff persons are alert to the safety needs of the children, anticipate possible hazards, and take necessary appropriate precautionary and preventative measures.

Arrival/Departure: Parents are required to call the center phone number and wait for a staff member to come get the child(ren) from the parent. The parent will sign their child in on the tablet before the staff member can take children into the program. Any special messages, medication information, special pick-up notes, etc. are to be given to the staff at sign-in. Children may not be dropped off at the building entrance

or sent into the building alone. At the time of pick up, the parent will call the center to let staff know they are there and staff will bring the child to the parent. Parents are responsible for supervision of their child before sign in and at the time of sign out.

Attendance/Absent days: Parents are expected to call the center phone number for any changes in their child(ren's) schedule. This includes, but is not limited to, if their child will not be attending on a regularly scheduled day, if drop off or pick up times are changed. Parents can expect a call from the center to check in if the child does not arrive or is not picked up as expected.

Release of a Child: Staff will release children only to persons on the release form provided by the parents. If an emergency arises the parent must provide a written, signed note giving the person permission to pick-up their child. Staff will check ID's of anyone they do not recognize. Please let people know about this ahead of time so they bring their picture ID and they are not offended by the request. The children's safety is our priority. Staff will not release children to anyone, including parents, which appear to be under the influence of drugs or alcohol. Emergency contacts will be called to transport the child home. Police will be notified as necessary.

Custody Agreements: If there are custody issues involved with your child, you must provide the center with court papers indicating who has permission to pick up the child. The center may not deny a parent access to their child without proper documentation.

Children arriving to the center from other programs: At times it may be necessary for a child to arrive at the center from another program. If a child is scheduled to arrive and does not, we will first contact the parent to confirm that the child is scheduled to be at the center that day, and then contact the program that they are to have arrived from. We will then consult with the parent to determine further action. For this reason, it is very important that ***parents contact the center when their child is not going to be attending.***

Supervision and child guidance (4)

Supervision of Children 6 weeks through Pre-Kindergarten: At no time will a child be left unattended. Staff will supervise children at all times, including nap time. If a child becomes ill, they may be isolated in a section of the room not in use or in the office but the child will always be within sight and hearing of a staff member.

Supervision of School Age Children: School age children may run errands inside the building, play or use the restroom alone or in groups of no more than six children without adult supervision if the following conditions are met – Children are within hearing or sight of a teacher, the teacher visually checks on the children regularly until they return and – the area is for the exclusive use of the center.

Guidance Policy : Here For You staff members believe that helping children learn self-control is very important. Our hope is that each child will learn self-discipline through careful guidance and role modeling. Your child will be treated with love and respect always. When children are treated with respect, they learn to respect others. Realistic reinforcement (verbalizing actions without judgment) and positive redirection (verbalizing a positive alternative) will be used to guide the children. Each child will be made aware of the positive expectations of school. Children who are over stimulated will be given a place to regain control and discuss other options with an adult so the outcome is closer to what is expected. Staff will NOT impose punishment for failure to eat or sleep. At no time is physical punishment acceptable. This discipline policy applies to all staff and parents while they are at the center.

If a situation arises where a child is consistently endangering himself, peers or staff, it may become necessary to help parents find a more appropriate setting for the child. Every attempt will be made to work with the parents and child to correct the behavior. However, the safety of children is always our primary concern. The administrator will be in communication with the parents prior to any request for changes.

If the child demonstrates behavior that requires frequent “extra attention” from staff, we may choose to develop and implement a behavior management plan. This plan would be developed in consultation with parents and would be consistent with the requirements of Rule 5101-2-12-19 OAC. If plans are not successful then we will make every effort to help find a more appropriate location

Inclement Weather: On rare occasions, it may be necessary to close the center due to poor weather conditions. We will make every effort to open our doors at normal times. If circumstances should arise for closure or delay watch Fox 8 TV or listen to radio station 1590 WAKR. Centers are usually open and offer school age child care on snow days and non-school days. Parents need to contact the director to enroll in these programs.

School Delays/Cancellations: Our program will operate a full day program for school age children when school is closed for vacation, delays, or cancellations. Children who attend the before and after school program will get first choice of available spaces and then it will be a first come first serve. All registration rules apply to these days. Ask the director for details.

Transitioning: When your child is ready to transition to another group, center staff will discuss the change and write up a formal plan. The plan will include a start and end date as well as a transition schedule. If a parent would like a classroom change, they may discuss the request with the director.

Child Abuse Reporting: All staff members are mandatory reporters of child abuse/neglect. If staff suspects that a child is being abused or neglected, they **MUST** make a report to the local children’s services agency. The safety of the children is always our first concern.

Food and dietary policy (5)

Parents will provide lunches for children that do not require heating or other preparation. On the meal and snack insert there are guidelines for proper lunch components. Parents will be contacted as to the shortage on the day it happens. If a parent does not supply sufficient food for the day, as required by the Ohio licensing rules, then Here For You will supplement the lunch at a cost of \$3.00 per supplement as needed.

Management of Illness (6)

Here For You provides children with a clean and healthy environment. If this is your child's first group care experience, it is possible that they may experience more frequent illnesses in the beginning before their immune system becomes more active. We observe all children as they enter the program to quickly assess their general health. Children will have their temperature taken at the time of drop off. We ask that you not bring a sick child to the center. They will be sent home to be more comfortable. Please plan and have a backup care plan in place if you are not able to take time off work/school.

A child with any of the following symptoms will be immediately isolated and discharged to the parent or emergency contact:

Temperature of 100 degrees F will be sent home

Diarrhea (more than two abnormally loose stool within a 24-hour period)

Severe coughing (causing the child to become red in the face or to make a whooping sound)

Difficult or rapid breathing

Yellowish skin or eyes

Redness of the eye, obvious discharge, matted eyelashes, burning, itching

Untreated skin patches, unusual spots or rash

Unusually dark urine or grey or white stool

Stiff neck with elevated temperature

Evidence of untreated lice, scabies, or other parasitic infestation

Vomiting more than once or when accompanied by any other sign of illness

Sore throat or difficulty swallowing

Any child demonstrating signs of illness not listed above will be isolated and carefully observed for symptoms. The parent will be notified and if a child does not feel well enough to participate in center

activities the parent will be called to pick up the child. Anytime a child is isolated they will be kept within sight and hearing of a staff member. The cot and any linen used will be washed and disinfected before being used again.

Parents will be notified by a sign posted at the drop off location if children have been exposed to a communicable illness. Children will be readmitted to the center after at least 24 hours of being free of fever and other symptoms or they are no longer contagious. If they are not symptom free a doctor's note will be required stating that the child is not contagious. Please see the communicable disease chart posted at drop off location if you have questions regarding symptoms your child is displaying.

Incidents/Accidents/Emergencies (7)

The center has devised several procedures to follow if an emergency would occur while a child is in the center's care. In the event of a fire or tornado, staff would follow the written instructions posted in each classroom, describing emergency evacuation routes, and the procedures to be followed to assure that children have arrived at the designated spot. To prepare children for the unlikely need to evacuate, the center does conduct monthly fire drills, monthly weather drills and quarterly lock down drills.

A sign will be posted on the main entrance of the center indicating that we have evacuated and the location children can be picked up and phone numbers where we can be reached. Parents will also be contacted as soon as possible to get instructions for pick up via phone or other communication modes available. If a parent cannot be reached, we will contact the emergency contacts as listed on your child's enrollment information.

In the unlikely event, there would be an environmental threat or a threat of violence, the staff will: secure the children in the safest location possible, contact and follow the directions given by the proper authorities and contact the parents as soon as the situation allows by phone or other communication mode available. An incident report would also be provided to the parents.

There is always at least one staff member present that has received training in First Aid, Communicable Disease, Child Abuse recognition and CPR. In the case of a minor accident/injury staff will administer basic first aid and TLC. If the injury/illness is more serious, first aid will be administered and the parents will be contacted immediately to assist in deciding an appropriate course of action. If any injury/illness is life threatening, the EMS will be contacted, parents will be notified, and a staff member will accompany the child with all available health records. Staff will not transport children in their vehicles. Only parents or EMS will transport. The center will not provide service to families who refuse to grant consent for transportation to the source of emergency treatment.

An incident/injury report will be completed, and given to the person picking up the child, on the day of the incident/injury, if any of the following occur: the child has an illness, accident, or injury which requires first

aid; the child receives a bump or blow to the head; the child has to be transported by emergency squad; or an unusual or unexpected event occurs which jeopardized the safety of the child.

Administration of medication (8)

In order for Here For You staff to administer medication you need to plan. Call the center to let us know your child will need medication while in our care so we can have the appropriate paperwork ready and staff available so you can explain how to administer. No expired medication will be stored at Here For You.

The center will administer **prescription medication** to a child only:

- After the parent has administered the first dose to watch for reactions for 12 hours
- The proper Form (JFS 01217) has been completed
- The medication is given to the director or designee in its original container to be administered as stated on the medication label
- Medications will be given to the office and stored

The center will administer **over the counter medication** to a child only:

- After the parent has administered the first dose to watch for reactions for at least 12 hours
- The proper Form (JFS 01217) has been completed
- The medication is given to the Director or designee in its original container to be administered as stated on the medication label
- The medication is not to reduce fevers over 101.4 F

Ointments needed for children (i.e. diaper rash cream, lotions for dry skin, etc.) can be administered at the center if the JFS 01217 form is filled out without a physician's signature if the ointment is used exactly as manufacture recommends. Ointments must be in the original container and labeled with the child's name.

School age children will be permitted to maintain control of their rescue medications and ointments. Parents must sign the JFS 01217 stating that they are permitting their child to have access at all times. The child must keep items on his/her person at all times. It may **not** be stored in a cubby or book bag. Anytime the child is unable to maintain control of the item, it must be handed directly to the staff member responsible for the child.

Food Supplements or Modified Diets: If your child requires a food supplement (thickeners or additives) or a modified diet that restricts one or more food groups, you must fill out a JFS 01217 and have your physician sign in box 2.

Fieldtrips/Transportation of Children (9)

Emergency transport: The center will not transport children in emergency situations. If a child requires transportation, the parent and/or the emergency squad will be contacted. Here For You will not serve children if the parent(s) does not grant Here For You CDC permission to transport a child to the source of emergency treatment. For the safety and comfort of the child, a staff member familiar to the child will remain with the child until parents/guardians arrive.

Field Trips: All transportation for center field trips will be contracted with a private bus service. Before leaving the center, a count will be taken and matched with the field trip attendance sheet. Upon arrival at the destination, another head count will occur to assure that all the children have arrived safely. This process will be repeated when it is time to return to the center. During the field trip each child will be assigned to a supervising adult. Before any child participates in either a routine trip or a field trip, the center will obtain written permission from the parents/guardians.

Water Activities (10)

Here For You does not participate in swimming activities. We will use water in depths less than 18" for play in classrooms and on playgrounds. Please have extra clothes available.

Napping and Resting (12)

Nap time is an important time of day for children. It is a time for them to rest, have quiet talks with teachers and organize their thoughts. Our routine allows for children to unwind and enjoy the quiet time. Children who do not nap will be given quiet activities to do on their cot after an appropriate time of resting quietly. Infants and young toddlers will nap when tired.

Operations or closing operations (14)

Inclement Weather: On rare occasions, it may be necessary to close the center due to poor weather conditions. We will make every effort to open our doors at normal times. If circumstances should arise for closure or delay watch Fox 8 TV or listen to radio station 1590 WAKR. Centers are usually open and offer school age child care on snow days and non-school days. Parents need to contact the director to enroll in these programs.

School Delays/Cancellations: Our program will operate a full day program for school age children when school is closed for vacation, delays, or cancellations. Children who attend the before and after school program will get first choice of available spaces and then it will be a first come first serve. All registration rules apply to these days. Ask the director for details.

Closing the program for other factors: If the program must be shut down for any other reason the center will communicate with families via e-mail, phone call, or other prearranged methods.

Disenrollment of a child (15)

The Center reserves the right to disenroll a child under certain conditions. Although every effort will be made to continue a good relationship with families, there are times when our program is not the best fit for a child or family. The following is not an all inclusive list but is meant to be a guide on situations that may necessitate disenrollment. Final disenrollment decisions will be made in collaboration with administrators of the program and families.

Parent(s) and/or child is grossly disrespectful to company or staff

Parent(s) do not follow through with behavior plans and/or extra supports for behavior management creating an unsafe environment for others

Non-payment of tuition

The parent(s) or child create a harmful environment of others

Updated paperwork (enrollment forms, medical statements, immunization records, etc.) are not turned in by expiration dates

Resolving problems (16)

Parents and employees need to resolve problems as they arise. Conflict resolution can be hard so here are the steps At Here For You to resolve conflicts.

First – Speak directly to the person you are in conflict with to resolve the problem. Speaking calmly and clearly about the issue will usually make it so a resolution can be found. Respect from the person with the conflict and the person receiving the information must be present for this to work

Second – If the two in conflict cannot resolve the problem then ask the next higher person in authority to join the conversation to support conflict resolution. Continue to move forward with authority structure until a resolution is found.

Here For You's structure of authority is teaching staff then directors, and then CEO/CFO. It will be understood that involving the next level of authority is not to erode communication and authority but to support communication and conflict resolution.

Transportation to source of emergency care (17)

Here For You will not provide care for children whose parents refuse to grant consent for transportation to source of emergency care. In an emergency, the staff will follow procedures to call 911 and parents to get children the care they require.

Formal Assessments (18)

Here For You conducts formal and informal assessments on enrolled children. This information is made available to ODJFS pursuant to Chapter 5101:2-17 (Step Up To Quality rules) of the Administrative Code.

Additional Information

What Not To Wear: Dress clothing should not be worn to school. Please send children to school in clothing that can get dirty and is comfortable. Children are going to be given many opportunities daily to practice self help skills that will be messy.

What to bring to school: ALL items from home will be marked with the child's name for proper identification

Infants – clean bottles with formula or breast milk for the day's consumption, baby food, diapers, wipes, several sets of clean clothes, sleep sack, extra shoes/socks

Toddlers – diapers, wipes, several sets of clean clothes, blanket for nap time. IF POTTY TRAINING – bring a large supply of underwear, extra clothes and a pair of plastic shoes like crocs or sandals, extra shoes and socks

Pre-school and Pre-Kindergarten – two sets of clothes that can be kept at school in case of spills or accidents, blanket for nap, extra shoes and socks

School age – all electronic devices should be charged for the day. To limit playing on devices the children will not be allowed to recharge personal devices during the day. Extra shoes and at least one extra set of clothes in case of messes.

Thankfulness for all the Lord provides will be celebrated daily with prayer, songs, dance and stories.

Appendix C to rule 5101:2-12-07

Center Parent Information

The center is licensed to operate legally by the Ohio Department of Job and Family Services. This license is posted in a noticeable place for review.

A toll-free telephone number is listed on the center's license and may be used to report a suspected violation of the licensing law or administrative rules. The licensing rules governing child care are available for review at the center.

The administrator and each employee of the center is required, under Section 2151.421 of the Ohio Revised Code, to report their suspicions of child abuse or child neglect to the local public children's services agency.

Any parent of a child enrolled in the center shall be permitted unlimited access to the center during all hours of operation for the purpose of contacting their children, evaluating the care provided by the center or evaluating the premises. Upon entering the premises, the parent, or guardian shall notify the Administrator of his/her presence.

The administrator's hours of availability and child/staff ratios are posted in a noticeable place in the center for review.

The licensing record, including licensing inspection reports, complaint investigation reports, and evaluation forms from the building and fire departments, is available for review upon written request from the Ohio department of job and family services.

It is unlawful for the center to discriminate in the enrollment of children upon the basis of race, color, religion, sex or national origin or disability in violation of the Americans with Disabilities Act of 1990, 104 Stat. 32, 42 U.S.C. 12101 et seq.

For more information about child care licensing requirements as well as how to apply for child care assistance, Medicaid health screenings and early intervention services for your child, please visit <http://jfs.ohio.gov/cdc/families.stm>

List of Attachments:

Price sheet by center that includes meal service options.