

America's Best
Childcare and
Learning Center



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Family Handbook

Welcome to America's Best Childcare and Learning Center!

We're delighted that you have selected our center to provide care for your child and we're looking forward to getting to know you and your child better. Owners Faith & Peter Thayer provide families three high quality, Christian based center options: Silver Lake, Everett Mall, and Marysville. The centers exist to provide families safe, fun and nurturing childcare experience; one that celebrates the uniqueness of each child, empowers children to explore life as it unfolds, and sets the path for life-long learning.

Our team members believe that learning and growing for the young child should be a fun experience. Playing is, after all, a child's "work"; we do everything within our power to create a safe and secure environment in which your child can enjoy learning and developing. The environment and program have been carefully planned to be what you want for your child: a comfortable, caring environment where children can play, learn, develop and grow safely and happily. Welcome to our family!

This handbook summarizes helpful information and highlights our policies. You're encouraged to keep it on hand and use it as a reference guide. It is not intended to take the place of open, personal communication. Please promptly voice any questions, concerns or ideas you may have with the Center Director.

Registration

Washington state law & center policies require that the following be on record with the provider BEFORE care begins:

Fully Completed Enrollment Agreement: Child Information, Family Information, Emergency Contact & Release Information, Medical Information, Health & Dental Care Provider Information, Date of Last Physical Exam Developmental History, Rate Agreement & Contract, Fee Policy, Emergency Treatment Authorization

Health Care Plan (If Needed): Allergy, Food Intolerance, Asthma, and/or Behavioral

CAFP EIEA: Food Program Enrollment Application

Registration Fee & Initial Tuition

Medically Verified Immunization Record : CIS certificate of Immunization printed from MyIR, or CIS printed from Washington State Immunization Information System, or CIS Physician Signed or CIS completed by parent with Medical Records Attached

Prior to attendance ABC shall receive registration fee & at a minimum the first week of tuition (non-refundable). If you are reserving a future space, there will be a \$150 (non-refundable) holding fee to be applied towards the first week of attendance. If childcare is paid through DSHS or other subsidy source a childcare authorization must be on file before admission.

Information on all forms MUST be kept current. It is the responsibility of the parent/legal guardian to IMMEDIATELY notify the center of any changes/updates. The provider reserves the right to make changes to the body of the contract, as the need may arise. This means that, while the normal contract renewal time is September of each calendar year, the contracts may be amended and renewed at any time during the year, at the discretion of management.

Things Your Child Will Need in the Center Based Program

1. Diapers (if not potty training) or Pull-Ups (if in the potty-training stages but not fully potty trained)
Diaper changes usually occur at 9AM, 12PM, 3PM, 5PM, and as needed. NO DIAPERS – pull-ups only – for preschool aged attendees. Diapering & toileting procedures are carefully followed, as outlined in the Health Plan. The center provides wipes and gloves for the staff.
2. FULL Change of Clothing appropriate for the season with your child's name on the tags is required daily. Failure to provide this could result in being sent home.
3. Weather appropriate outerwear and shoes are required daily for all ages.
 - We venture out daily. Failure to provide could result in being sent home.
 - Children are expected to arrive properly dressed for the day. No pajamas – with the exception of theme days. Shoes must be worn daily.
4. Undershorts – in addition to underwear – must be worn under dresses. NO jumpsuits or clothing requiring preschool aged children to “undress” to use bathroom. NO pant or short overalls for preschool aged children. Children need to be able to pull pants/undies down and pull back on without teacher assistance.
5. Please bring a clean fitted crib-sized sheet and small blanket for rest time every Monday AM. You will take these home each week for laundering. There is a \$10 per week laundry fee if the center provides either.
6. You may provide a small “love-y” if your child needs one to assist with falling asleep (teddy bear, etc.).
7. Due to space constraints and health & safety codes, no diaper bags or tote bags.
8. Due to space constraints and health & safety codes, no car seats or booster seats inside of building.
9. All items are expected to be labeled and storable within the child’s individual cubbies. All items must fit in cubby: change of clothing, small blanket, crib-sized sheet and lovey.
 - **Please Label All Of Your Child’s Belongings**
 - **Please Do Not Send Your Child With Food, Candy, Gum, Drink Or Toys.**

Because our classrooms are well equipped and the program is structured with instructional, interactive, and fun activities for children of all abilities to engage in, we ask that children leave all toys at home. These become a problem when they get lost or broken or when other children want to play with them. Play guns, weapons and other toys that encourage aggressive play are never welcome in our classrooms. We are trying to build cooperation and concern for one another in our school. Here are some suggestions for how to say “no” to your child in a positive way, when your child wants to bring toys to ABC:

- “A.B.C has lots of school toys. This is a home toy.”
- “I will keep this toy safe for you, at home or in the car, until you leave ABC.”

Hours of Operation

- Our Silver Lake location is open Monday through Friday, 5:30 AM to 6:00 PM

Closures: Holidays & Professional Training

There are zero deductions for Holiday, Training, or Weather/Environmental related closures. If the Holiday falls on a weekend, it will be observed on the Friday before or Monday after respectively, on the day most commonly observed by government agencies.

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|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|-------------------------------------|
| • New Year’s Day – Jan | • Labor Day – Sept | • Christmas Day – Dec |
| • Martin Luther King Jr. Day – Jan | • Veterans Day – Nov | • We Close at 4PM on New Year’s Eve |
| • Presidents Day – Feb | • Thanksgiving & Day After Thanksgiving – Nov | |
| • Memorial Day – May | • Christmas Eve – Dec | |
| • Juneteenth – June | | |
| • July 4 th – July | | |
| • We are also closed Five Professional Training Days, per calendar year, five single days, two are typically scheduled in December, usually the second Monday of December, and December 24 th . | | |

Inclement Weather Policy

Our centers follow the LOCAL SCHOOL SYSTEM schedule to guide decisions regarding weather related closures and delays. If the local school district is on delayed start, our center hours will likely be 8:00AM to 4:00PM. When the local school district experiences a weather related closure day, our center hours will typically be 8:00AM to 4:00PM. However, if the schools are closed and we feel that it is NOT safe to be open, or staff are unable to safely come in, we may close. Occasionally, due to safety concerns, it is necessary to close early, if not scheduled in advance parents will be contacted. Please pay attention to announcements at the sign-in/out area. Be sure to check the center’s Facebook page regarding weather related operating changes.

Adjustment

Your child’s adjustment is important to everyone. A two-week trial period will give us the opportunity to observe if the center is a good fit. During the trial period all rules, regulations, and responsibilities outlined in the enrollment agreement and in family handbook will be enforced – excepting the 2 week termination clause. Either party may terminate at will. Should the parent/guardian choose to continue care at the end of the trial period all rules pertaining to termination will be immediately effective.

Drop-off and Pick-up

All children in attendance must be escorted into and out of the childcare facility by their parent/guardian and KEPT with Parent unless in teacher care. As required by DCYF, THE PARENT/GUARDIAN MUST SIGN EACH CHILD IN AT THE BEGINNING OF THE DAY AND OUT AT THE END OF THE DAY, STATING TIME IN/OUT AND USING FULL

SIGNATURE. Failure to comply may result in a \$25.00 fee, per occurrence. Continual failure to comply with these procedures will result in termination of care. Children will only be released to their parents/ guardians and other people designated by the parents on the child's enrollment agreement. Please inform the director if a new person should be added to that list. Teachers will ask to see a Driver's license of anyone they do not recognize before releasing the child. Children in attendance are expected to be in good health and able to fully participate in the planned activities- indoors and outdoors.

Teachers do a quick well child check observation at drop-off, documenting noticeable bruises, scratches, etc. If your child had an accident overnight or over the weekend and they have bumps and bruises, or they ran a fever or they had a bad night or weekend, please report this to your child's teacher. Staff are required to document intake observations.

Regarding Release of children to anyone whose behavior may place the children at immediate risk:

If the parent or guardian picking up the child demonstrates behavior that is of concern (appears to be under the influence of drugs or alcohol, exhibits threatening behavior or does not have a car seat in their vehicle), staff must try to talk to the parent about making other arrangements, but may not refuse to release the child to his parent or legal guardian. They must inform the person that they will immediately call the police because the child could be at risk. If the person with questionable behavior is NOT the parent or guardian, staff will immediately call the police and notify the parent of the concern. These situations will also be reported to CPS intake.

Attendance

It is important that your child ARRIVES ON TIME and attends every day that they are scheduled. Attendance is not required, but for your child to benefit from the services and instruction we offer, regular and prompt attendance is beneficial. Children respond well to the daily structure and routine and this expectancy allows them to perform at their optimal level. If there is an interruption in the child's daily schedule, they may have a difficult time responding to the daily activities and routines that are provided in the Center Based classrooms. Please make sure that your child receives a good night's sleep. Children that are tired do not respond well to center daily activities and routines and do not receive the full benefits from the instruction provided.

Please inform the center, PRIOR to your usual drop-off time if your child will be absent or arriving late. We enforce a 10:00AM rule. If your child will be arriving AFTER 10:00, you MUST call the office to let us know that your child will be late, and whether to include your child in the lunch count. Otherwise, we may not have enough lunch for your child and care will be cancelled for that day. Children are considered absent for the day at 10:00AM. Our classroom teacher's work very hard to implement structure and routine for your children and as you can imagine, when children arrive late, the classroom routine is disrupted. Additionally, because our program builds on skills learned, if your child is consistently arriving late they may miss important and valuable classroom instruction or activities.

Prompt pickup at the time you listed at enrollment is important. Staffing is based on the number of children we expect to have. Please notify the office when your child will not be attending whether due to illness or other family matter.

Promptly inform the center of any illness or contagious disease your child might have which could affect the other children in attendance. If your child is sent home due to possible COVID symptoms, he/she will be excluded from care a minimum of 72 hours. If your child is sent home for fever, vomiting, or diarrhea, they will not be able to attend the following day, and need to be fever/vomit/diarrhea free for at least 24 hours prior to return to care.

House Rules

There are rules established that lessen the risk of injury to persons or personal property. Adherence to rules are essential in order to ensure a safe and efficient center environment. The HOUSE RULES are to be respected by the children in care at ALL TIMES, including when parent is present. Please do not permit your child to ignore or disobey these rules in your presence. House rules are to be respected by any person dropping off or picking up a child. Failure to comply will result in being asked to leave the premises. Continual inappropriate behavior will result in a ban from the premises and immediate termination of care.

IF YOU ARE UNCOMFORTABLE WITH OUR RULES, YOU SHOULD CONSIDER LOOKING FOR A DIFFERENT
CHILDCARE FACILITY.

House Rules

1. There is NO RUNNING anywhere inside the building, in the parking lot, and/or on walkways
2. There is NO PLAYING on the staircase, in the foyer, in the parking lot, or on walkways.
3. There will be NO THROWING inside the building.
4. Parking lots, walkways ARE NOT play zones. Keep your child in reach and safe. Be respectful of site parking expectations and be alert.
5. At Drop-Off Parent/Guardian shall escort child into building, Sign-In, AND immediately escort child to teacher/class. Do NOT allow children to get into/access toys in closed classrooms.
6. Children ARE NOT allowed to enter door code or touch the attendance iPad.
7. At Pick-up Parent/Guardian must sign child out, inform teacher child is leaving, and then KEEP CHILD with you AT ALL TIMES. Do NOT allow children to get into/access toys in closed classrooms.
8. We ask that parents please DO NOT send your child with food, candy, drink or toys.
 - a. Valuable, fragile, or irreplaceable items CANNOT be guaranteed to return in the same condition.
9. We provide USDA approved meals and snacks – no food is to be brought from home unless preapproved for Birthdays or other Special Occasions, or as needed for food allergy/intolerance situations.
 - a. Special occasion/Birthday contributions must be store purchased, in original packaging.
10. No GUM chewing, lollipops, or other candy.
11. Children are not allowed to walk around in the classroom with food, drink, Sippy cups, or bottles. Please do not bring children into the center with food in their mouth or holding food, drink, candy.
12. Until your child has been accident free for two weeks, including nap time, you must provide pull ups. If your child has an accident, you must provide pull ups until the child is accident free for two weeks.
13. Crude, vulgar, and obscene language is not acceptable.
14. Abuse of furniture, program toys, etc. is not tolerated. The expense to repair or replace will be charged to the parent/guardian.

Proper Dress

Children are expected to arrive DRESSED FOR THE DAY. Children attending the program need to dress appropriately, wearing comfortable, PLAY-INTENDED casual clothing they can freely play in. Following the belief that children learn best through active involved play, our teachers plan instructional, play based learning activities using a variety of materials. In addition, we have outdoor play and gross motor play that requires free movement and involves sand and water play. Staff are not allowed to exclude children from sensory activities. Play can be messy! Please be sure your child is dressed appropriately for the season. We offer outside time every day, weather permitting. Flip flops and/or sandals might not be appropriate, due to play chips. Shoes must be able to stay on feet while running on the playground. No slippers intended for indoor wear. Properly fitted slip on shoes, tie shoes and/or Velcro shoes with socks are encouraged. Please also be sure your child has a FULL change of clothing –DAILY – appropriate for the current season in the classroom cubby. No jumpsuits or overalls for preschool aged children. Dresses must be worn with undershorts.

Philosophy and Curriculum

Teachers at America's Best | Another Best Childcare and Learning Center Inc. seek to be in tune to each child's cues and attentive to their individual needs. Activities are planned to engage the child's interest. Tone of voice is an important consideration in our approach to working with young children. Our classroom environments are set up to be developmentally appropriate for all children that we serve. Our equipment is child friendly and promotes learning through play. We use many sensory activities throughout the day, including child-directed art activities. These activities provide learning approaches aimed at the child's needs. Play is a vital part of your child's day. Play activities influence your child's total growth, including: physical, mental, cognitive, emotional and social development. For children, play is their work. It gives them a sense of accomplishment and purpose. Children's play is an activity; it does not necessarily result in a product. It may be built around toys and tools or it may involve nothing more than the child's imagination.

Our constructive approaches to learning are:

1. The expectation of the child is age appropriate and at their developmental level.
2. Staff recognize that all children are not the same and they implement/adopt learning styles appropriate for each child.
3. Staff use specific age appropriate directions and often use language expansion or sign when giving directions.
4. Staff use encouraging, positive statements.
5. Staff are role models and teach social interactions, manners, etiquette, cleanliness, health, and safety.
6. Staff are consistent in their responses and give the children clear expectations.
7. Staff give children time to talk and listen.
8. Staff attempt to understand the child's feelings and home environment.
9. Staff encourage independence and exploration while maintaining appropriate classroom structure & routine.

Daily Schedule

Your child's classroom teacher prepares structured daily lesson plans that address all aspects of children's development. Teachers post the schedule and weekly lesson plans inside the classroom so you can stay in touch with the routines and weekly curriculum. Each day, children will engage in structured plans that address each area of their development: Gross Motor, Fine Motor, Cognitive, Social/ Emotional, Adaptive/ Self-Help, Communication, Language, Art, Music, and more! Children also learn sign language, simplistic Spanish – colors, numbers. We value manners and other life skills. The weekly curriculum is based off units of study and/or themes.

Rest

Children 5 years and younger, will be offered a rest period. Children 29 months and younger are allowed to follow their own sleep patterns. Center wide quiet time is mandatory and scheduled 1 to 3 daily. In order to maintain a quiet environment, we do not allow drop offs or visits during that time frame.

Nutrition

Meals

A.B.C participates in the USDA Child Food Program (CACFP). Meals are made available to enrolled children. CACFP requires the following food to be served to ensure adequate nutritional options are available:

- Breakfast: Fluid Milk, Vegetables or Fruits, Grains or Protein Substitute
- Lunch: Fluid Milk, Meat/Meat Alternative, Vegetables, Fruit or Addition Vegetable, and Grain
- Snack: Two of Five Components: Fluid Milk, Meat/Meat Alternative, Vegetables, Fruits, Grains

The CACFP requires that all enrolled families complete an Enrollment Income Eligibility form at the time of registration and on an annual basis. The information provided is confidential. Our centers serve breakfast to those arriving prior to 9:45 AM. Lunch is scheduled at noon, with toddlers sometimes eating prior, depending on need. Afternoon snack is usually near

3:00PM. Children arriving back from elementary school will be offered meals. We operate with a 4 week menu rotation. Menus are posted. Meals are served proportioned. After children receive initial portions they can ask for more if still hungry. While children are encouraged to try the various foods served, they are not required to eat anything they choose not to eat.

USDA

The center participates in the United States Department of Agriculture Child and Adult Food Program. In accordance with Federal law and US Department of Agriculture (USDA) policy, this institution is prohibited from discriminating on the basis of race, color, national origin, gender, age, or disability. The USDA prohibits discrimination against its customers. If you believe you experienced discrimination when obtaining services from USDA, participating in a USDA program, or participating in a program that receives financial assistance from USDA, you may file a complaint with USDA. Information about how to file a discrimination complaint is available from the Office of the Assistant Secretary for Civil Rights. To file a complaint of discrimination, complete, sign and mail a program discrimination complaint form, available at any USDA office location or online at www.ascr.usda.gov, or write to USDA, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250.

Food Allergies & intolerances

For a child who has a food allergy, a food allergy/intolerance form must be completed by the child's health care provider. This form provides the center with information regarding food that can be safely substituted for an offending food. Substitutes for offending foods must be of equal nutritional value and must meet the required USDA food component. If medication is required please complete the Allergy and Anaphylaxis Emergency Plan. Health care provider contribution and signatures are required on both forms. If your child has Asthma or other conditions requiring emergent medicine, please provide a health care plan from your licensed health care provider, and complete the necessary medication permission forms.

Note: According to the CACFP, some milk substitutions are not considered a credible source of milk. To be credited, milk, or the non-dairy beverage offered, must be nutritionally equivalent to milk and meet the nutritional standards set by the USDA. A statement signed by a medical doctor may be requested for some milk substitutions.

Health and Safety

America's Best | Another Best Childcare and Learning Center Inc. takes priority in maintaining a safe and healthy environment. Washing hands is an important part of our routine. All children and staff are required to wash their hands upon arrival, before meals, after meals, after outdoor play, and after diapering or toilet use. Each staff member is certified in Adult/Child/Infant CPR and First Aid. In addition, comprehensive training is required for all staff in the areas of fire safety, severe weather safety, national alert safety, and blood borne pathogens/infectious and contagious disease control. Monthly fire drills are performed, and severe weather drills and/or lockdowns are practiced quarterly. Smoke alarms and emergency lights are checked monthly.

All children must have a current health and immunization record on file in order to attend. Records must be current, and children must continue to have annual physicals. Children must have at least one phone number in our records for emergencies. Addresses, phone numbers, and guardianship status must be updated in the event of any changes. If your child had an accident / incident overnight or over the weekend and they have bumps and/or bruises, or they ran a fever or they had a challenging night or weekend, please report this to your child's teacher. Staff are required to document intake observations.

Children may attend childcare without one or more immunizations in the following situations:

- With a written statement from a health care provider that the child is scheduled to receive the immunizations.
- For homeless or foster children if the child's family, case worker, or health care provider provides written documentation that the records are in the process of being obtained.

- With a completed Medical Exemption section of the Certificate of Exemption form, signed by both the parent and health care practitioner.
- With a completed Religious Membership Exemption section of the Certificate of Exemption form, signed by the parent. This exemption type is only used when the religious belief does not allow for any medical treatment, therefore no health care practitioner signature is required.
- With a completed Personal/Philosophical Exemption section of the Certificate of Exemption form, signed by both the parent and health care practitioner. A personal exemption is not permitted for the Measles, Mumps, and Rubella immunization requirement.

Toilet Training Policies

We will work with you and your child when they are ready to start toilet training. Each child is different and ready for toilet training at different times. You will be responsible for providing pull-ups, underwear, waterproof covers and 4 extra sets of clothing each day during this process. Children in the toilet training processes MUST wear pull down bottom garments (ie: no diapers or suspenders). Parents must FIRST work at home on toilet training. Center staff will continue with the training as your child is ready.

- Until your child has been accident free for two weeks, including nap time, you must provide pull ups.
- Children cannot wear underwear to the center until they have been COMPLETELY accident free AT THE CENTER for two full weeks. This is an absolute non-negotiable policy.

It is important to note that at the center, preschool children are in a 1:10 ratio, whereas at home you often can provide one-to-one assistance. Additionally at school there are many distractions. Please be patient as toilet training can take some time depending on each individual child.

We have set up policies that maintain infection control standards for the child care and protect the carpet, furniture, and inventory of the center. We must have higher standards than a parent has at home to avoid having to do frequent carpet and furniture cleaning and replacements. Your cooperation is most appreciated.

Sometimes accidents aren't immediately discovered and they end up wetting down their leg and soaking their socks. There are multiple kids in the room. Once the child sits down or walks around a bit in the room you quickly have an entire room with urine soaked footsteps and big soaked spots. It only takes a few moments of free playing to cover the room completely. The kids play and lay directly on the flooring. When children soil their underwear it is a very big mess to clean up. Often the poop will soak thru their clothes and cause the same problems the pee accidents cause.

When an accident is discovered, the entire room has to be cleaned. Once urine gets into the carpet pad it is nearly impossible to clean it down to the pad with regular carpet cleaners. It can require professional cleaning. Having the carpet done professionally is very expensive and hard on the carpet.

Tooth Brushing

Washington State requires that licensed childcare providers offer tooth-brushing activities to children each day. Our goal will be to include developmentally appropriate daily oral health activities in a variety of forms: books, brushing model teeth, songs, and discussing healthy eating habits. Washington State has implied that childcare centers try to participate in actual tooth brushing. As the parent/guardian, you can opt in or opt out of tooth brushing. Please complete the applicable section on the Enrollment Agreement and let us know if you have any questions or comments. If you "Opt -Out", tooth brushing activities will occur at home. If you "Opt-In" A.B.C requires the following: A single use disposable toothbrush and a single use disposable cup must be brought in each day as there will be no storage of toothbrushes on site, and all used tooth brushes will be disposed of immediately. Failure to bring a disposable toothbrush or disposable cup will result in a \$10 per occurrence fee. The tooth brushing will only be performed upon arrival at the center, with the parent/guardian present, near a designated waste receptacle. The cup (for spitting) and toothbrush will be disposed immediately following tooth brushing, to prevent cross contamination. Activity will occur without use of toothpaste.

Illness

If you feel that your child is too sick to play outside, then he/she MUST remain at home.

Parent/Guardian will be notified to pick-up children who have conditions that require temporary exclusions. Children requiring exclusion MUST BE PROMPTLY PICKED UP: within ½ hour, or the center will charge \$15. per hour fee, and ultimately may result in a call to CPS – neglect. If your child is ill or has a temporary condition (such as recent surgery) for which he/she does not appear to function well throughout the day (is fussy, irritable, cannot participate and/or is in pain), we request that he/she remain at home for the duration of his/her illness or recovery. If your child has had surgery, they will need a release from the doctor to return to school and provide a list of limitations, if any. Please do not give your child medication to lower their fever and then send them to school. Their fever will come back before the school day is over and they are still contagious. If your child has run a temperature, or has increased diarrhea, they must be fever and/or diarrhea free for 24 hours before returning to the center.

Conditions That Require Temporary Exclusions

- Illness or extreme tiredness which prevents the child from participating comfortably in activities as determined by this program
- Illness resulting in a greater need for care than the staff can provide without compromising the health and safety of other children
- Child appears severely ill
- 99 degrees F temperature or higher, taken under the armpit and behavior changes or symptoms such as sore throat, excessive sneezing and/or coughing, rash, vomiting, or diarrhea
- Increased diarrhea (more than one instance) or blood in stools
- Vomiting in the previous 24 hours
- Abdominal pain that continues for more than 2 hours
- Mouth sores with drooling
- Rash with fever and behavioral changes
- Pink or red conjunctiva with white or yellow mucus drainage, matted eyelids
- Tuberculosis
- Impetigo until 24 hours after treatment and wounds KEPT covered
- STREP until 24 hours after treatment
- Head lice until after treatments and no lice or nits present
- Scabies until treatment has begun

Medication

We will administer prescription medication to children in our care under the following conditions:

With written approval of parent/person/agency having authority by court order to approve medical care.

- Written approval will be on the Authorization and Instructions Medication Form
- Form will be kept at center

Medications must be in the original container, labeled with: child's first and last name, date the prescription was filled or medication expiration date, legible instructions for administration on the label or as authorized in writing by a health care provider.

We will administer the listed non-prescription medication to children in our care under the following conditions:

Antihistamines, Non-Aspirin fever reducers/pain relievers, non-narcotic cough suppressants, decongestants, anti-itch

ointments or lotions intended specifically to relieve itching, diaper ointments intended for use in the diaper area, and sunscreen

With written approval of parent/person/agency having authority by court order to approve medical care.

- Written approval will be on the Authorization and Instructions Medication Form
- Form will be kept at center

When required on the label, health care provider written authorization must be provided

Only at the dose, duration and method of administration specified on the manufacturer label for the age and weight of the child needing the medication.

Sunscreen

During warmer months, parents are asked to apply sunscreen onto child, prior to arrival at the center. Parents are also asked to seasonally provide a full bottle of Sunscreen with UVA and UVB protection of at least SPF 15 or higher, and the container should be clearly labeled with child's name. Each child enrolled shall have his/her own sunscreen bottle. Parents should also provide a written request for sunscreen (forms are available in the office) to be applied.

Guidance Techniques | Behavior

America's Best | Another Best Childcare and Learning Center Inc. staff use guidance and positive behavior management and reinforcement techniques. A.B.C strives to provide an environment where every child feels respected, nurtured, and successful on a daily basis. While we allow the children to discover, explore, and learn through play, we have a responsibility to provide them with support through the use of positive guidance techniques and the implementation of appropriate limits. Children become more successful and confident as they develop internal control of their own behaviors, which means they don't have to constantly rely on teachers or other adults to remind them what is appropriate and what is not appropriate. The goal of positive guidance is to build self-discipline and self-control in children. We strive to help children understand that they are responsible for their own behavior and that their behavior affects other people. We also help children realize that while they are not responsible for the behaviors of other people, they do share the responsibility for creating a community of peace, harmony, and respect. Our teachers are reminded to maintain a loving tone of voice and to be thoughtful of what each interaction communicates to the child.

Positive guidance techniques that A.B.C encourages include: • Clarification of expectations • Setting limits • Positive phrasing of instructions • Providing realistic choices • Recognition of positive behaviors • Encouragement • Helping children identify and talk about feelings • Redirecting into appropriate activities or behaviors • Modeling of appropriate behaviors • Ignoring non-violent, non-threatening behaviors whenever possible • Engaging in problem-solving strategies to identify possible solutions to a conflict.

Classroom guidance techniques influence children's behavior. Every effort will be made to monitor children's activities and behaviors at all times, however, disruptive behaviors can happen no matter how closely children are supervised. No child enrolled in A.B.C will be permitted to behave in a manner that may hurt him/herself, another person (child or adult), or damage property. We will endeavor to guide children in such a way as to help them develop self-control of their behaviors without damaging self-esteem. This will include discussing problem behavior and giving age-appropriate reasons why a certain behavior is not appropriate; the behavior will be labeled inappropriate instead of the child. Alternatives to the inappropriate behavior will be offered to help each child know what is expected and how to be successful.

If necessary, a child may be temporarily removed from the other children or activities, for a calming or reset period, but will always remain under the supervision of a staff member. Once the child is ready, he/she will be given every opportunity to try again with appropriate guidance for success. Children will be given encouragement and respect.

Positive guidance strategies usually are effective in resolving tense situations with children. Time out may be an appropriate solution, but it will only be used as a last resort and for a very limited time. When time out is implemented, it will be no longer than one minute for each year of age or developmental level of your child. The staff will explain to the child in terms

they can understand why time-out is being used and that the behavior is unacceptable. It will also be explained that there are consequences for unacceptable behavior.

If a child becomes physically aggressive, or continues to behave in an unsafe manner, a teacher may physically remove the child to a less stimulating environment. Staff will remain calm and use a calm voice when directing or removing the child. Physical removal of a child is determined by that child's ability to walk. If the child is willing and able to walk, staff may hold the child's hand and walk him or her away from the situation. If the child is not willing or able to walk, staff may pick the child up and remove him or her to a quiet place where the child cannot hurt themselves or others.

If a child is unable to gain control and requires more individual attention than can be given within child-to-staff ratios, you may be asked to come and pick up your child immediately. The Director will decide the duration of the suspension / reset period. Fees may apply if a child is not picked up in a timely manner. Repeated aggressive behavior can result in a suspension or disenrollment. Children who are sent home for the day, suspended for 1 day or more, or expelled for behavioral issues will NOT be eligible for a tuition refund for the time care is not provided.

When a parent/guardian is advised of behavior challenges, it is vital for the parent to intervene, or care may have to be discontinued.

At no time will staff or parents at A.B.C be allowed to use any form of corporal punishment or engage in any form of injurious treatment to children. This includes, but is not limited to hitting, shaking, spanking, slapping, jerking, biting, pinching, pulling hair, kicking, or any other means of inflicting physical pain. These forms of punishment are generally considered child abuse. At no time will a child be belittled, frightened, shamed, or threatened as a means of controlling behavior. Strict measures will be taken against any staff member found to be using harsh, extreme, or physical methods of punishment.

Physical Restraint

The use of Physical Restraint at A.B.C will be limited to what is reasonable and necessary to:

- Remove a child who is engaging in behavior that seriously hurts or threatens another person, seriously hurts him/herself, or is destroying property or objects belonging to another person.
- Protect persons on premises from physical danger.
- Obtain possession of a weapon or other dangerous object.
- Protect property from serious damage.

Physical restraint will only be used if a child's safety or the safety of others is threatened and will be: Limited to holding a child as gently as possible to accomplish restraint; Limited to the minimum amount of time necessary to control the situation; Developmentally appropriate; and Only performed by early learning providers trained in a restraint technique pursuant to WAC 110-300-0106(9). If physical restraint is used staff will inform the parent/guardian, send the child home for the day or determined reset period, report the incident to DCYF, assess the incident, document the incident in the child's file, and develop a written behavior plan.

Behavior Plan

If a child continues to display inappropriate behavior we will, with your input, implement a behavior plan. A meeting may be required to prepare the plan together, and recommendations for referrals to behavior specialist may be a result of the plan. To ensure the effectiveness of the behavior plan, it must also be implemented in your home.

Termination

An early learning provider may terminate childcare services, without notice, due to that child's parent or guardian's inability to meet the expectations and requirements of the early learning program. Expectations and requirements of the program may include: unpaid bills, continual late arrivals, or a parent, guardian, or family member's inappropriate or unsafe behavior

in or near early learning program space. If a parent/guardian displays disruptive behavior which affects the integrity of the Center, the Director or Lead in Charge will ask them to leave the Center. It will be up to the discretion of the Director to determine the length of the suspension, from a few hours to permanent termination. In summary we reserve the right to immediately dismiss a family from this Center for the following reasons:

1. Parent/guardian or child displays physical and/or verbal abuse toward staff members, other children or property.
2. Parent/guardian or child jeopardizes the health or safety of other children.
3. Parent/guardian is non-cooperative with staff, operating policies, and admission agreement or becomes delinquent in payment of fees.

Expulsion

Although we pride ourselves on serving a diverse population of children and families, with a wide variety of needs, we cannot maintain enrollment for a child or family who requires more time and attention than we are reasonably able to give within licensed ratios. Although some children may require extra time and attention on occasion, we cannot continue to provide care for a child who frequently or consistently is unable to function within the routine of the classroom, and within the licensed ratio. We are staffed and equipped to deal with age-appropriate behaviors and requirements. However, we are not set up or funded to provide intensive measures such as prolonged one-on-one care. Therefore, behavior that is violent, physically harmful to staff, other children, or property, or is consistently disruptive to normal operations may result in expulsion. Some examples include: a child who needs frequent or constant one-on-one, displays chronic aggressive behavior (beyond what is age-appropriate), cannot manage transitions or the daily routine, cannot function or behave appropriately in a social setting, etc.

A child will be expelled if:

- The child exhibits behavior that presents a serious safety concern for that child or others such as hitting, biting, scratching, head butting, throwing objects, climbing fence, or opening doors or gates.
- The Center is not able to reduce or eliminate the safety concern through reasonable modifications.

If a child is expelled, the center Director will:

- Review the program's expulsion policy with the parent or guardian of the child.
- Provide a record to the parent or guardian about the expulsion and the steps that were taken to avoid expulsion.
- Provide information to the parent or guardian of the child that includes, but is not limited to, community-based resources that may benefit the child.

The center Director will file a report with DCYF when children are expelled. The information will include Child demographic data including, but not limited to, the age, race, ethnicity, and gender of the child; the reason the child was expelled; and the resources that were provided to the parent or guardian of the child.

Biting

Biting occurs in most group settings involving children. While we as educators make every effort to prevent this from happening to your child it is possible that your child will bite or be bitten while in our care. You will always be informed via a written incident from should this occur, whether your child is the victim or perpetrator. Wounds will always be washed with soap and water, cold compress applied. If severe (i.e.: skin is penetrated) the parent/guardian(s) will be phoned, and the perpetrator will be sent home for the day. The perpetrator will be shadowed, but may be terminated if biting continues, or if two incidents of broken skin occur.

Center | Classroom Operations

Consistency of Care Policy

When possible, an early learning provider will be assigned to work with a consistent group of children for much of the day with a goal of building long-term, trusting relationships. When a teacher resigns her position or is moved to another class, we try to make the transition as smooth as possible for the children. When possible parents will be informed of any staffing

changes before, they take place. When possible, the new teacher visits the class while the teacher who is leaving is still there, and every attempt will be made to keep schedule changes to a minimum. As your child grows and matures he or she will transition from one classroom to another. We strive to make these transitions as stress-free as possible for both you and your child. You will be notified in advance if your child will be transitioning to another room. Both classrooms work together to devise a visitation schedule for your child so that they will not be a stranger when they officially move. We follow WAC guidelines for staff to child ratio: 1:7 toddler, 1:10 preschool, and 1:15 school age. As WAC allows, children will be combined at the beginning and end of the day.

Staffing

America's Best | Another Best Childcare and Learning Center Inc. sites are comprised of a director, classroom teachers, and assistant teachers. All staff are trained and experienced to work directly with your child in the classroom. Each staff person has a complete background check prior to employment including fingerprint, criminal, and sex offender's registries. New hire orientation, and extensive training sessions to prepare them for their position in the program are also provided. It is our program goal for all staff to work together as a team and be accommodating to the needs of you and your child.

- Director: Oversees all aspects of the Center Based program.
- Classroom Teachers: Develop and implement classroom programs and curriculum. Document progress and are responsible for the day-to-day functioning of the preschool classrooms.
- Assistant Teachers: Assist the teacher in the daily functions of the classroom. Work in all classrooms assisting with nap, snack prep, and supervision.

Our staff are expected to provide a loving "Home-Like" atmosphere that supports the physical, social, and emotional needs of the children.

Professional Training

Enrichment Training is an on-going requirement of our staff. We regularly attend trainings and seminars on topics specifically relating to the field of early childhood education and special needs. We close the Centers five times per calendar year, allowing staff to meet for companywide training. You will be notified a minimum of 30 days in advance, allowing you to find alternate care for your child. Tuition pays for enrollment, not attendance, so there is no refund, credit, or reduction in tuition costs for absences, vacations, snow days, illnesses, professional training closure, holidays or other instances that a child is not in attendance during her/his regularly scheduled days and times.

Discussions

America's Best | Another Best Childcare and Learning Center Inc. respects the rights of EVERY family and child enrolled. Whether observing, volunteering, or visiting your child's classroom, you will also observe other children as well as program staff. Should there be any concern or questions that you have regarding the care or socialization that your child receives while attending, PLEASE DIRECT ANY CONCERNS TO THE PROGRAM DIRECTOR, rather than in conversations with other parents, staff, or in the community. We cannot discuss other children with you. In order for us to provide the best possible care for your child, it is essential that we have the opportunity to discuss your child's progress and development. Parent/provider conferences are held as needed. Open communication is vital.

Open Door Policy

Our program has an open door policy. Parents are always welcome to visit and volunteer in their child's classroom.

Family Engagement and Partnership

America's Best | Another Best Childcare and Learning Center Inc. offers a "family centered" approach to services, meaning the family is viewed as "the expert" on their child's and family's needs. Families are active participants in all aspects of services and are the ultimate decision makers. America's Best | Another Best Childcare and Learning Center Inc. role as professionals is to work together collaboratively with parents/legal guardians to enhance the strengths of the family and to support the child. In order to understand the "Family Centered" approach to services, it is necessary to define what

strengths and needs are. All families have strengths that can be simply defined as abilities (things we know), capabilities (things we can do), and values (things that have significant meaning/worth). Strengths are what we use to get needs met. Needs are defined as something that is desired or lacking but wanted or required in order to achieve a goal or outcome. Having needs is not perceived as a deficiency or weakness. It is being aware that something should or could be different or knowing that there are resources that are available. With that, families truly are the expert in knowing what their strengths and needs are. If desired, we will provide assistance to locate resources that can assist families with their identified needs. If your child needs services that we do not have readily available, we will try to help you find these services. Simply stated, our goal is to help you meet the needs of your family. We recognize and welcome the diverse community and world in which we live.

In efforts to include all families who are served by our program, below, are some of the ways America's Best | Another Best Childcare and Learning Center Inc. supports English language learners:

- Preparing peers prior to enrollment with discussions about the new child and family enrolling and providing opportunities for the children to learn a few key words of the child's native language
- Using the classroom visual schedule paired with the English word for activities and routines
- Utilizing peers to help promote assimilation into the program
- Sharing with families some of the English songs that are sung in the classroom so they can participate with their child in their home routine singing their child's favorite English songs
- Encouraging the English language learner to share their culture with the staff and children (e.g., counting to 5 or 10 in English and allowing the child to count to 5 or 10 in their home language)

Prohibited Substances

Chapter 70.160 RCW prohibits smoking in public places and places of employment. Our facilities prohibit smoking, vaping, or similar activities on the premises. We prohibit any person from consuming or being under the influence of alcohol on licensed space during business hours. We prohibit any person within licensed space from consuming or being under the influence of illegal drugs or misused prescription drugs. The early learning center prohibits any person from using, consuming, or being under the influence of cannabis in any form on licensed space.

Media

Staff will take photos of your child, for display purposes within the center. This assists toward a sense of belonging, provides and aid for name recognition, and helps the child identify and/or initiate conversations regarding peers. Please indicate that you authorize the use and reproduction of photographs of your child in conjunction with the program. We encourage you to "Like" and "Follow" our Facebook page. This page serves as a good resource for center information, upcoming events, and more. Occasionally photos will be taken of the children at the center for use on our website and/or Facebook. We understand that due to privacy concerns, some families may opt out of photo use on our website and/or Facebook. If you "LIKE" the centers Facebook page, you will receive a one-time credit of \$10. Surveillance methods are in place for management purposes.

Non-Discrimination

It is the policy of our childcare center that no person shall be subjected to discrimination because of race, color, age, national origin, sex, sexual orientation, religion, creed, marital status, disability, Vietnam era veteran status or the presence of any physical, mental, or sensory handicap. This policy applies to every aspect of our childcare program, practices and activities including client services and employment practices.

Religion

We are a Christian based childcare facility. We teach Christian principles and concepts, such as “Do unto Others.....” Christmas is celebrated as Jesus Birthday and Easter as Christ’s Resurrection. We pray before our meals, and we read bible stories. We respect the rights of each individual and their Religion.

Emergency/Disasters

In the event of a life-threatening emergency or major disaster, the parent will be notified as soon as possible. Your child will remain in care until parent/guardian/emergency contact person arrives for your child. Staff are trained for major emergencies/disasters. The Emergency/Disaster plan is available for your review.

Health/Emergency-Disaster/Pesticide/Kindergarten Transition Plans

All policies/plans are stored in the childcare office for review upon request. It is the responsibility of the parent to be informed about policies/plans.

Mandatory Reporter

Early Learning Professionals are required by Washington state law and childcare licensing to timely report to Law Enforcement and/or CPS when there is reason to suspect the occurrence of physical, sexual, or emotional abuse, neglect or exploitation. CPS requires staff to report certain injury observations. Depending on the recommendation of CPS, we may not be able to notify parents about possible suspected child abuse, neglect or exploitation. Please note that staff may take photos of observations and provide to CPS.

Tuition – Fees – Deposit – Payment Options

Prior to attendance the registration enrollment fee and the first week of tuition are due. A \$75.00 registration enrollment fee is due on or before the child’s first day of attendance and every fall thereafter, by September 1st. This fee is non-refundable. Tuition is always paid in advance, prior to care provided. Tuition payments are due IN ADVANCE, by 10:00 AM on your Friday due-day, or the last service day of the week. \$25. late charges are applied at 10AM each Friday. Payments are not accepted on days when the childcare is closed. All payments made to the account balance are first applied to unpaid fees, before being applied to balance for care or co-payment. Payments are not accepted on days when the childcare is closed. All payments made to the account balance are first applied to unpaid fees, before being applied to balance for care or co-payment.

Tuition pays for enrollment, not attendance, so there is no refund, credit, or reduction in tuition costs for absences, vacations, snow days, emergency closures, illnesses, professional training closure, holidays or other instances that a child is not in attendance during her/his regularly scheduled days and times. Methods of payment accepted: checks, money orders, or cash. Cash payments need to be for the exact amount (change will not be given; if change is due, it will be applied as a credit to the next scheduled tuition). Returned checks are subject to a returned check fee as outlined on the Rate Agreement and Contract. Two returned checks will result in the account being termed “cash only” and checks will no longer be accepted.

Tuition, fees, and conditions are subject to change. Rate increases typically occur annually, in September. They’re used to purchase equipment, cots, toys, administrative supplies, and art supplies.

If tuition is past due, the child may be dismissed from the program, and her/his space will be forfeited. A child dismissed from the program for non-payment will be “waitlisted” and allowed to return to the program only after all account balances and all late fees have been paid in full and space is available.

NOTATION: You, as an employee, expect to receive your wages on a specific day/date. You would not appreciate being asked by your employer to wait for your wages, nor would you appreciate being told you had been forgotten and there was no paycheck for you this time. Please offer us the same consideration that you expect from your employer. PLEASE PAY PROMPTLY! Failure to do so could result in termination of care and/or legal action.

Discount

We offer a 5% discount for those paying in advance for the upcoming month. This is due by 10am on the last Friday of the current month. In order to figure the monthly rate, multiply the number of days in the month – excluding Saturdays and Sundays – times your daily rate.

Continuous Enrollment / Enrollment Change

Families are considered enrolled until they give written notice of withdrawing their child(ren). At the end of Summer/Early Fall: families will be asked to indicate their intentions for future enrollment and will update written enrollment information. Once your schedule has been established, you must notify the director a minimum of 2-weeks in advance, in writing, if you wish to change the schedule, and is subject to availability. The center requires advanced written notification (minimum of two weeks in advance) for a change in a child's enrollment schedule or to withdraw a child from care (cancel childcare services). Failure to provide a two-week advance written notice of termination of enrollment will result in a charge to the family's account for two weeks beyond the last day of attendance.

Vacation/Time Off Days

You pay for all 52 weeks in the year. Tuition will be reduced by ½ the weekly rate when vacation time-off is at least 5 consecutive days, and a parent has submitted a two-week notice for the vacation/time-off days – maximum 2 weeks per calendar year. If your child misses more than 5 days a month – excluding vacation/time-off with notice given – you may lose the childcare spot and care may be immediately terminated. If your child fails to attend a minimum of one day per calendar month the center might assume abandonment of enrollment. All outstanding fees will remain due. Payments are due IN ADVANCE, by 10:00 AM on your Friday due day. \$25. late charges are applied at 10AM each Friday. Payments are not accepted on days when the childcare is closed. All payments made to the account balance are first applied to unpaid fees, before being applied to balance for care or co-payment.

Statements

Financial Statements will be provided upon request for the current year.
Any additional years will be subject to a \$50. per hour administration charge.

Overtime

You will be charged overtime when:

- If your child is picked up after the center closing time of 6:00PM
 - Charge is \$25. For the first 15-minute period and \$5.00 for each additional 15 minutes or portion thereof.

ABC closes at 6:00 pm. Staff members work very hard each and every day and want to feel confident that they can leave at 6:00 pm. Although our staff is dedicated, staff members have families, and many have evening commitments; parents who arrive late often interfere with these commitments. Frequently, parents arrive shortly before 6:00 pm and by the time they find a place to park, gather up all of the child's belongings, and chat with the teachers and other parents, it is well past 6:00 pm. Parents who have lengthy departure routines should arrive early so that they can manage to get everything accomplished and still leave before 6:00 pm.

- Please arrive early (5:45 pm.) so that you and your child have enough time to depart and do not feel rushed or pressured to leave. Arriving early will also give you ample time to chat with your child's teacher.
 - If you do arrive later, please make sure that you depart by 6:00 pm.
 - Arriving before the closing time but lingering after the closing time still interferes with teachers' duties and personal commitments.
- When your child is in care for more than 10 hours on any day.
 - Charge is \$25.00 per hour.

Licensing regulations mandate that children should not be in childcare for more than 10 hours. However, a nine-hour day or less is strongly recommended for toddlers in group settings. Ten hours in childcare is a very long day, especially for toddlers. Scheduled overtime might be available for work and/or commute reasons.

Care more than 10 hours on any day will incur overtime charges.

America’s Best Childcare Inc. - SilverLake

Tuition Rates

Annual Registration Fee is \$75 (non-refundable). Due at initial enrollment and annually – September. In addition to Registration and the first week of Tuition, parents are required to pay a deposit in the amount of two weeks tuition for each enrolled child. Deposits are credited to your account, to be applied toward the last two weeks of care.

Toddlers – 12 Months through 2 ½ Years of Age & Non-Toilet Trained

5 Days per Week	\$88.00 per day	= \$440.00 weekly
4 Days per Week	\$90.00 per day	= \$360.00 weekly
3 Days per Week	\$95.00 per day	= \$285.00 weekly
2 Days per Week	\$100.00 per day	= \$200.00 weekly
1 Day per Week	\$130.00 per day	= \$130.00 weekly
Drop-In Partial Days, of Less than 5 Hours = \$30.00 per hour		

Preschool – 2 ½ Years & Toilet Trained through 6 Years of Age

5 Days per Week	\$75.00 per day	= \$375.00 weekly
4 Days per Week	\$76.50 per day	= \$305.00 weekly
3 Days per Week	\$79.00 per day	= \$237.00 weekly
2 Days per Week	\$81.00 per day	= \$162.00 weekly
1 Day per Week	\$100.00 per day	= \$100.00 weekly
Preschool/PreK Only 8:45AM-11:45AM	= \$55.00 per day	
Drop-In Partial Days, of Less than 5 Hours = \$25.00 per hour		

Tuition rates are set on an on-going contract and cannot be changed without proper notification and rate agreement renewal. Every September 1st there will be a 5% - or more - rate increase, automatically added. All payments are due on Friday by 10:00AM. A \$25.00 late fee will be added onto outstanding balances every Friday at 10AM. Subsidy Co-Payments are due no later than the 5th of every month, as defined by sponsor. Additional fees are listed throughout Family Handbook, and/or on Rate Agreement. All payments made by clients are applied to unpaid fees BEFORE applying to tuition or co-payment balance.