



C&M Family Handbook

Updated: August 2023

Welcome families to our wonderful community! We are so happy you are joining us to develop your child's educational, emotional, and physical development!

C&M Play Studio is a place where flexibility meets variety for both children and their caretakers. We understand that today's families need a healthy work/ life balance. We offer more than just daycare. Come meet us at the corner of learning and fun!

Mission Statement

At C&M Play Studio we provide high quality early learning, a fun environment, and a variety of options and events to include the whole family. Our promise to you is to meet the needs of today's hectic schedules while offering a sense of family, community, comfort and safety to each and every family.

Values

- Be Kind. Be You.
- Show respect to everyone (do not nit-pick)
- Be Authentic but professional
- Think Outside the Box
- No two people are the same. (Adults & Children)
- Teaching children independence, life skills, and how to be a good human is just as important as academics
- Never forget the importance of parents trusting us with their children

Hours of Operation

All classrooms are open Monday through Friday 7 am – 6 pm. Extended drop-in hours (6 am – 7 am, 6 pm – 8 pm) are available at additional cost. Please let us know a week in advance when extended hours are needed to ensure teacher to child ratios are met. You will see extended hours billed on your ProCare account, billed per rounded half hour.

If you have not signed up for morning extended drop-in, you will not be able to enter before 7:00.

Pricing

	Infant/Toddler 0-2 years	Sibling Discount	Preschool +3 years	Sibling Discount
2 Days	\$191	\$175	\$170	\$162
3 Days	\$248	\$230	\$220	\$210
Full Time	\$350	\$325	\$310	\$295

** Sibling Discount is approximately 8% off tuition for each additional child and will be deducted for the lowest rates.

Preschool rates start when a child turns three. If your child is under three and in a preschool classroom, you will be charged the infant/toddler rate until their third birthday.

Member Perks:

Drop-In Care - \$12/hour

*Drop-In Care is determined if there is availability in your child's room for extra hours/day of care or before/after care

Birthday Parties - \$225

Referral Credit - \$25 credit to your account for each member referred to our program

** Note: The tuition rate is the same whether your child is absent due to illness, and/or vacation time as this holds their spot and teacher salaries can still be paid.

Registration Fee - \$65 per family

** Note: The annual fee is on your account the Friday after October 1st of each year. If it hasn't been a full year since the last time paid, it will be prorated.

Tuition Agreement

Once a plan is chosen, parents/guardians will be required to sign a tuition agreement. This tuition agreement requires that tuition be paid in full and on time each week so that we may provide consistent staff quality for each child. The tuition agreement will be reviewed annually and signed by parents/guardians and director.

Tuition payment is due by the Friday before care is needed. A \$5.00 per day late fee will be added for every day late. There is a great possibility of termination when a payment is due beyond a period of seven days.

Tuition Express Form is required to be filled out for tuition payments. Tuition is added to ProCare accounts the Tuesday prior to care and processed Thursdays. Typically, this results in a Friday withdrawal from your account.

- If payment is bounced, there will be a \$35 fee added to your account. This fee is added by procare and cannot be removed by us.

There is a \$25 late pick up fee for every 15 minutes a child is picked up late from their planned time, without prior notice. (Examples: 6 pm for regular childcare day or late for pick up for pre registered extended hours.)

All rates are projected on an annual basis and are subject to change with a notification of thirty days.

Waitlist

Childcare is at high demand throughout the community; therefore, we are currently on a lengthy waitlist for all age groups. Our C&M members have priority to a spot and start date that becomes available. We assure you if your child is on the waitlist we will stay in contact when we will have availability in the classroom your child would be entering. If a spot is available, there is very limited time for you to accept the classroom spot. If an open spot is offered, you can accept that day or within 7 days of the date specified. If you are unable to do so at that time, the spot will go to the next family on our waitlist, and you will have to wait for the next opening to occur. If you have further questions regarding enrollment or our waitlist, please email cmplaystudio@gmail.com.

Holidays and Center Closures

In order to keep a quality staff, we pay our employees for holidays. Parents are responsible for payment on all days we are closed.

- New Year's Day (January 1st)
- Easter Sunday (Observed Monday)
- Monday, Memorial Day
- Independence Day (July 4th)
- Monday, Labor Day
- Thanksgiving Day & the Day after Thanksgiving (Thursday & Friday)
- Christmas Eve & Christmas Day (December 24th & 25th)

** If any of these holidays/dates occurs on a Saturday, it will be observed on the preceding Friday. If the holiday occurs on a Sunday, it will be observed the following Monday.

C&M Play Studio will be closed the 3rd Friday in August for employee professional training.

****Note: The tuition rate is the same whether your child is absent due to illness, and/or vacation time as this holds their spot and teacher salaries can still be paid.**

Classroom Etiquette

Personal belongings:

Infants: enough bottles for one day's use, diapers, wipes, any diaper creams needed, at least 2 changes of clothes per day, and a standard pack & play sheet (sent home on Friday's or last day of care to be washed). Infants are permitted to have comfort blankets in the classroom, but they are not permitted in their cribs.

**Note: All bottles are to be premade and have your baby's first and last name on both the bottle and cap. (Bottles are rinsed but not cleaned). All food containers must be clearly labeled with first and last name. You will receive a feeding schedule to fill out. Please remember to change it when your baby changes his/her feeding

times or amounts. If your child uses a pacifier, please clearly label it with their first and last name as well.

- No shoes are to be worn into the infant and 1 year old classrooms! Please refrain from walking into classrooms.

Toddlers: diapers, wipes, any needed creams, at least one change of clothes, a standard pack & play sheet, and a small personal item to nap with. All toddlers must be sent in shoes.

Older Toddlers: pull-ups that velcro on the sides, wipes, at least 2 changes of clothes if they are in the middle of toilet training, a standard crib sheet, and a small personal item to nap with. Please send children in clothes that they can easily put on and take off themselves. This means no belts, buttons or zippers. All toddlers must be sent in shoes.

Preschoolers: a change of clothes, socks and shoes, a standard crib sheet, and a small personal item to nap with.

****Note:** Please label all items. We are not responsible for lost or damaged items. Sheets will be sent home on Friday or your child's last day of the week to be washed.

- Diapers/Pull-Ups/Wipes – Please supply the classroom with the appropriate amount of these items for your child. If a teacher asks for supplies to be brought in, please be sure to bring them in a timely manner.

****Note:** Failure to supply items for your child in a timely manner will result in a charge on your ProCare account.

- Sheets: If your child will be sleeping in a crib or pack n play in the center, a mini crib sheet is needed. If your child will be napping on a cot, they will need a full-size crib sheet. DHS regulations require a very specific fit for sheets in cribs which can be hard to find at times. For your convenience, we have the option to purchase your child's sheets for school directly from us.

**** Note:** if you send in a crib sheet that does not fit properly, we will have to use one of our sheets and you will see the charge on ProCare.

- Cubbies- Each child will be assigned a space to keep his/her things. Please check your child's space daily for items that need to be taken home.
- Toys from home- We request that you do not allow your child to bring toys from home into the center unless they are part of a show and share activity. We strongly recommend that children not wear jewelry, as they tend to take it off during the day and become a choking hazard or can end up lost. We stress the importance of not bringing electronic devices and games.
- Meals schedule/snacks- Parents are responsible for all snacks and meals. Schedule for your child's classroom is provided. Please label all food containers with your

child's first and last name both on the lid and the container. You will typically need to provide breakfast, lunch, and an afternoon snack.

****Note:** The classrooms do not have microwaves, therefore hot foods should be sent in a thermos.

- Sunscreen- Weather permitting, your child will be able to go outdoors for lessons and play. We ask that you supply sunscreen to your child's teacher and sign the permission form they give you. Please send any other protective items you would like your child to wear (i.e. sunhats). All children 6+ months must wear sunscreen when the UV is 4 and above.

Supervision & Safety Cards

Each staff person will be assigned the responsibility for supervision of specific children in accordance with the state ratio: staff guidelines for each age group. The staff person is required to know the names and whereabouts of each child. All staff members will be trained on supervising children effectively using the see, hear, direct, and assess method. Children will be supervised at all times when in C&M Play Studio/Prep.

All staff members are required to have the safety cards for the children they are responsible for attached to their person. While transitioning, the staff members account for all children with name-to-face recognition by visually identifying each child and matching it to the child's safety card. Each staff member is required to count under each door threshold to ensure all children are accounted for.

Age Group	Staff	Children
Infant	1	4
Young Toddler	1	5
Older Toddler	1	6
Preschool	1	10
School Age	1	12

Drop Off and Pick Up Procedure

Parents/guardians shall enter and exit the parking lot slowly and watch for children entering and exiting their cars at the center. The ignition of all vehicles must be turned off and the keys removed from the ignition. Children may not be left unattended in cars or the parking lot for any amount of time.

All children must be accompanied by a parent or designated adult into the child's room. While children are in the hallways or walking to and from their car, their care and safety are the responsibility of the parent. It is required for the adult to make direct contact with a staff member when dropping off or picking up your child.

Please arrive no later than 9 am to ensure your child can participate in the daily learning activities during your child's classroom schedule. Notify a director if arrival will be later than 9 am. Breakfast will stop being served at 8:30 am. The children will only be released to their parent/guardian unless written instructions are received permitting pick-up by another adult. The person picking up the child must show appropriate identification.

The times you spend in the center dropping off and picking up your child are the primary windows of time we have to communicate with you about your child. In order to make the best use of these opportunities, as well as to be attentive to your child and other children, we ask that you do not use your cell phone at any time while visiting the center.

Illnesses/Medications

From time to time, children do become ill. Caregivers observe each child daily for signs or symptoms of illness. If a child becomes ill, the parent/guardian will be called or messaged through ProCare to come and take the child home. A child must be symptom free for a minimum of 24 hours before returning to the facility. Some symptoms include, but are not limited to, vomiting, diarrhea, and/or fever above 100.4. These policies are state regulations that we must maintain to ensure the health of our families and staff. If your child is sent home with any of these symptoms and is cleared by a physician, they may return only with a doctor's note.

Your child may not be on any medicine to mask any symptoms and must be symptom free without medication for a minimum of 24 hours before their return to the center. If a child becomes ill, the parent/guardian is to pick up the child within 30 minutes of Notification.

We reserve the right to request a note from your doctor upon your child's return to care. If your child has a communicable disease and was in daycare, please notify us as soon as possible.

Medication

All medications should be handed to a director with specific written instructions for administration. Medications should never be left in the child's backpack/cubby or with the child to administer their own. Our staff will ensure that the medication is recorded along with the directions and proceed to dispense the medication as directed.

Prescription medicines require a note signed by the family and written order from the child's physician. The label on the medication must include your child's name, dosage,

current date, frequency, and the name and phone number of their physician. All medications must be in the original container. Please specify the dosage and time to be administered.

Nonprescription medications require a note signed by the family and not administered for more than a 3-day period unless a written order by the physician is received.

Immunizations:

Immunizations are required according to the current schedule recommended by the US Public Health Services and American Academy of Pediatrics, www.aap.org. Every year we check with the public health department or the American Academy of Pediatrics for updates of the recommended immunization schedule. Our state regulations regarding attendance of children who are not immunized due to religious or medical reasons are followed. Unimmunized children are excluded during outbreaks of vaccine preventable illness as directed by the state health department.

Allergy Prevention

Families are expected to notify us regarding children's food and environmental allergies. Families of children with diagnosed allergies are required to provide us with a letter detailing the child's symptoms, reactions, treatments, and care. A list of the children's allergies will be posted in each classroom. We are trained to familiarize ourselves and consult the list to avoid the potential of exposing children to substances to which they have known allergies.

Injuries

Safety is a major concern in childcare and so daily safety inspections are completed inside and outside the center area in order to prevent injuries. First aid will be administered by a trained caregiver in the event that your child sustains a minor injury. You will receive an incident report outlining the incident and course of action taken. If the injury produces any type of swelling or needs medical attention, you will be contacted immediately. Each classroom is equipped with a first aid kit meeting the state regulations. In the case of small injuries, a boo-boo report will be used as a form of less formal documentation.

In the event of a serious medical emergency, the child will be taken to the hospital immediately by ambulance, while we try to contact you or an emergency contact.

Daycare Paperwork

The following paperwork is needed before entering the program:

- **Emergency Contact Form** - we must have this the first day your child starts. We ask that you mark the first slot for the first person we should call and please list all numbers. This will be reviewed and signed every six months. If any changes need to be documented, we will update as needed.
- **Child Health Assessment** - you must have your child's doctor fill out, sign, and date form at the following times:
 - Infant to 2 years - every 6 months
 - 2 years to school age - once a year

Each child must have their own paperwork.

- **Pick Up Authorization** - We are only able to release children to adults on this form. Even if an additional adult is listed on this form, they must bring an ID with them.
- **Gym Waiver**
- **Tuition Agreement** - This form is reviewed every six months and updated as needed.
- **Diaper cream** - If you use diaper cream on your child, you must provide it in the original container with your child's name on it. Please fill out the provided form with the brand name of the cream and instructions for application. It also needs to have an expiration date. If it is missing one, our teachers will send it home.
- **Photo Release Form** - We take pictures of the children for different activities, projects, and promotional purposes on social media. Please complete the provided form to give us permission to do so.
- **All About Me** - We want to get to know your child and family as a whole the best we can! We ask that you fill out the All About Me form to let us know how to best serve your family.
- **Medication** - This form is only needed if your child will need medication administered in our care. The entire form needs completed, and medication must be in original packaging and labeled.
- **Sunscreen** - Each child needs sunscreen in their classroom. We need this form complete and sunscreen in original packaging and labeled.
- **Infant Feeding Log** - All children under the age of 1 are required to have a feeding log filled out regarding their feeding schedule.
- **Handbook/Acknowledgement of Receipt**

****All forms will be stored online and accessible using your unique link you created when you enrolled. When forms are due throughout the year, we will send out reminders to update information and signatures. If these forms do not meet the deadline, your child will not be able to return to school until completed.**

Rest time

Infants sleep according to their own schedule provided by the parents and are put to sleep on their backs.

After lunch, all children less than 6 years of age participate in a quiet rest time for at least 1 hour. Children are encouraged but not required to sleep and may be given quiet activities. Because young children require different amounts of sleep/rest, children who fall asleep during rest time will be allowed to sleep until they wake, but not exceeding 2.5 hours. Children will sleep on approved nap mats. Families will provide a standard crib sheet and small blanket. All bedding will be sent home weekly to be washed.

Children are permitted to bring a small stuffed animal to rest with as long as it does not cause disruption to the nap time. Children under the age of 1 are not permitted to have blankets or stuffed animals on cots or in cribs.

Developmental Screenings/IEPs

A developmental screening is completed and shared with parents within 45 days of program entry and every 6 months thereafter.

C&M teachers will also be conducting regular developmental milestone assessments. We will pass these along to parents and, at any time, parents may schedule parent/teacher conferences to discuss their child's progress. We offer planned parent-teacher conferences twice a year, typically in the Spring and Winter.

C&M Play Studio is built on the value that we encourage the entire community to play a role in our children's development. Support staff, therapists and family are always welcome in our facility as needed and we like to include them in assessments, parent-teacher conferences and other areas of your child's learning.

Behavioral Health Program

We are passionate about the development of the whole child and would like to put more emphasis on social and emotional development to build resilience in the early years. We plan to do this through our behavioral team by:

- Catching developmental needs early
- Teaching and implementing coping mechanisms
- Providing extra support to reduce teacher turnover
- Developing and offering parent workshops and resources
- Providing in-house assessments to gather data as early as possible (the earlier we gather the data, the faster we can implement modifications and adaptations)
- Individualizing education for all our students
- Creating a least restrictive environment by including those with special needs within the general education classroom
- Promoting empathetic practices within the classroom
- Teaching children about equity while they are young

Curriculum

The very talented teachers at C&M have worked tirelessly to provide their students a curriculum that highlights the important areas of development through environmental exploration and play.

Here at C&M, we have created our own curriculum to ensure that students are getting the most well-rounded experience while they are with us. Our curriculum focuses on social and emotional learning through teacher led and peer discussions during all activities by providing talking points for all activities. We have divided our curriculum into four different, overlapping age groups to put developmental needs of the individual child at the forefront of our mission.

We have grouped our activities into categories that make using our activities easy to plug in to your existing schedule and daily routines, making lesson planning a breeze! Our categories include sensory, language, physical development, and small group activities. We have also included a book and song list to make resources and ideas easily accessible. Sign language is an important aspect of our curriculum, as well! We have included the basic words a child will need to communicate effectively using this language to help open the door for those with special needs and help during times of big emotions.

ProCare Connect

We use the ProCare Connect app so parents can access pictures and updates throughout the day. Teachers will include diaper changes/potty times, bottles, mealtimes, nap time, and many activities and lessons your child is participating in throughout the day. Your child's teachers and directors have access to the messages where you can reach out with any questions or concerns in real time.

The care of the children is always our top priority in the classroom, therefore updates and messages being answered may be delayed. Please understand we will update ProCare as soon as we can.

Transitions

Your child's transition in childcare should be a positive and exciting adventure. We will work with you and your child to ensure that the smoothest possible transition to the next classroom occurs as new routines and new people are introduced. Each time your child transitions to a new classroom they will receive a letter explaining the move and Meet the Teacher forms for each teacher in your child's classroom.

Children are transitioned to the next classroom based on age, developmental readiness, state licensing requirements, and space availability. During the transition, current and future teachers will meet with you to propose a plan to introduce your child into the next program. If your child is transitioning to a new school, a written request from you with instructions to where the records should be sent is required.

****Note:** All infants go through dramatic transformations in their first year, therefore we have broken this portion of our program up more than other age groups to keep infants with those who are developing similarity. Our caregivers promote learning through sensory play while meeting each child's daily needs. Before they turn one, a paper will be sent home with the one-year-old room schedule and what your young toddler will need to work on so they can be ready to move over.

Biting

Biting is a normal stage of development that is common among infants and toddlers – and sometimes even among preschoolers. It is something that most young children will try at least once. When biting happens, our response will be to care for and help the child who was bitten and to help the biter learn more appropriate behavior. Our focus will not be on punishment but on the effective behaviors that address the specific reason for biting. Notes will be written to the family of the child who was bitten and to the biter's family. We will work together with the families of each to keep them informed and to develop strategies for change. These strategies may look different for each child, and we will work with the family to best help the child through this difficult stage. We have a document that outlines the steps we take to prevent and handle biting that you may request at any time.

Discipline

The disciplinary techniques that we use are to remind, redirect, and remove from a situation to have a break or rest. We believe positive reinforcement works much better

than negativity, as punishment does not work for long term results in good behavior, so we avoid things like time-out. Our goal is always to catch children being good so they know where they can gain positive attention, rather than searching for negative attention using negative behaviors. Reinforcement is our most used strategy and has proven to be the most successful.

Security

There are at least two cameras set up in each classroom, gym, and common areas. These are to keep both children and staff safe. Directors can more efficiently respond to concerns expressed by staff members and parents. These cameras are for internal purposes only to respect the privacy of all children, staff members and parents.

All doors exiting the building are always locked. To enter or exit the building all teachers, parents, or authorized drop off persons are required to use the front door with our keypad and doorbell. To ensure the safety of our families and staff, please do not hold the door for any individuals.

Emergency Procedures

C&M Play Studio's philosophy is to always keep your child(ren) safe when he/she is in our care. We have developed an emergency plan that is put into place in the event that special circumstances require a different type of care. Plans for these special types of care are reviewed annually and updated when needed. Staff is trained in the appropriate response and local emergency management is aware of these plans. Our emergency plan was designed to keep all children and teachers safe in the event of an Evacuation, Shelter in Place, and Lockdown within the center. In the event of an emergency, parents will be contacted in various methods.

Directors will message using the ProCare Connect App, an emergency e-mail will be sent from cmplaystudio@gmail.com, and/or a phone call will be made from the center at (412) 242-7888.

Inclement Weather Policy

When public schools are closed due to inclement weather, C&M will remain open. In the event that weather causes us to close due to overly dangerous travel for our family and staff, parents will be notified no less than one hour before C&M is scheduled to open.

Dismissal/Leaving

Failure to adhere to the following policies will result in your child's dismissal:

- 1) Nonpayment of tuition within 7 days of the due date. Tuition is due the Friday before care is needed.
- 2) Failure to adhere to the practices and policies.
- 3) Failure to abide by the health policies regarding the exclusion of an ill child from the Daycare.
- 4) Behavioral issues, serious acting out that hurts another child, a staff member, or the child him/herself. All resources will be accessed before termination.
- 5) Failure to abide by the late policy and/or 3 late pick-ups in a 12-month period.
- 6) Failure to abide by safety policies in the hallways and parking lot during drop-off and Pick-up
- 7) Failure to submit health assessments as well as records of all immunizations dictated by the Department of Public Welfare.

If you choose to leave the program, a written notice must be given two weeks prior to last day.

On rare occasions, a child's behavior may warrant the need to find a more suitable setting for care. Examples include:

- 1) A child appears to be a danger to others.
- 2) Continued care could be harmful to or not in the best interest of the child as determined by medical, psychological, or social service personnel.
- 3) Undue burden on our resources and finances for the child's accommodations for success and participation.
- 4) The child cannot participate in the daily structure and schedule due to behavior concerns.
- 5) The child creates an ongoing situation in which other children's education and physical or emotional wellbeing are compromised and the situation has not improved after intervention.
- 6) Family is unwilling to participate in intervention services.

Staff Qualifications

Lead Teacher- Degree in Early Education or closely related field and 2+ year experience

Assistant Teacher- Experience in Childhood Development 1+ years

Aide- High School Diploma or Child Development Certification

These descriptions are stated in the Department of Human Services Regulations for childcare and shows the title each teacher receives in the PD registry. C&M Play Studio does not follow the same company structure.

Caregivers participate in an orientation class and ongoing training in the areas of child growth and development, healthy and safe environments, developmentally appropriate practices, guidance, family relationships, cultural and individual diversity, and professionalism. All employees are required to complete state required clearances and background checks to qualify for a teaching position.

We strongly discourage families from entering into employment arrangements with staff, including babysitting. Any arrangement between families and our caregivers outside the programs and services we offer is a private matter, not connected or sanctioned by C&M Play Studio.

Open Door Policy

Parents/Guardians are welcome to visit the program any time during regular program hours. Our team will always do their best to speak with parents/guardians. Since staff days are devoted to the caring of children, it may not be feasible to have a long discussion during regular hours. If a situation requires a more in-depth conversation, feel free to set up an appointment.

Prevention of Maltreatment

At times it is easy to get frustrated when a child is inconsolable and fussy, but we must take caution and console the child gently to avoid any injury. For example, shaken baby syndrome. We need to do everything in our power to avoid this. Shaken baby syndrome destroys a child's brain cells and prevents their brain from getting enough oxygen, which can then result in brain damage. You don't typically see physical signs of shaken baby syndrome, but here are some warning signs that you can look for:

- Extreme fussiness or irritability
- Difficulty staying awake
- Breathing problems
- Poor eating
- Vomiting
- Pale or bluish skin
- Seizures

- Paralysis
- Coma

This is a completely avoidable injury. When a baby is continuously crying and fussing, we need to remember to take a breath and stay calm. Rock them, sing to them, take them for a walk, or a ride in the car. Try and find something gentle that works for you and your baby. If you feel yourself getting frustrated, sometimes it's best to just set the baby down, in their crib, on the floor or in a swing, and just walk away for a moment. Have someone step in and take over for you if someone else is there. This may not stop the crying, but it allows you to take a step back and gather yourself. Once you calm down, go back to trying to comfort them. If you find yourself in this stressful situation and can't find a way to calm yourself down, please reach out and seek help.

Right to refuse child release

We may refuse to release children if we have reasonable cause to suspect that any person picking up a child is under the influence of drugs or alcohol or is physically and emotionally impaired in any way that may endanger the child. To protect your child, we may request that another adult listed as an Emergency and Release Contact pick-up the child, or we may call the police to prevent potential harm to your child. Recurring situations may result in the release of your child from the program.

Child Custody/Suspected Child Abuse

Without a court document, both parents/guardians have equal rights to their child. We are legally bound to respect the wishes of the parent/guardian with legal custody based on a certified copy of the most recent court order, active restraining order, or court-ordered visitation schedule.

We are required by law to report all observations of child abuse or neglect cases to the appropriate state authorities if we have reasonable cause to believe or suspect a child is suffering from abuse or neglect or is in danger of abuse or neglect, no matter where the abuse might have occurred. The child protective service agency will determine appropriate action and may conduct an investigation. It then becomes the role of the agency to determine if the report is substantiated and to work with the family to ensure the child's needs are met. Our center will cooperate fully with any investigation and will maintain confidentiality concerning any report of child abuse or neglect.

We are so happy you are joining the C&M Play Studio family. If you have any further questions, please contact CMPlayStudio@gmail.com!