



Family Handbook

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. 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. Come meet us at the corner of learning and fun.

➤ **Hours of Operation**

Full Time Daycare rooms are open Monday-Friday 7am-6pm. Extended drop-in hours are available at additional cost. These hours are Monday-Friday 6am-7am and 6pm-8pm. They are also available on Saturdays from 9am-8pm. Please let us know in advance when extended hours are needed. You will see extended hours billed on your Procure account and billed per rounded half hour.

➤ **Classroom Etiquette**

Personal belongings:

**What to bring:*

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 Procure.

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 crib sheet. Infants are permitted to have comfort blankets in the classroom, but they are not permitted in their cribs.

-Note:

All bottles are to be pre-made and have your baby's first and last name on the name 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 room! Booties will be provided or socks may be worn.

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

Older Toddlers: will need 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 to be washed.

*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 show and share activity. We strongly recommend that children not wear jewelry, as they tend to take it off during the day and can be 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.

*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).

➤ Pricing

Registration Fee: \$65 per child is due at registration to ensure the spot is secure. Every September 1st, the beginning of the school year, each family is required to pay our annual registration fee for each child for the upcoming school year.

C&M Child Care

5 day - \$265/week

3 day - \$190/week

2 day - \$150/week

C&M Gym Member Program

1 child unlimited: \$45/month

Family unlimited: \$80/month

Birthdays for members - \$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.

➤ Discipline

Disciplinary techniques that we use are remind, redirect, remove from situation to have a break or rest. We try to catch the children doing something right as we believe positive reinforcement works much better than negativity.

➤ 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 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, fever above 100.4. Your child may not be on any medicine to mask any symptoms and must be symptom free without for a minimum of 24 hours medication free.

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 daycare. If your child has a communicable disease and was in daycare, please notify us as soon as possible.

All medications should be handed to a director with specific written instructions for administration. Medications should never be left in the child's 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.

➤ **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.

Tuition payment is due by the Friday before care 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.

Monthly memberships are due by the 5th of each month.

There is a \$25 late pick up fee for every 15 minutes a child is picked up late from their planned time. Examples: 6pm for regular childcare days, any time past an hour gym class, or late for pick up for preregistered extended hours. If additional child care is needed for any/all days, the office must be notified on the Friday prior along with the tuition payment.

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

****If you need to unenroll from our program for any reason, you must give at least two weeks' notice.****

➤ Days closed

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

January 1st for New Years

Monday, Memorial Day

July 4th

Monday, Labor Day

Thursday & Friday of Thanksgiving week

December 24th & 25th

December 31st

If any of these dates fall on a Friday, Saturday, Sunday or Monday, we will also be closed that Saturday.

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.

➤ 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.

➤ 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.

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.

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.

Parents are able to walk their children back to their classroom. Please note: this is not the best time for lengthy conversation with teachers. They have very busy mornings getting ready for all of their students and greeting the children. The best way to communicate with teachers is still through the ProCare app or by setting up a parent/teacher conference.

Also, please drop your child off AT the classroom door. For cleanliness purposes, we ask parents not to go into the classrooms or on the gym floor. If your child is in the outdoor play area, staff will bring your child to the lobby.

➤ 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. Please sign all spaces. This form needs updated every 6 months.

*Child Health Assessment – you must have your child's doctor fill out, sign, and date form at the following times:

Infant – 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 must be updated anytime a change is made.

*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 instructions on application.

*Photographs

We take pictures of the children for different activities and projects. Please complete the provided form to give us permission to do so.

***All About Me**

We want to get you 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.

***Handbook/Acknowledgement of Receipt**

****All Forms Needed** are on the homepage of our website www.cmploystudio.com. According to DHS regulations, some forms need updated based on a schedule. These forms will be sent home and **MUST** be turned in by the due date given or your child will not be able to return to school until completed.

➤ **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 also, at any time, parents may schedule parent/teacher conferences to discuss their child's progress.

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.

➤ Curriculum

We believe in learning through play and tailor the needs of each child based on how they learn best. Our program focuses on each child getting a well rounded experience.

All lessons are based on *The Creative Curriculum* which is “is a comprehensive, research-based curriculum that promotes exploration and discovery as a way of learning, enabling children to develop confidence, creativity, and lifelong critical thinking skills.”

We use the ProCare connect app so parents can access pictures and updates 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.

➤ Transitions

Your child’s transition in child care 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. Our caregivers to 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.

➤ Security

There is at least one camera 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.

➤ Dismissal/leaving

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

- 1) Nonpayment of tuition within 7 days of due date. Tuition is due the Friday before care is needed and by the 5th for monthly memberships.
- 2) Failure to adhere by 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

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.

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.

➤ 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. 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.

➤ **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. Reoccurring situations may result in the release of your child from the program.

➤ **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 a letter detailing the child's symptoms, reactions, treatments and care. A list of the children's allergies will be posted in the main area and kitchen. 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 child care 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 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.

➤ **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 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.

➤ **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!**



Acknowledgment of Receipt

I, _____,
parent/guardian of _____ have
received the Parent Handbook of C&M Play Studio. I
understand the policies and procedures and agree to abide by
them. I also understand that specific programs at C&M may
have an addendum to these policies and procedures, which I
may be required to read and review in addition to the Parent
Handbook.

Signature: _____

Date: _____