



## Piggyback Rides and Slippery Slides

Childcare Center and Preschool

12 Bristol Hill Rd. Bristol, NH 03222 (603) 744-9448



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### WELCOME PARENTS:

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We would like to take this opportunity to welcome you and your child to Piggyback Rides and Slippery Slides. We are so glad you have chosen to allow us to be a part of your network of care.

Piggyback Rides and Slippery Slides is an established childcare and preschool center located in Bristol, NH and we have been providing care to children in the community since 2007. We are licensed by the state of New Hampshire Child Care Licensing Bureau; license no. 06646. We serve the town of Bristol and other surrounding towns with a capacity of 80 children at our center between the ages of 6 weeks and 8 years old. Childcare services are available without discrimination on the basis of race, sex, creed, political persuasion, national origin, handicap, ancestry or sexual orientation.

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### MISSION STATEMENT:

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Piggyback Rides and Slippery Slides will be a leader in early childhood education by helping to develop the young minds and spirits of the community's children, fostering creativity, independence, curiosity, emotional well-being, safety and a love of learning.

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### PHILOSOPHY:

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Early childhood learning is an important part of establishing the foundation for the development of each of us as a unique and capable individual. Each aspect of a child's personality, whether cognitive, emotional, social or physical, requires nurturing and guidance through developmentally appropriate methods to ensure an overall sense of well-being and growth. Our philosophy is to educate each child in a stimulating and personalized manner to encourage the innate potential that each child has.

*The direction in which education starts a man will determine his future in life- Plato*

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### CURRICULUM MODEL:

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We specialize in educational programs that are designed to make learning safe, fun and engaging for our children. We concentrate on developmentally appropriate milestones that help children to naturally progress through early childhood learning into school-readiness. We have several centers designed in our classroom to promote various aspects of learning and design a well-rounded curriculum blending traditional learning with physical activity, music and exploration.

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### EARLY CHILDHOOD PROGRAM:

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The early childhood program is a hands-on program designed to aid in intellectual, social, emotional and physical growth of young children while developing a foundation for future academic achievement.

While play is the primary tool used for a child to learn, emphasis is placed on developing listening and reasoning skills. We use developmentally appropriate curriculum for each of our groups that is created by the teachers and approved by the center director. The activities that we plan, the organization of the classrooms, toys and materials, the daily schedule and our communications with the children are all designed to accomplish the goal of our curriculum and give children a successful start in school.

Verbal skills are developed through a wide variety of rich experiences upon which the child may draw from verbal expression. Social development occurs through supervised interactions with peers and adults allowing the child to feel comfortable in school, trust their environment, make friends and feel part of the group.

Gross motor skills are enhanced through our music and movement program, ABC Music and Me, as well as with our physical movement education program incorporated through the child's day. Fine motor skills are developed by a variety of hand-eye coordination activities including art projects, sensory, science, math and manipulatives.

We realize that children develop at different paces and the teachers and staff work closely with children requiring modified activities as a result of special health care and developmental needs to ensure growth.

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#### AMERICANS WITH DISABILITY ACT:

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All reasonable accommodations will be made to comply with the Americans with Disability Act. In all cases, the safety of the child, staff and other children entrusted to the care of Piggyback Rides and Slippery Slides will be the foremost concern in determining our ability to provide reasonable accommodations for enrollment.

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#### PARENT COMMUNICATION:

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Parents are the first and most important teachers in their children's lives. We encourage our parents to be actively involved in their child's learning at the center. We welcome parents to visit at any time unannounced, unless access is denied by a court, and welcome the opportunity to meet with you to discuss your child's progress. We have parent and family nights scheduled throughout the year where you will have the opportunity to come in and talk with the teachers and participate in other activities with your child. We will also send home regular notices and newsletters with special reminders and details on our activities. Parent involvement and feedback is always encouraged.

At all times, we have posted in the front, for review by parents, a copy of our state issued childcare center license certificate as well as the results for the latest licensing/monitoring visit and any applicable corrective action plans. If you would like to understand more about this process or to obtain a copy of the NH licensing regulations, please feel free to speak with us. We will also have posted in the front important policies and any health and safety issues so please keep an eye open for those.

We run our center with an open door policy for communication. If at any time, you have any questions at all, comments, concerns or just want to talk, please do not hesitate to see us! We are a cooperative effort between home and childcare, making communication essential.

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#### ARRIVAL AND DEPARTURE:

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All children arriving or departing will be signed into the attendance log. Additionally, each classroom will also maintain a daily attendance to ensure the whereabouts of each child. At the close of each week, a parent or guardian must sign the attendance sheet per state licensing requirements.

No child will be released to anyone that is not listed on the pick-up authorization form and Piggyback Rides and Slippery Slides staff will require a valid ID from anyone unfamiliar, for the safety of the child. Please use caution when exiting the building and in the parking lot. To ensure safety, no child will be released to an underage sibling without a parent present in the building. Please help us keep everyone safe by shutting off your vehicle in the parking lot.

For the safety and security of the center, we are a locked facility. A unique key code will be provided to all parents for entry and should not be shared with others, or the children. All visitors are required to ring the doorbell. In addition to the restricted access, the center is equipped with security cameras located throughout the building and backed up to an onsite recording device.

Please adhere to our "No smoking" policy while on the child care premises.

All of the staff at Piggyback Rides and Slippery Slides are state mandated reporters and are required by law to report any suspicion of physical abuse, emotional abuse, sexual abuse or neglect to law enforcement or social services.

Please be sure to maintain arrival and departure times from your enrollment agreement to help us maintain the appropriate scheduling of staff. In the event that you are going to be late, please call the center so that we are aware of the delay. There will be a late fee of \$5.00 for every five minutes (per child) after our normal closing time of 5:00 pm.

Early arrivals must be discussed in advance with the director to ensure availability; Piggyback Rides and Slippery Slides staff reserve the right to refuse drop off of any child arriving significantly before their scheduled time.

Each child has a cubby where their things are kept. Please take home papers, art work, newsletters or message papers each night. The children have worked very hard throughout the day and look forward to sharing these things with you. To ensure that the area does not become overcrowded, please do not send in large items that do not fit in the child's cubby and no outside toys should be brought to the center. We have plenty for the children and do not want any hearts broken over lost or damaged items.

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#### ENROLLMENT:

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Piggyback Rides and Slippery Slides is licensed to provide care for children from 6-weeks to 8-years old. Children are placed in different classrooms based on age and developmental growth and no child will be refused based on race, religion or disability. All children will be enrolled for a two-week trial period to allow the child, parents and staff an opportunity to determine if the center is a good fit. Should concerns arise for the child in adjusting to the center or staff being able to meet the needs of the child or family, we will do our best to assist the family with finding alternative resources in the community that might better serve the family's needs. During the trial-period, the two week notice of enrollment termination by either the parent or the center is waived.

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#### RATE AND FEE SCHEDULE:

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There is an application fee of \$35.00 due upon enrollment in order to reserve the child's spot in the program. Tuition payment for the first week is due at the time of enrollment; each additional tuition payment is due the Friday prior to the scheduled week. A late payment of \$5.00 per day will be incurred for each day the payment is late. If tuition is not received promptly, the child will be suspended from care until the account has been paid in full. In the event that a financial emergency arises, please discuss this with us. We will do our best to work with you to reach a resolution but it is important that we are made aware of the situation.

Infants to 2 Years Old:	\$180.00 per week or \$50.00 per day
Toddlers 2-3 years:	\$170.00 per week or \$45.00 per day
Preschoolers 3-5 years:	\$160.00 per week or \$40.00 per day
School Age (less than 5 hrs):	\$140.00 per week or \$30.00 per day

Part time/Per day schedules are for reserved days only and slotted as available. A 2-day minimum schedule per week applies.

*Tuition payments are a set amount to reserve the child's slot in the program and are payable regardless of attendance.*

Any returned checks will be subject to a \$35.00 returned check fee and Piggyback Rides and Slippery Slides reserves the right to require future payments be made in the form of cash or certified bank check.

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#### SCHOLARSHIP FEES:

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All cost share payments for scholarship enrollments are due the Friday prior to the scheduled week and are based on the child's reserved slot and the cost share amount identified by the state. The parent is the responsible party for all childcare payments and any payment not made by the state under the scholarship program due to lack of attendance, ineligibility or change in enrollment will be billable to the parent and due immediately. In the event that the child becomes re-eligible, we will resume billing going forward to the state. It is our policy to NOT bill the state retroactively should the child become ineligible and reopened. The state requires that children must only be in attendance while the parent is participating in the approved activity (working, job search, school). Any failure to abide by this requirement will result in charges to the parent for the day's care provided.

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#### TERMINATION OF SERVICES:

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In the event that a parent chooses to terminate services or reduce their attendance schedule, we require that a two-week notice is provided.

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#### IMMEDIATE TERMINATION:

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All families are provided an expulsion policy upon enrollment outlining our methods for working with children who exhibit challenging behavior. In the event that a child's behavior endangers the other children or the staff, Piggyback Rides and Slippery Slides reserves the right to terminate the child from care immediately. We will do our best to assist the family in finding alternative care.

Piggyback Rides and Slipper Slides may also terminate the enrollment agreement for repeated violations of this agreement by the parent.

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#### HOLIDAY SCHEDULE:

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Piggyback Rides and Slippery Slides will be closed and no services will be available on the following days:

- Memorial Day
- July 4<sup>th</sup>
- Labor Day
- Columbus Day (Teacher Training Day)
- Thanksgiving Day
- The Day after Thanksgiving
- Christmas Eve\*
- Christmas Day\*
- New Year's Day

\*please refer to the annual holiday schedule provided for an updated list of closures.

In the event of severe weather, the center will be closed or may close early. Please remember that payments reserve the child's slot and will be required on the above referenced days.

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#### SUPPLIES AND REST TIME:

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Outside play is a part of our daily routine. Please be sure that your child has appropriate outdoor attire, based on the season. Children will get dirty and occasionally have accidents or spills. Please make sure that your child has a complete change of clothes at the center at all times so we do not have to call you and ask that you bring us one, should the need for them arise. Additionally, parents will need to supply bug spray and/or sunscreen for application during the season. This is kept at the center and returned to parents when no longer needed.

Mats are provided for the toddlers and preschool children for rest time. Please supply a blanket for your child to use during this period; this should be taken home on Friday's for washing and returned on Monday. Small pillows or "stuffy's" may be brought in for rest period; the items should be small enough to fit in your child's cubby.

Rest time is observed at the center between 11:00 AM and 1:00 PM; please refer to the schedule for your child's classroom for the actual rest periods. During this time, all children will be provided an opportunity to nap; those children who fall asleep will be permitted to sleep until 1:00 pm. Children who do not fall asleep after 30 minutes of rest time will be provided a quiet activity while their friends rest. During rest time, our preschool room(s) may observe a staff reduction of one less staff person in the classroom in order to allow for teacher breaks.

Parents are responsible for supplying diapers and wipes as well as any necessary diaper cream for infants and toddlers. We will notify you as these items get low. Additionally, a "pack n play" sized sheet should be provided for infants. While we have spare bottles available at the center, most infants have a preference and parents may bring in their own bottles. Pacifiers, if used, should be provided.

All children are required to have on file immunization and physical records dated within 1-year per state licensing requirements. Failure to provide these documents may result in exclusion from care.

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#### MEALS:

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The center provides breakfast, lunch and afternoon snack for all children enrolled in our program and in attendance during the scheduled meal times. Please do not send any outside food into the center unless it is for a special occasion and pre-coordinated with the child's teacher. Allergies in children are common so we must be very careful to ensure that all dietary needs are strictly adhered to. We are a "peanut free" center.

Menus will be sent home with your child in advance. Please promptly communicate with us if you have any concerns so we may make alternative meal arrangements. We will present the children with many new and interesting foods, some they will love and others not as much. We encourage the children to try new things, alongside their friends, and find they often like much more than they thought they did.

The center receives a partial reimbursement for meal costs through the USDA food program. Parents will be provided enrollment sheets on an annual basis and are expected to complete and return these so that we are able to continue our program participation.

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### ILLNESS AND INJURIES:

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If a child is exhibiting any of the following symptoms, the child will not be accepted for care and alternative care arrangements should be made:

- Temperature of 101 degrees or higher
- Diarrhea or vomiting more than once in the last 24 hours
- Thick, constant, colored nasal discharge
- Evidence of a contagious illness such as (but not limited to) chicken pox, strep throat or pink eye.

If a child becomes ill or seriously injured (head injuries included), the parent will be notified and asked to have their child picked up within one hour. While awaiting pick up, the child will be isolated from the other children and made to feel as comfortable as possible. By law, we are unable to give your child any over the counter medication not included in the medication release forms. In the event an emergency is deemed necessary, Piggyback Rides and Slippery Slides will contact the emergency response to take the child to the hospital.

If a child is sent home, they must remain symptom free for 24 hours before returning to the center unless accompanied by a physician's note authorizing an earlier return.

Superficial injuries will be washed with soap and water and covered with a bandage or treated with ice. Parents will be provided an accident report, requiring signature of receipt, at pickup.

Piggyback Rides and Slippery Slides staff are CPR and First-Aid Certified.

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### MEDICATION:

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Parents must bring all medication to the child's teacher or Center Director, including both prescription and non-prescription medications. No prescription or non-prescription medication will be administered without the following:

- A written, signed and dated authorization from the parent on file
- The prescription must be in the original container and labeled with the child's name, name of the medication, dosage, directions for administering the medication, date and physician's name.

All medications given, dosage, time, date and the name of the person administering the medication will be captured in the medical log to meet state guidelines. Medications will be stored in a safe, secure and labeled location and will only be administered by designated personnel. Parents will be responsible to take home medications each night.

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### CLEANLINESS AND HAND WASHING:

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To promote healthy practices, hand washing will be a regular part of your child's day. At the center, children will wash their hands with soap and water, at a minimum, before meals and snacks, after toileting and when coming indoors from outside play. They will be taught to wash both their hands and faces after meals. Staff will also be modeling good hygiene practices by washing their own hands with soap and water before handling food, after assisting with toileting, before and after diapering and after helping children wipe their noses.

Cleanliness is an important part of maintaining a healthy environment. Children will be guided in cleaning up their toys and crafts when they are done. The center will ensure that toys are sanitized daily and after closure, the center will be thoroughly cleaned.

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#### TRANSPORTATION/FIELD TRIPS:

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Piggyback Rides and Slippery Slides is on the BES/Bridgewater Hebron School bus route and children in elementary school are picked up/dropped off at designated times during the school year. We do not provide transportation to children at this time. Any school aged child arriving outside of the bus pick up schedule should be brought directly to school.

Throughout the year, please look for permission slips for our walking field trips. It will be necessary to have those on file for your child to participate. All state regulations for staff to child ratios will be strictly adhered to during offsite trips.

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#### PETS:

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Piggyback Rides and Slippery Slides does not have any pets at the center aside from Fish.

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#### GUIDANCE AND DISCIPLINE:

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Piggyback Rides and Slippery Slides focuses guidance on self-control and self-regulation. Acceptable behavior is encouraged through positive and verbal rewards. When a child becomes overwhelmed and is unable to regulate his or her behavior, staff uses "redirection". Children are encouraged to find an area such as "calm corner" or the "cozy cube" where they are able to reassess their behavior, under the supervision of a staff member, and are permitted to rejoin the group when they feel they are ready. Children are reminded that it is "okay" to take a moment when needed to gain composure and able to return to their activities calmer and with a new sense of purpose. When conflicts arise, teachers work with the child to identify methods of problem solving and learning alternative options to the inappropriate behavior by stating what children should be doing rather than focusing on what they should not be doing.

The teachers at Piggyback Rides and Slippery Slides will maintain consistency and positive techniques to facilitate learning and provide security. We work with the children to define acceptable behavior and understand ways of correcting the problem. Under no circumstances, will corporal punishment be used.

To assist the children with feeling secure in the environment and regulating their own behavior, our teachers actively practice the following:

- Setting clear limits to keep children safe
- Keeping a routine of our daily activities so children know what to expect
- Giving each child a sense of safety, love and consistency
- Planning environments to reduce conflict
- Keeping children interested by providing a variety of activities
- Modeling appropriate behavior
- Developing children's self-control, self-esteem and respect for others

In the event that problem behavior persists or becomes disruptive, a meeting will be scheduled with the parent to discuss ways to help the child.

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#### EMERGENCY PROCEDURES:

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Evacuations for fire plans are practiced monthly to be sure children are comfortable with this process. Additionally, "lock down drills" and "reverse evacuations" are practiced on a regular basis. Piggyback Rides and Slippery Slides has a comprehensive emergency plan in place and welcomes parents to review this process.

In the event of a center closure due to inclement weather, a message will be left on the center answering machine on or before 5:00 AM. Additionally we utilize the WMUR School Closure reporting system. Should the center have to close early, parents will be notified for pickup. Additionally, we may utilize other forms of communication as available such as "Remind" or our "Facebook" page.

In case of fire: Children will be evacuated through the nearest safe exit. We will assemble in the empty lot behind our playground on Lake Street. If we are unable to return to the building after 30-minutes, parents will be notified for pick up. All teachers will take with them the sign-in sheets and emergency contact books for their classroom and a roll call will be performed upon assembly. The center director will do a final assessment of the center and verify the roll call.

In case of a threat: In the event that a threat has been made on the Piggyback Rides and Slippery Slides facility, a teacher within the facility or a child at the facility, the police department will be contacted and the center will go into lock down mode. Parents will be notified as soon as possible.

In case of a missing child: If a child is missing, the teacher will notify the rest of the team and director immediately and a facility search will be done. If the child is not located on site after a quick search, the police and parents will be immediately notified. Within 24 hours of occurrence, the Child Care Licensing Unit will also be notified.

In case of building service loss: In the event that service loss to the building occurs parents will be notified to pick up their child. These events include but are not limited to: no heat (inside temperature less than 65-degrees), no air conditioning (inside temperature greater than 90-degrees) or a loss of water, plumbing or electric services for longer than one-hour.

In case of severe weather: In the event of severe weather including but not limited to snow storms, ice storms, hurricane warnings or tornado warnings, Piggyback Rides and Slippery Slides will evaluate the risk to the staff and children and make a decision to remain open or closed ,and notify parents.

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#### CLOSING:

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We sincerely hope that you have found this handbook helpful in understanding a little more about Piggyback Rides and Slippery Slides and our policies. If you have any questions about any of the material covered here or something not mentioned, please let us know. We thank you again for allowing us the opportunity to be a part of your child's care.