

THIS IS THE WAY LEARNING CENTER



PARENT HANDBOOK

Trust • Understanding • Communication • Teamwork

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OUR PHILOSOPHY

We believe that learning takes place primarily through exploratory activities and discovery. We provide a child-centered environment with a wide range of materials and developmentally appropriate activities, which allow your child to create, manipulate, explore and discover according to their interests.

Each child is valued and recognized as a unique individual with a large capacity for growth and development. Through both group and individual activities, your child is encouraged to develop socially, emotionally, cognitively, and physically at his or her own pace.

Our philosophy also incorporates open communication between the parent and provider which builds the trust needed for a successful relationship.

OUR MISSION

We are passionate about early childhood education. We love to introduce children to learning and new friends. Our end goal is to not only impact the children we teach but to impact the generation and promote positive change within the whole family.

VISION

At This is The Way Learning Center, the team believes that every child is unique. Each child should receive the opportunity to develop social and emotional skills that will help them grow.

Through.....

- **Emerging Curriculum** - Teachers observe the children's interests and design lesson plans and projects on what they enjoy
- **Play-based Learning** - Guided learning through play for children to build new skills and abilities
- **Customized Programs** - curated lesson plans that are appropriate for each age group to learn at their own pace
- **Social Emotional Learning**- Activities created to develop confidence and healthy emotional management

CORE VALUES

TRUST

Our main priority is the well-being and safety of the children. We want our parents to trust us as we trust them.

UNDERSTANDING

Our staff and families are doing their best for the children. We want to meet each family where they are and help where we can.

COMMUNICATION

Open and honest communication between the children's family and our staff is important for the developmental and social-emotional growth of the child.

TEAMWORK

We are all on the same team! We want the best for the children and we need to work together through the childrens' stages to set them up for success.

STATEMENT OF SERVICE

Our program is licensed for infants (6 weeks- 17 months), Toddlers 1,2,&3 (18 months to 3 years), Pre-K (3 years to 5 years) & school age (5+ years)

HOURS OF OPERATION

This is The Way Learning Center. provides care for children from 7:00 am to 5:30 pm, Monday through Friday

HOLIDAYS & SCHOOL CLOSINGS

This is The Way Learning Center will be closed for the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Good Friday
- Memorial Day
- Juneteenth
- Columbus Day
- President's Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Break: Day before Thanksgiving is ½ day (1pm pick-up), Thanksgiving Day and the following Friday
- Christmas Break: December 23rd until January 1st

Monthly tuition is the same given the holidays and vacation days listed

TUITION

- Tuition payments are to be made monthly, bi-weekly or weekly. Monthly payments are due the first of each month, weekly payments are due Monday for that week of care. A \$10 late fee will be applied per day, after 5 days the child may not return to This is The Way Learning Center until payment is made in full. An additional charge of \$35.00 will be assessed for all returned checks. After (2) returned checks, a money order, cashier's check or cash will be required for all further payments
- The Tuition schedule will not be altered for sick days or voluntary non-attendance (i.e. family vacations). All holidays have been calculated in advance and do not have any effect on the weekly tuition rate

It's the parents' responsibility to pay the full tuition whether or not the child is in attendance

- Full time childcare is represented by a time period over a 5-day time period. The director will determine the overtime rate

Timely payments are essential for continued enrollment; however if you anticipate difficulty with paying on time, please discuss the matter with the Director immediately. The Director must approve all alternate payment arrangements in advance. **This is The Way Learning Center offers a multiple child discount when two or more siblings are enrolled during the same time. We do accept Care4Kids.**

Full-time rate: 2% annual rate increase – on your anniversary date
\$285.00 (up to 45 hours per week)

\$310.00 (45 + hours per week)

MATERIAL FEE

Each parent is required to pay an annual \$50.00 Material Fee for each child enrolled in This is The Way Learning Center, the material fee is due by September 1st. The fee will cover all material needed for the year (i.e. crayons, books, batteries, music, toys, field trips)

LATE FEE

This is The Way Learning Center is open Monday thru Friday from 6:30 am to 5:30 pm. Staff does not get paid overtime therefore if parents/guardians pick up their child late they will incur the following late fee:

- **\$25 after 5:30 pm and \$25 every thirty minutes**

2 staff members will remain with the child until the parent/guardian picks up the child

The fine must be paid the same day or by the weekend to the Director

THE DAYCARE CLOCK IS CONSIDERED TO BE CORRECT. WE DO UNDERSTAND THAT TRUE EMERGENCIES HAPPEN. WE DO NOT UNDERSTAND WHEN PARENTS/GUARDIANS ABUSE DAYCARE PRIVILEGES.

Late pick-up

Two staff members 18 years of age or older will remain at the program with the child at all times. If the child has not been picked up within 30 mins of the child's scheduled pick-up time, a staff person will attempt to call the child's parents/guardians using the numbers provided. If they cannot be reached, the staff person will attempt to call the emergency and authorized, alternate adults provided by the parent/ guardians at the time of enrollment. The police will be called after 6:15 pm if parents or other adults specified on the permission to release forms

cannot be reached. At that time the child may be released to the police. The non-emergency number for our local police department is 860-763-6400.

BOUNCED CHECK FEES

If a tuition fee check bounces a \$35 fee will be charged. **If the bounced check causes other This is The Way Learning Center checks to bounce the parent/guardian will be responsible for all bank fees. Fees will have to be paid before the child can return to the daycare**

Policies and Procedures Handbook & Operating Policy

COVID-19 SAFETY PROCEDURES:

The following policy and/or procedural changes will be followed by This is The Way Learning Center. as set forth by the Connecticut Office of Early Childhood (OEC) during this public health emergency, and for as long as it is deemed necessary. As the situation continues to evolve, This is The Way Learning Center will always abide by the requirements set forth by the OEC, CDC, and the local and state Departments of Health. While we understand that some of these requirements might not be ideal for the traditional “child care” setting and might cause disruption to your day, know that everything we are doing is to reduce the risk of spreading any infectious disease. While the provisions listed herein will be our current operating procedures, please be advised that things may change day to day. This is The Way Learning Center is doing everything we can to keep all our children and staff safe and healthy. If at any time you decide to disregard or do not agree to follow any of the policies and procedures, then care for your child will be immediately terminated.

SICK CHILD

If, during the day, any of the following symptoms appear, then your child will be separated from the rest of the people in the center. You will be contacted immediately and **MUST** pick up your child within 1 hour of being notified.

Symptoms include:

- Fever of 100.0 degrees Fahrenheit or higher
- Dry Cough
- Shortness of Breath
- Chills
- Loss of Taste or Smell
- Sore Throat
- Muscle Aches
- Rash

While we understand that many of these symptoms can also be related to non-COVID-19 related issues, we must proceed with an abundance of caution during this public health emergency. If your child becomes ill, you must consult your child's doctor. If a COVID-19 test is ordered your child must remain out until the results return. If the results are negative, the child may return with a doctor's note and follow our policy symptom guidelines. If the COVID 19 test is positive, the child must remain out for a minimum of 5 days and have a doctor's note.

All other sick policies set forth in the This is The Way Learning Center Parent Handbook will continue to be followed as well in addition to this policy.

DROP OFF/PICK UP

Parents/guardians will not be permitted to enter the facility beyond the designated drop-off and pick-up area. After your child passes his or her health screening, he or she will be escorted to a classroom by a staff member.

HAND/RESPIRATORY HYGIENE

Staff and children will engage in regular handwashing with soap and water for at least 20 seconds and will be done:

- Coming in contact with any child,
- When entering a classroom for the first time,
- Before and after eating,
- After sneezing, coughing, or nose-blowing,

- After using the restroom,
- Before handing food,
- After touching or cleaning surfaces that may be contaminated; and
- After using shared equipment like toys, computer keyboards, mouse, etc.

All staff and children will be required to do the following:

- Cover cough and sneezes with tissues or the corner of the elbow,
- Encourage children, when appropriate to cover coughs and sneezes with tissues or the corner of their elbow,
- Dispose of soiled tissues immediately after use,
- Wash hands after each cough or sneeze.

INTENSIFIED CLEANING AND DISINFECTION

As per our usual operating procedures, all cleaning, sanitizing, and disinfecting procedures will be in place. Communal spaces will be sanitized between groups (i.e. playground, gross motor room). When children will be vacating a space for an extended period of time (i.e. leaving classroom to go to playground) that space will be disinfected given there will be ample time for the disinfectant to sit and evaporate per the instructions of the disinfecting solution before children are to return to the room.

FOOD SERVICE

While the state is under a public health emergency TITW will not be allowed to serve meals family style. This is to prevent multiple children from touching the same serving utensil. ALL meals and snacks will be served in the classroom. Meals will be sent from home in a lunchbox with an ice pack. Utensils will also be labeled and provided by parents. Utensils will be sent home to return back to school clean for the next day. The whole lunch meal will be served to your child. This does not mean your child will need to eat everything on their plate. If your child is to want “seconds” of a portion of the meal, a designated staff member within the classroom will be allowed to serve them an additional portion.

COVID-19 EXPOSURE NOTIFICATION

In February 2020, COVID-19 was added to the list of Reportable Diseases. TITW is required to report such cases of COVID-19 infection immediately to the Connecticut Department of Public Health and to the local department of health in Greenwich.

If a child or staff member who has been present in the program is diagnosed with COVID-19, TITW must notify families and staff about the exposure. Please be advised that we are NOT required to share with you the child or staff member's name but will share with you the date of possible exposure and classroom that may have experienced the exposure.

Parents must immediately notify TITW administration if you become aware that any person with whom your child or yourself has had contact exhibits any of the symptoms listed above (health screening), is advised to self-isolate, quarantine, or has tested positive, or is presumed positive for COVID-19. Further, you must immediately notify TITW administration if anyone from your place of employment is presumed positive or tests positive for COVID-19 whether or not you have had direct contact with that person.

ENROLLMENT:

Enrollment at This is The Way Learning Center is open to children from 6 weeks to 5 years of age. Enrollment shall be granted without regard to child's race, color, creed, religion, national origin, gender, or disability; and without regard to parents or guardian's race, color, creed, religion, age, national origin, gender, pregnancy or disability.

At the time of enrollment, we require the following:

- The non-refundable deposit is due along with signed contract
- Each child entering This is The Way Learning Center must have had an updated physical form, signed and dated by their pediatrician, which includes the child's date of birth. All children's physicals must be updated yearly and immunizations records must be maintained for State of Connecticut requirements
- Our registration packet completed and signed, including accurate emergency contact numbers

The emergency contact information should be kept current at all times

VACATIONS:

This is The Way Learning Center will also be closed for two weeks each calendar year, a week between Christmas and New Year's (National Holidays are not included as part of vacation), and one week in July. The parents will receive advanced notice of these dates.

THIS IS THE WAY FAMILIES ARE RESPONSIBLE FOR NORMAL TUITION PAYMENTS FOR THESE TWO WEEKS FOR VACATION.

When This is The Way Learning Center is closed, it is the parent's responsibility to find alternative childcare

INCLEMENT WEATHER

- This is The Way Learning Center will follow the Enfield Public School closings for inclement weather. Please tune into WFSB news (ch. 3) for information on weather closings unless a message is received from This is The Way Learning Center. The parent is responsible for normal weekly tuition in the event of any closures
- In the event of an early closing due to weather, the daycare staff will contact the parent; the staff will remain with the children until all have been picked up safely

RESPONSIBILITY OF PARENTS:

PARENTS SHOULD ALWAYS CALL AND LET A TEACHER KNOW IF THEIR CHILD WILL BE ABSENT FOR ANY REASON

- Parents should supply This is The Way Learning Center with two outfits of clothes to change if needed. Please make sure the clothing is appropriate for the season. All clothing should be labeled in a ziplock bag.

- Diapers; staff will advise parents when the child is running low
- Wipes are required when you bring in new diapers
- Bottles (labeled)/ Sippy cups (labeled)
- Bibs (if needed)
- Breast milk (labeled and dated)
- Formula (labeled and dated with opening date)
- Healthy Lunch with ice pack
- Bedding (comfy blanket, sheets are optional)

PERSONAL ITEMS:

- All bedding and Blankets will be sent home on a weekly basis for laundering. Please make sure all bedding is brought back the following Monday
- All personal items should be labeled. This includes all coats, hats, and gloves
- This is The Way Learning Center is not responsible for any lost, damaged or stolen personal property

DROP OFF AND PICK-UP PROCEDURES:

- Drop off ends at 9:30am, This is The Way Learning Center is not responsible for receiving children after 9:30am.

- Parents now have the option to check in/out their child during pick up and drop off through our system by scanning the barcode placed on the door
- The child's belongings will be organized and ready for pick up.
- If the individual picking up the child is not recognized by the staff, photo identification will be required prior to the release of the child. The photo ID will be matched to the registration authorization provided by the parent on the registration form. No child will be released to any individual who is not formally included on the registration information and without identification to verify identity
- Once the parent signs the child out of This is The Way Learning Center, the parent is responsible for the actions and behavior of their child
- The parent can call This is The Way Learning Center anytime of the day to check in on their child, either by phone or text

MEALS AND SNACKS:

- Parents are responsible for providing their child with breakfast, lunch and snacks to be served. All food must be labeled with your child's name in a lunch bag or lunch box. **Each Lunch bag MUST also have an ice pack.**
- Parents are required to provide written notification of any food/dietary restrictions (i.e. lactose intolerance, vegetarian diets, wheat-free/gluten-free diets) or allergies
- All food must be prepared and labeled each day the child is in attendance, including formula/breast milk
- All bottles must be provided by the parent and labeled with the child's name

- Baby food will be served from a dish unless the whole content of the jar will be served
- Baby food, formula or breast milk will never be microwaved it will always be warmed with hot water
- Parents are responsible for supplying all bowls, plates, cups and utensils for their child. All items will be returned at pick up to go home and return clean for the next day.
- Please label any special items brought from home with your child's name to prevent loss
- This is The Way Learning Center and staff will focus on developing healthy, well-balanced eating habits. Please provide a full, healthy lunch for your child each day they are in attendance
- This is The Way Learning Center is a **NUT-FREE** facility

For Infants:

- Provide teachers with an example of your child's daily schedule.
- Provide a written statement specifying the formula or breast milk feeding schedule
- All unused formula or breast milk will be discarded after each feeding

EDUCATIONAL PLAN:

This is The Way Learning Center daily program includes:

- Flexible schedule
- Meet and enhance the individual needs of diverse children
- Indoor and outdoor physical activities that provide opportunities for fine and gross motor development
- Problem-solving experiences that facilitate concept formation, language development, and sensory development
- Creative experiences allow children the opportunity to develop and express their own feelings and ideas in all parts of the program, including but not limited to:

Arts and media

Dramatic play

Music

Language

Motor activity

Language learning experiences

Experiences that promote self-reliance

Health education practices

Child-initiated and staff-initiated experiences

Exploration and discovery

Varied choices in materials and equipment

Individual and small group activities

Active and quiet play

Rest, sleep, or quiet activity

Nutritious meals and snacks

Toileting and clean up

SPECIAL EVENTS:

This is The Way Learning Center hosts many special events throughout the year. Such events include Birthday parties, Holiday parties, and a Graduation party.

We also take children on field trips within walking distance of the facility. These trips only occur during reasonable climate conditions.

Permission slips will be provided and must be signed and returned to the facility beforehand. A child will not be able to attend a field trip unless given written permission by a parent or guardian.

Staff must account for all children before leaving, throughout the trip, and upon their return. On any field trip, staff members must carry a cell phone along with all children's medical and contact information, and a first aid kit.

POTTY TRAINING:

This is The Way Learning Center will assist parents with potty training once it has started at home. Parents are responsible for diapers/pull-ups and wipes until the child has mastered the skill at daycare

STAFF PERSONNEL:

Our staff at This is The Way Learning Center includes Director, Head Teacher, Teachers, and professional consultants. All staff members have completed the requirements of the Office of Early Childhood in Connecticut. In addition, the staff has several years of experience in this particular field. All staff will continue to complete coursework and participate in workshops and lectures in order to further their knowledge.

***Staff is certified in CPR and administration of First Aid**

This is The Way Learning Center also provides access to services including, Social Service Consultant, Educational Consultant, Health Consultant, and Dental Hygienist.

All consultants will be available to annually review our policies, and review our in-service educational program. They will be available for advice and consultation regarding any issues or concerns that should arise by telecommunication and in person.

Our health consultant will be visiting This is The Way Learning Center weekly:

- To observe children's health and development
- To review the health records of children and staff
- To address any concerns

If any other concerns should arise please speak to a staff member and it will be addressed with one of our consultants.

SUPERVISION PLAN:

At no time shall a child be left unsupervised.

- A staff-child ratio of no more than four children per staff for children (three and under) shall be maintained at all times. (Three and over) a staff-child ratio is no more than ten children per staff. (This includes indoor, outdoor, and nap time) At least three staff members 18 years of age or older will be present at all times.
- The group size shall not exceed 8 for three and under – three and over will be divided into two different groups, neither will exceed 10.
- Children are carefully watched while outside at play. Staff members are stationed at the equipment at all times. Other staff rotate among the play areas.
- When a child goes inside to use the restroom, a staff member is designated to accompany them. Children are never allowed to travel from outside to inside by themselves.

- Children are carefully watched while at play or during an activity within the building including bathroom use.
- When a child uses the bathroom adequate staff will always be present while maintaining the ratio.

DISCIPLINE POLICY:

The protection and well-being of all children enrolled in our daycare program is extremely important. All disciplinary methods used with children must guarantee the child's right for physical protection and emotional support. Our guidance is preventive and not punishing. Our teachers set limits, which are developmentally appropriate, enforce them consistently and serve as role models. All appropriate behavior is encouraged and praised, and courtesy and respect for others is molded.

- The use of positive guidance
- Redirection
- Setting clear limits
- Continuous supervision by staff during disciplinary action
- Specifically prohibiting abuse, neglect, physical corporal, humiliating or frightening treatment or punishment
- Prohibiting physical restraint unless such restraint is necessary to protect the health and safety of the child or other people
- Managing a child's behavior using techniques based on developmentally appropriate practice

The goal of discipline is to help the child develop inner controls so that they can move towards appropriate social behavior. Methods for resolving conflicts are:

- Positive guidance
- Setting clear limits
- Redirection

If disciplinary actions are needed, we help the child put their feelings into words and we encourage them to talk it out with the other child if possible.

Staff will continuously supervise children during disciplinary actions

Staff will never be abusive, neglectful, or use corporal, humiliating or frightening punishment under any circumstances. No child shall be physically restrained unless it is necessary to protect the safety and health of the child or another child or adult.

A child who may be overly aggressive or is repeatedly destructive of other children's work may be asked to make an activity choice in another area if talking things out does not work.

Teachers will collaborate with the parent to set forth positive behaviors for the child. If a child continues to be overly aggressive and disruptive to the classroom consistency a conditional agreement will then be agreed upon with the parent.

SICK POLICY:

In general, a child with a mild illness such as a cold, running nose, cough or a treated ear infection may remain in child care if the child is well enough to participate in the daily activities and if the child does not require one to one care. This is The Way Learning Center believes in open and honest communication between the parents and staff with regards to any health issues of the individual child and health concerns of the group setting. All staff are properly trained in CPR and Connecticut Child Care First Aid. A nurse consultant will visit This is The Way Learning Center weekly to maintain and review all health records, her weekly visits allow This is The Way Learning Center an opportunity to use her expertise to address any areas of concern, issues of health or safety, and to educate the staff regarding specific needs. In addition, she is available for consultation at any time.

There are times we ask a child to stay home or will be sent home if already at This is The Way Learning Center for the following:

- A child/infant four (4) months of age or older with a temperature of 100 or higher
- A child has a serious or contagious illness and or infection
- Diarrhea – A child experiencing two frequent stools
- vomiting - two or more
- Unidentifiable rash
- Excessive crankiness or irritability
- Head lice or eggs

Any child who is ill at This is The Way Learning Center will be separated from the group setting and stay with a staff member in an isolation area until the child can safely leave the daycare. We ask that you pick up your child promptly. If there is any reason we cannot make contact with the parents, we will make contact with the emergency contacts as listed on the enrollment form so that a timely departure can be assured for the best interest of the child and the group. **In order for a child to return he/she should be fever free for 24 hours.**

Please remember that the childcare setting serves the needs of children within a group setting. The health of all the children depends upon the cooperation of all parents with regards to the sick policy.

The following is a list of illnesses that require treatment. Any child having any of these illnesses will not be allowed back to the daycare until treatment is given and/or a release is provided by the child's pediatrician stating he/she is safe/able to return to the daycare. If the following illnesses are detected at This is The Way Learning Center the child will be sent home.

- Chicken Pox – The child must remain out while actively developing blisters. The child may return after all pox have crusted over (usually 7 days)
- Impetigo – The child may return 24 hours after treatment has begun
- Conjunctivitis (pink eye) – The child may return 24 hours after treatment has begun
- Head Lice – The child may return once lice free
- Strep Throat/Scarlet Fever – The child may return 24 hours after antibiotics have begun and is fever free
- Hand/Foot/Mouth Disease – A child with signs or symptoms indicative of the disease must remain out of the daycare during the active “blister” phase
- Undiagnosed Rash – A child may return once seen by his/her pediatrician with a release

MEDICATION POLICIES:

This is The Way Learning Center will administer non-prescription medications, diapering creams, teething ointments, and sunscreen. All ointments and creams must be brought in their original containers and labeled with the child's name. This is The Way Learning Center will only administer these topical medications with the proper paperwork filled out by the parents, which will be provided upon request.

ADMINISTRATION OF MEDICATIONS:

This is The Way Learning Center will store and administer prescribed inhalers and epi-pens, non-prescription topical medications, and Emergency oral medications (ie: Benadryl) with the parent's consent. An authorization form, **which must be signed by the doctor and parent**, is available at This is The Way Learning Center

The form includes information such as:

- A care plan by the doctor
- The child's name, address, and birthdate
- The drug name
- The prescribed dosage
- The method of administration
- The time to be administered
- The side effects
- The prescriber's name and address

All medications must be in their original container and clearly labeled with the child's name and directions for use. All medication including epi-pens must have a pharmacy label on the medication.

Except for non-prescription medications and prefilled injectables, (ie: epi-pens)

EMERGENCY PLAN:

Medical: In case of a medical emergency, a qualified staff member will attend to first aid as needed. Another staff member will contact the family of the child. Attempts will be made to consult with the child's health care provider. If neither is available, the program's medical consultant will be contacted. For extreme emergencies, 911 will be called. An ambulance will take the child and a staff member to the nearest hospital. Staff are not permitted to put a child in their own vehicle. Another staff member will notify the family or alternative pick-up person to meet the child at the Emergency Room. Additional staff will be called in to maintain the ratio.

In the event a child becomes ill at daycare, the parent/guardian will be notified and will be asked to come and pick up the child. The child must be picked up immediately if the child is vomiting, has more than 2 loose stools, and if the child has a fever over 100.

Staff has the discretion to contact the parent/guardian if there is any concern on the part of the daycare. The state requires that a child must be fever-free for a 24 hour period before returning to daycare. A doctor's note will be required if the child is out sick for more than four days.

Fire: In case of a fire evacuation from the building it will be through the closest fire exit. Staff will be responsible for supervising the children under their care and leading them to the fire exit. The attendance book will be on the way out. The group will walk safely away from the building and line up for attendance. The staff will immediately take attendance. The Director person in charge will be responsible for taking the sign in/out sheet, portable first aid kit, cell phone and emergency contact information with them. Should it not be possible to return to the building, staff will walk the children to Unitarian Church then parents will be notified via cell phone to pick up their child

Weather: On snow days or during other hazardous weather emergencies, the program will follow the city's public school closings. Parents will be notified via television announcement or via telephone. In the event conditions require our program to shelter children, we will have additional resources ie; flashlights, water, food, and clothing available. In the event of other serious weather emergencies such as tornadoes or hurricanes, children and staff will remain indoors away from windows and doors. First aid staff will be on hand to administer first aid as needed until emergency personnel can arrive. Parents will be notified after the immediate danger has passed.

Evacuation: If any type of natural disaster or situation requires the evacuation of This is The Way Learning Center we will be directed to walk along the yard (avoiding busy road) to the walgreens next door and remain at that location for the duration. Parents will be notified by cell phone to pick up their children and **the Enfield Fire department.**

POLICY FOR REPORTING SUSPECTED CHILD ABUSE OR NEGLECT:

This is The Way Learning Center is required by law to report suspicions of child abuse or neglect concerning any child enrolled in the program. Staff members are

protected by law from retaliation or discrimination as a result of reporting abuse or neglect.

The director is responsible for informing parents/guardians, making an oral report to DCF with the staff member or witness, and assuring that a written report is sent within 12 hours. Within 48 hours of making the report, the mandated reporter must submit a written report (DCF – 136) to DCF.

All phone calls to DCF shall be documented and kept on file at the Center. A copy of all statements from staff and the DCF-136 shall also be kept on file

Children who are in need of medical care are taken to the Johnson Memorial Hospital or their pediatrician by a daycare staff member.

This is The Way Learning Center has a zero-tolerance policy for abuse and neglect of children. Any staff member who is accused of such is immediately removed from the facility and is subject to an investigation by DCF.

1. Definition: Child Abuse includes:

- Any non-accidental physical or mental injury (i.e. shaking, beating, burning) - Any form of sexual abuse (i.e. sexual exploitation) - Neglect of a child (i.e. failure to provide food, clothing, shelter, education, mental care, appropriate supervision)
- Emotional abuse (i.e. excessive belittling, berating, or teasing which impairs the child's psychological growth) - At risk behavior (i.e. placing a child in a situation which might endanger him by abuse or neglect).

Child Abuse is defined as:

A child who has had - Non-accidental physical injuries inflicted upon him - Injuries which are at variance with the history given of them

- Is in a condition, which is the result of maltreatment, such as, but not limited to, malnutrition, sexual exploitation, and deprivation of necessities, emotional maltreatment or cruel punishment.

Child neglect is defined as: A child who has been:

- Abandoned
- Denied proper care and attention physically, educationally, emotionally or morally
- Allowed to live under circumstances, conditions or associations injurious to his or her well-being

2. Staff responsibilities: As childcare providers we are mandated by law to report any suspicion that a child is being abused, neglected or at risk. being (CT statutes 46b-120)

3. Specifics on reporting a suspected case of abuse or neglect

Call the Department of Children and Families (open 24 hours a day) at 1-800-842-2288.

- The reporter's name is required, but may be kept confidential.

Information needed:

Name of child/Date of birth

- Address of child - Phone number of child
- Name of parents or guardians
- Address of parents or guardians
- Phone number of parents or guardians
- Relevant information such as:

physical or behavioral indicators, nature and extent of injury, maltreatment or neglect

- Exact description of what the reporter has observed
- Time and date of incident
- Information about previous injuries, if any
- Circumstances under which reporter learned of abuse

Staff Training:

Staff will be required to attend bi-annual staff meetings, held in September and February, focusing on the steps for reporting suspected abuse and neglect and the role of a mandated reporter. All new staff will be trained in these procedures prior to their start in the classroom.

Provisions for informing families of abuse and neglect policy:

A copy of this policy will be included in our parent information packet, and each family will be given a copy upon enrollment. A copy of this policy will also be posted on the parent board.

When an accusation of abuse or neglect by a staff member is made, the Director must immediately inform the parents or guardians that a report has been made to DCF. Health care officials may need to talk to a child's parents to access the cause of the child's injuries and offer support and guidance.

COMPLAINT PROCEDURE:

In general, if a parent(s) has a concern about This is the Way Learning Center or the child's welfare, he/she should discuss the matter directly with the director.

In the event that the matter cannot be directly resolved by the director, a parent can finally refer the matter to a higher authority- such as a daycare specialist for the state of Connecticut.

As per the state regulations, specific information about the complaint procedure is posted on the daycare bulletin board.

WITHDRAWAL OF CHILDREN:

Parents must give This is The Way Learning Center 30 day notice when withdrawing their child from the daycare. All tuition through 30 days remains due.

Termination: There may be a circumstance where the director may decide to discontinue a child's attendance. Every effort will be made to correct the problem however, disruptive or dangerous behavior or continued violation of This is The Way Learning Center policies will result in dismissal.

DAILY SCHEDULE

6:30-7:30 am – Children Arrival/ free play

8:30 am – Breakfast

9:30 am – Learning Centers/Creative Activities

10:30 am – Mid-Morning Snack

11:00 am – Outside Play (Weather permitting)

11:30- noon – Lunch

1:00 – 3:00pm – Nap Time

3:00 – 3:30pm – Afternoon Snack

3:30 – 4:30pm – Story Time/ Learning center

4:30 – 5:30pm – Free Play/Home Preparation

- **Infants have their own schedule (we follow it) and return the infants book with their daily schedule within it**

Note to Parents on Discipline:

TITW understands that children are very impressionable at this age and we need to be very careful of what we say. There is absolutely no swearing or bad words accepted here. The children and their parents will NEVER be put down or talked badly about in front of other parents or the children. We watch what we say because we know children copy/repeat everything. We won't use words that are not appropriate.

DISCIPLINE POLICY:

The protection and wellbeing of all children enrolled in our daycare program is extremely important. All disciplinary methods used with children must guarantee the child's right for physical protection and emotional support.

Our guidance is preventive and not punishing. Our teachers set limits, which are developmentally appropriate, enforce them consistently and serve as role models. All appropriate behavior is encouraged and praised, and courtesy and respect for others is molded.

Parents if you agree to our method of discipline as we have discussed please sign below:

Parent: _____

Thank you,

This is The Way Learning Center. - Director
Francheska Velazquez

This is The Way Learning Center. Parent Handbook



The mission at This is The Way Learning Center. is to provide children with a high level of early care and education and to serve as a supportive resource for families. In addition, our goal is to strengthen the communities we serve and to work closely with other responsive networks and services to ensure that high-quality childcare and preschool education remains progressive, safe, and affordable for all families. The center's focus is on providing full services with an emphasis on convenient hours, as well as, educational and social skills development.

Name and Address

This is The Way Learning Center
18 shaker rd
Enfield, CT 06082
(860) 253-0010

Hours/ Days of operation

This is The Way Learning Center is open year-round, Monday – Friday 6:30 a.m. to 5:30 p.m.

Please sign, date, and return to Francheska Velazquez. This shows that you have read and agree with the parent handbook and all its conditions to attend This is The Way Learning Center.

Signature_____Date_____