



LET YOUR CHILD GROW IN LOVE, CONFIDENCE, & INDEPENDENCE

Family Handbook

78 Main Street
P.O. Box # 9
Franconia, NH 03580

PHONE: 603-823-5643

Lindsay Cartwright
Fcc.execdirector@gmail.com

Table of Contents

Introduction

Preface

Welcome Statement

FCC Mission Statement

FCC Philosophy of Appropriate Early Childhood Practices

Our Programs

Infants

Toddlers

Early Preschool

Preschool

Policies and Procedures

Tuition

Health Record and Contact Information

Withdrawal

Hours of Operation

Arrival and Pick Up

Center Security

Illness

Medication

Child Protection Law

Adult Conduct Guidelines

What You Should Pack for Your Child

Behavior Management

Board Member Information

WELCOME

THANK YOU FOR CHOOSING FCC!

It is with great pleasure that Franconia Children's Center extends a warm welcome to our newest families. FCC continuously strives to provide the best and highest quality of early education and care. We believe that the best way to ensure this is via a mutually respectful partnership between staff and families as well as having a positive and supportive team working together. We hope your experience with us is an exemplary one where we can grow together while enriching the lives of your children!

Sincerely,

The Franconia Children's Center



Introduction

Preface

We have prepared this Handbook to provide you with information about our school's programs, policies, and philosophies. Please set aside some time to become familiar with this Handbook. It will be very helpful in answering many questions that arise. We recognize, however, that no Handbook can answer every question. If you do not find an answer to your questions in this Handbook, or if you would like a particular policy clarified, please feel free to ask the Director or the Board of Directors. We will be glad to assist you.

Mission Statement

Our mission at the Franconia Children's Center is to provide quality care and education to all children that come through our doors. Understanding that no child learns the same. We structure our curriculum to focus on developmentally appropriate activities that assist each student growth and development.

We believe that supporting the development of strong academics and a play based learning environment, helps better prepare each child for their future educational success. Here at FCC we provide quality care and education to all our future leaders.

Philosophy of Appropriate Early Childhood Education

Franconia Children's Center's Philosophy on appropriate Early Childhood Education is based on Developmentally Appropriate Practice. Developmentally Appropriate Practice, often shortened to DAP, involves teachers meeting young children where they are (by stage of development), both as individuals and as part of a group; and helping each child meet challenging and achievable learning goals. We believe that each child learns and discovers in their own particular learning style. It is up to the educator to determine that style and deliver a curriculum that speaks to that style so that the individual is better able to comprehend the curriculum. FCC believes that the parent is the child's primary educator. It is the job of the staff to partner with the family to best meet the educational needs of the child.

ROOM TRANSITIONS

Directors will determine the proper placement for each child based on their age, ability to meet developmental milestones, and their social-emotional development. The administrative staff and teachers will collaborate, to decide the proper placement for your child. Prior to your child's transition to a new classroom room, the Director will meet and communicate with the family in regard to the child's transition into his/her new classroom. A trail transition period of one week will be done before the final transition. Your child's current and future teacher will be available to address any questions or concerns you have during the transition process. Before the transition into a new classroom has been completed, parents are encouraged to schedule a meeting with the new teacher in order to familiarize themselves with the new classroom, children, and curriculum.

Program

INFANT CLASSROOM

Age: 6 weeks-18 Months

Infancy is a time to develop a sense of security that will provide the base from which the developing child will venture out and explore the environment. Our infants are cared for in a warm, nurturing environment that provides them with the consistent routines they need to feel secure. The room and curriculum are designed to allow children to safely explore toys and materials.

EARLY TODDLER AND TODDLER CLASSROOM

Age: 18 Months-30 Months (Early Toddlers)

30 Months- 42 Months (Toddlers)

We nurture toddlers through experiential learning, imaginative play, quality care and empowerment. We encourage and foster natural curiosity, love of learning, and the joy of having fun. This age group likes to be independent, noisy and physically active. Our curriculum works to further develop communication, social emotional development, gross motor and fine motor skills.

Potty Training Policies

We strive to support your efforts of potty training at home right through the day here at daycare. However, there are some key signs to look for before we are able to help you train your child at the center. The key signs of readiness for potty training include:

1. Consistency and communication.
2. The child is able to pull down and up their pants and underwear/pull-ups on their own with little or no assistance.
3. The child is able to communicate to you when they need to go to the bathroom.
4. The child's diaper is dry after nap times and for long periods during the day.
5. The child is able to hold their bowels and bladder until they get to the potty once they realize that they need to go.

Children are not able to move up to the early preschool classroom (from the toddler room) until they are completely potty-trained (having no more than 2 accidents per week for at least a 2-3 week period). We will always encourage children to use the potty regularly. When your child does potty train, we ask that you provide extra clothing and remove soiled clothing daily.

EARLY PRESCHOOL

Age: 42 Months- 54 Months

Hands-on active learning is a fun and exciting way for children to learn at this age. Creativity is encouraged through circle time, art and crafts, singing, age-appropriate games, interactive learning, dramatic play and outside play. Pre-reading skills are developed through exploring books and pre-writing skills are introduced through tools such as pencils, crayons, markers, chalk, paint brushes and scissors.

PRESCHOOL

Age: 54 Months- 72 Months

Our preschool program emphasizes learning through play and self-discovery. The classroom is intentionally set-up to provide opportunities for children to learn and grow in language and literacy, cognitive, social and emotional, and physical domains. Small and large group activities provide children with opportunities to explore and practice new and emerging concepts and skills.

Policies and Procedures

Tuition

- **Tuition Payments:** All tuition payments are due by Friday for the week in advance.
- **Late Tuition Payments:** A fee of \$25.00 will be charged for each week a payment is late. Payments for more than two weeks in rears will result in a conference with the Directors with an opportunity to discuss a payment plan. Any tuition payments that continue to be late will result in contract termination and the rears sent be to a collection agency.
- **Outside Tuition Assistance:** If you receive tuition assistance and your child is absent due to illness, vacation, or school closures and delays, you will be financially responsible to cover the additional costs accrued. Parents/Guardians are responsible for tuition costs until outside assistance begins (DHHS). Parents/Guardians are responsible to pay their cost shares each week. DHHS may fluctuate each week due to school closings, vacations, absences, late pickup/ early drop off, pandemic, or disaster (natural or other). If you receive DHHS childcare assistance you must pay the full regular tuition rate until the authorizing paperwork is delivered to us for DHHS billing. Upon our receipt of DHHS payment, your account will be credited towards the following month. Rates may vary according to DHHS disbursement. If DHHS billing lapses it is your responsibility to pay the full tuition amount until DHHS notifies us otherwise.
- **Early Drop off /Late Pick-up Fee:** A late fee of \$5.00 per minute per child will be applied when child(ren) is dropped off or picked up outside of contracted hours.
- **Additional hours:** Additional hours can be granted per Directors' approval and made with advance notice of two (2) weeks or Directors' discretion.
- **Discounts:** A sibling discount of 20% will be applied to the child with the lowest weekly tuition rate. Other discounts may apply from outside agencies or employers, see Directors for details.
- **Vacation Allowances:** During a Pandemic, FCC will suspend all vacation time until the Board of Directors can reconvene on the phase that the governor has declared.
- **Contracted Hours:** Contract hours are the times you contract for your child(ren) to be here. A contract will be given at the beginning of the school year and summer program. If the program is closed due to a holiday, you will be charged your regular tuition rate.

- **Three Day Minimum:** We have a three-day enrollment minimum requirement.
- **Holding Children's Slot:** To hold any child's slot, we are requiring 75% of a weekly contracted time for a child. Payment is due weekly on Friday as if the child was regularly coming into the program. Failure to pay for the child's slot will be considered as forfeited by the parent and the child will be put at the bottom of the Waiting List.
- **Due to meeting ratio needs, parents may not request to swap a contracted day for another day. Parents must request an added day or extended hours 2 weeks in advance.**

Health Records and Contact Information

Based on New Hampshire State Rules and Regulations, each child is required to have a yearly Physical and Immunizations on file. Failure to provide necessary documentation will lead to the dismissal of the program. We do not exclude families that choose Religious Exemption. Should a child enrolled in our program, they will be required to have a Religious Exemption document on file. During an outbreak of a communicable disease for which immunization is required, children with an exemption may be excluded from the school or childcare agency threatened by the communicable disease, if recommended by the NH Division of Public Health Services.

Withdrawal

A two-week notice is required before withdrawing a child from our center. Tuition must be paid in full before withdrawing—including your child's tuition for that two-week period. Any account past due at time of disenrollment will be paid thru our electronic withdrawal option. The director at FCC reserves the right to cancel the enrollment of a child at his/her discretion, or for the following possible reasons:

- Non-payment or excessive late payments of tuition and fees.
- Not observing the rules and policies of the program as outlined in the Parent Handbook and Infectious Disease Handbook.
- Physical and/or verbal abuse of staff or children by parent or child.
- Expired or non-immunizations and/or physical.

Hours of Operation

FCC's hours of operation are year-round, Monday through Friday 7:00 am to 5:30 pm. We are closed for the following holidays:

Labor Day

Columbus Day

Veteran's Day

Thanksgiving/Day after Thanksgiving

Christmas Day/Day after Christmas

New Year's Day

Memorial Day

Fourth of July

*Staff development days will be scheduled throughout the year. (Refer to your calendar for dates).

All weather closings and delays are based on Director discretion. Parents will be notified through an automated phone call via Swiftk12, posting on WMUR, and our Facebook page.

Arrival and Pick up

Arrival:

Your child must be accompanied by a responsible adult who must notify a teacher of the child's arrival. A sign in sheet is located by the door of each classroom. Your child's classroom teachers are responsible for signing them in and out daily. All parents and guardians are responsible for signing off on their child's scheduled attendance times each Friday.

Pick up:

Please notify the center if another person will be picking up your child. If this person is not on your child's Emergency Form, a written note must be provided with the parent's/guardian's signature on it. The person picking up the child must provide their ID to either Director. Failure to produce either will prevent the child from being released.

Should a child remain at the center past 5:30 p.m. and no contact has been made with the parents/guardians, FCC has the right to contact the emergency services.

Snow Day/Two Hour Delay Policy

F.C.C. will be open on public school designated "snow days"--we may open late if necessary. On a rare occasion our center may be forced to close due to a situation beyond our control (ie: ice storm, electrical outage, no water service). Every attempt will be made to inform parents of an emergency closing. In the case that F.C.C. is closed due to weather, parents will not be charged that day.

Parking

FCC provides parking for parents that are coming to drop off/ pick up their child. As a courtesy to all parents, we ask that you pull up to the farthest parking spot, turn the engine off for safety purposes, and be mindful of handicap spots.

Center Security

FCC has an electronic security system that prohibits entry to anyone who does not have a fob. Individual fobs are given to each parent/guardian and restricted to that individual. If FCC finds that a fob was given to an alternative pick up, this may cause for immediate dismissal from the program. Access to the center is between the hours of 7:00 a.m. -5:30 p.m. Anyone who wishes to enter the facility, must always have their I.D. with them.

Illness

FCC follows NH State Rules and Regulations when relating to illnesses. In the event of an Infectious Illness Outbreak, please refer to the Infectious Disease Handbook.

(g) Childcare personnel shall observe each child each day upon arrival and the day for injuries and symptoms of illness which:

- (1) Impair or prohibit the child's participation in the regular childcare activities; or
- (2) Require more care than childcare personnel can provide without compromising the health and safety of the ill, or injured child, or the other children in their care

(h) The symptoms of illness referenced in (g) above shall include, but limited to, the following

- (1) More than episode of vomiting in one day.
- (2) More than one episode of diarrhea in one day.
- (3) Uncontrolled coughing or wheezing.
- (4) Unusual or extreme fatigue or lethargy.

- (5) Skin lesions which have not been diagnosed or treated by a licensed health care practitioner; or
- (6) An oral temperature of 101 degrees Fahrenheit or higher or an under-arm temperature of 100 degrees Fahrenheit or higher combined with any of the following:
 - a. Diarrhea.
 - b. Rash.
 - c. Earache.
 - d. Sore throat; or
 - e. Vomiting

(i) When a child exhibits symptom of illness as specified in (g) or (h) above, child care personnel shall contact the child's parents and inform them of the need to remove their child from the program.

No Nit/Lice Policy: If a child is found to have nits/lice on them, they are to be removed from the center immediately and may return once all nits/lice are removed. Staff and Directors will ensure that all nits/lice are removed before allowing the child to come back. If the child is found to still have nits/lice, the child will not be allowed to return until all nits/lice have been removed.

Directors and Staff are not allowed to send pictures of possible illnesses that children may have. ***ALL CHILDREN ARE REQUIRED TO BE PHYSICALLY SEEN BY A LICENSED PHYSICIAN.*** Children may re-enter the center once all symptoms have subsided within a 24-hour period without fever reducing medication. Parents are required to present a doctor's note stating that the child is cleared to return to the program.

Immunizations:

Children are to have all vaccinations within their age group. Documentation must be submitted to the program upon enrollment otherwise the child cannot stay at the center. All physical and immunization records need to be updated yearly.

If the child is going to receive the needed vaccination at their next doctor's appointment, a written note from their PCP is required and the child can return to the center.

For families with religious restrictions or other reservations about vaccinations, a Religious Exemption Form can be provided. Once it is filled out, the child can return to the center.

Pandemic/Epidemic: Refer to the Infectious Disease Handbook for further information.

Medication

The staff cannot administer any medication without the written authority of the parents, guardians, and in some cases physicians. If your child needs medication during the hours they attend FCC, you must complete a "Permission to Administer Prescription Medication" form.

Sunscreen and bug spray also require a signed permission form.

Child Protection Law

Under New Hampshire State law, we are mandated to report all suspicions of child abuse and neglect. All employees with any suspicions must share them with the Directors immediately and may write an official report to DCYF.

Adult Conduct Guidelines

FCC does not tolerate inappropriate behavior from adults on the premise. This includes physical punishment, substance abuse, alcohol abuse, derogatory language, profanity, sexual harassment, arguing with other adults, personal relationships, false accusations about a staff personal or attempt to get staff fired under malice intentions.

Emergencies

Medical Emergencies

In the case of an emergency requiring medical treatment, the procedure is as follows:

- Call EMS.
- Notify parents/guardians immediately.
- Contact the emergency care person in the parents' absence.
- Bring the child to the closest emergency service or hospital.

Emergency Preparedness Plan

All children entering the center are required to fill out an Emergency Preparedness Plan. Each new school year, an updated one is needed.

In the case that there has to be a school wide evacuation, FCC will evacuate to the Lafayette School. In the case that Lafayette is compromised, then the children will be driven by a bus company to Shining Lights.

Once a month, the center participates in evacuation drills.

In the case that the center must evacuate, the Reunification Spot is located at the Lafayette Regional School (149 Main St., Franconia NH, 03580). In the case that they must evacuate, then the children would be transported to Shining Lights Daycare (189 Main St., Littleton, NH 03561).

What you should pack for your child

- Diapers and wipes
- A crib sheet and blanket
- Formula/Breast milk
- Bottles
- A Sippy cup
- Full set of extra clothes
- If your child is on solid food, please pack at least 7 choices in a lunch box with a cold pack (we do not heat up food)
- Foods that pose a choking hazard should not be packed. These foods include spoonful's of peanut butter, whole or rounds of hot dogs, whole grapes, hard candy, raw carrots, raw peas, raw celery, chips or hard pretzels, marshmallows, nuts or seeds, popcorn and whole cherry or grape tomatoes.
- Summer: bug spray, sunscreen, and a hat
- Winter: hats, mittens, boots, and snow clothes

Behavior Management

Behavioral Philosophy

Franconia Children's Center maintains a philosophy of "Positive Behavioral Support". It is our belief that positive discipline and redirection are behavioral methods that children respond best to. We also believe in anticipating and preventing behaviors before they occur. We can do this by providing a healthy and safe environment suitable for optimal learning.

Young children respond to a warm and reflective atmosphere, consistency in routine and caregivers, a developmentally appropriate environment, and a classroom design that provides for positive interactions and experiences. The adults in the classroom must treat each child respectfully, as an individual with thoughts, ideas, needs, and desires. Adult-child interactions must take place at the child's level. A classroom design that avoids "dead ends", "roadblocks", and "runways" tends to eliminate a "no, don't" atmosphere.

Positive reinforcement of appropriate behavior keeps the focus on learning and enjoying the time spent at school.

Behavioral Guidelines

To comply with the New Hampshire law, FCC maintains a process for administrative review regarding child placement within the program. The process is outlined in the following steps based on review of and for individual children:

1. FCC staff along with parents will review the following:
 - Classroom Observations made by FCC staff, the families, and outside agencies (if applicable)
 - The Ages and Stages Questionnaire completed by staff and family.
 - Any medical forms relating to the behavioral concerns
 - Behavior Plans will be written, implemented, with monthly follow up to provide planned intentional strategies and actions to support the child in the classroom environment.
 - If applicable, staff and the family will review IEP and/or 504 goals to access and plan for ways FCC can provide individualized planning to ensure every child gains the school readiness skills.
2. Based on the review of the environment as well as the health and safety concern of the individual child, FCC, in collaboration with the family, and, if applicable, any community agency the child/family is involved with will decide on services.
 - If the parent or guardian has not yet undergone observations in the classroom, they will be strongly encouraged to come in and do so.
 - FCC with parent or guardian /agency participation will determine whether the length of day is appropriate for optimal learning of the individual child.
 - FCC with parent or guardian /agency participation will determine whether the number of days and hours inside the classroom can be appropriately made to optimize learning for the individual child.
3. If it is determined that FCC can only offer limited classroom experience, the parent will sign a Reintegration Plan Agreement unless it has been determined by FCC that the placement of the child in our program is not the appropriate placement.
4. If a behavior plan has been implemented and the child's behavior has not shown progress within the timeline developed, the child will be dismissed from the program. Dismissal from the program will also include: a history or violent behavior, the use of tools to hurt peers or teachers around them, or an understanding of sexual behavior used on a peer.

Board Member Information:

Officers:

Chair: Angela Beaulieu
Vice-Chair: Caroline Scalise
Secretary: Skye Champagne

Members:

Melissa Belanger
Peter Wickman

Family Handbook

By signing this form, you acknowledge that you have received the Franconia Children's Center Family Handbook. As a family, you agree that it is your responsibility to adhere to the policies and procedures set forth by the Franconia Children's Center. Should your family not adhere to the procedures and policies, this may cause for immediate dismissal from the program. The Board of Directors and Directors have the discretion to dismiss a family from the facility at any time if they deem it necessary.

Parent/Guardian Signature

Date

Parent/Guardian Signature

Date

Director's Signature

Date