

Welcome

Dear Family,

We want to thank you for considering Frosty's Learning Academy for your childcare needs. We hope your child finds a loving, safe, and educational environment to grow, learn and play in during their time here. We understand how difficult it can be to balance all the commitments and responsibilities in life, and for this reason, we strive to offer a program that will enrich your child's development while putting your mind at ease.

We will do our best to assist your child in developing core values such as good manners, respect, caring, sharing, patience, responsibility, communication, and teamwork. We believe that children learn best through play, and we will implement these important values throughout our day. Please help us safely operate our childcare center by carefully reading through the provider policy handbook and filling out all the necessary forms. You must be aware of all our policies as we want you to decide about childcare based on the terms for which we will provide care.

Again, thank you for considering Frosty's Learning Academy. We look forward to providing your child with the best possible care.

Sincerely,

The Frosty's Family

Table of Contents

INTRODUCTION & WELCOME	3
CHILD CARE AND TEACHING PHILOSOPHIES	3
RIGHTS OF CHILDREN AND PARENTS / LEGAL GUARDIANS	4
OPERATING INFORMATION.....	5
PAYMENT POLICIES.....	6
ENROLLMENT AND WITHDRAWAL POLICIES.....	7
DROP-OFF, SIGN-IN, SIGN-OUT, AND PICK-UP PROCEDURES.....	9
MEALS & SNACKS	10
BELONGINGS & SUPPLIES.....	11
HEALTH AND ILLNESS POLICY	12
INFECTIOUS DISEASE / VIRAL OUTBREAK POLICIES	13
MEDICATION ADMINISTRATION	15
INJURIES & EMERGENCY PROCEDURES	16
REPORTING SERIOUS INJURY.....	16
SMOKING & PROHIBITED SUBSTANCES	17
DANGEROUS WEAPONS & GUN PLAY.....	17
WATER SAFETY	17
CODE OF CONDUCT & DISCIPLINE PROCEDURES.....	18
EMERGENCY RESPONSE PROCEDURES	18
PARENT(S)/LEGAL GUARDIAN(S) CONFERENCES AND COMMUNICATIONS.....	19
CHILD ABUSE & NEGLECT	19
TOILET TRAINING.....	21
WAIVER OF COMPLIANCE.....	22
CONFIDENTIALITY	22

INTRODUCTION & WELCOME

Frosty's Learning Academy is a state-licensed childcare facility which provides high-quality childcare during the week for up to 60 kids ranging in age from 6 weeks old to 5 years old. In complying with provisions under 10-148 C.M.R Ch. 34, all employees have been fingerprinted and background checked with the State of Maine.

Following practices established under past Licensing Rules, Parents/Legal Guardians are welcome to visit Frosty's Learning Academy any time their child(ren) is/are in care.

CHILD CARE AND TEACHING PHILOSOPHIES

Frosty's Learning Academy admits children without regard to gender, race, ethnic origin, or disability into its program while being responsive to individual learning needs and interests. All activities are made available to children at the child care with appropriate modifications as needed. Frosty's Learning Academy does not discriminate in the administration of its education or admissions policies.

Frosty's Learning Academy is committed to creating a safe, warm, loving environment for children where they can learn and grow physically, emotionally, creatively, intellectually, and socially at their own pace. We want to help your child increase their confidence, and self-esteem by treating them as unique individuals, and allowing them to express themselves in a variety of facets. We strive to make your child's time at the center the best experience it can be for them as well as you, the parents.

We are committed to supporting families by maintaining open communication and encourage parental involvement in our programming and care activities. Our objective is to care for your child the same way you would.

In programming activities for the children, we follow the State of Maine Early Childhood Education Curriculum Framework, which follows a play-based learning philosophy. We develop activities centered on stories, songs, math, fine and gross motor skills, circle time, science, music, theater, and arts/crafts. We strive to prepare your children for their early school years by exposing them regularly to letters, numbers, colors, shapes, name recognition, and new vocabulary.

Frosty's Learning Academy does not offer a commercially purchased curriculum. Learning here is play-based and as child-directed as possible. Projects done during our days are developed around the interests and skill levels of the children participating. Physical activity is part of our play and takes place on our gym days and outside walking, running, climbing, biking, etc. If the weather does not allow for outside play children will have the opportunity to participate in dancing, movement games, and all indoor toys.

At the end of each day, there will be time to discuss how the child's day went and address any needs or concerns. However, we are always willing to set up a more formal/private conversation to discuss any concerns.

RIGHTS OF CHILDREN AND PARENTS / LEGAL GUARDIANS

Children

1. Each child has the right to be free from emotional, physical, sexual abuse, neglect and exploitation.
2. Each Child has the right to freedom from harmful actions or practices that are detrimental to the Child's welfare, and to practices that are potentially harmful to the Child.
3. Each Child has a right to an environment that meets the health and safety standards in the Family Child Care Provider rule.
4. Each Child must be provided childcare services without regard to race, age, national origin, religion, disability, sex or family composition.
5. Children must be treated with dignity, consideration and respect in full recognition of their individuality. This includes the use of Developmentally Appropriate practices by the Provider and Staff Members.
6. Each Child has the right to the implementation of any plan of service that has been developed for that Child in conjunction with community or state agencies by the Provider.
7. Each Child has a right to Developmentally Appropriate activities, materials, and equipment.
8. Children with disabilities have the right to reasonable modifications to Provider policies and practices.

Parents / Legal Guardians

1. A Child's Parent or Legal Guardian must be fully informed of items or services which are included in the rate they pay for childcare services.
2. A Child's Parent or Legal Guardian has the right to be fully informed of findings of the most recent inspection conducted by the Department. The Provider must inform Children's Parents or Legal Guardians that the licensing inspection results are public information and inspection results must be posted in a prominent place on the Premises.
3. Parents or Legal Guardians must be notified by the Provider within two business days of any actions taken against the Provider by the Department, including but not limited to, decisions to issue conditional Licenses, refusal to renew a License, or to impose fines or other sanctions.

OPERATING INFORMATION

Frosty's Learning Academy is open Monday through Friday from 7:00 AM to 6:00 PM except for closings as referred to below. Alternative backup care for paid holidays, planned or unplanned business closings, and child illness is the responsibility of each child's parent(s)/legal guardian(s). You are required to notify us before your contracted drop-off time if your child will not be coming for the day or if you will be late in arriving.

Paid Closings – The following list includes all holidays that Frosty's will be closed each year.

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas Eve
- Christmas Day

Contact Information:

Cell Phone: 207-852-7076

Email: frostyslearningacademy@gmail.com

Business Facebook: <https://www.facebook.com/frostyslearningacademy/>

Physical Address: 1 Main Rd N, Hampden, ME 04444

Mailing Address: 48 Emerson Mill Rd Hampden, ME 044444

PAYMENT POLICIES

The weekly tuition reserves your child's slot for the week. You are purchasing a time slot instead of paying for the hours of care received, so you have a guaranteed place for your child. Payment will be made, at minimum, by the end of the day Friday prior to the week of care. We accept cash, check, or bank withdrawal through our app brightwheel™. **It is your responsibility to ensure payment is timely.** Should you be unable to make your tuition payment two things will occur:

1. You may incur late fees equal to \$5 per day, a second offense within a 3-month period may incur late fees equal to \$10 per day, a third offense within a 3-month period of the second offense may incur late fees equal to \$20 per day AND may result in the account being placed on probation. Any further delinquencies regarding payment while on probation may result in termination of the childcare contracts and the amount sent to collections or small claims court, for which you will be responsible for all fees associated with the process.
2. Your child will be unable to attend childcare until payment in full has been made. You will be responsible for making other childcare arrangements during your child's exclusion from Frosty's Learning Academy during this time. Full childcare tuition will also still be due during the time period that your child is excluded for your non-payment.

Parents/guardians that use government subsidy to help pay for fees are responsible for renewing their authorization before it expires. If parents/guardians do not renew their subsidy claim before their previous claim expires the parents/guardians will be responsible for full fees until authorization is received to bill the government and have received payment. If/when back payment is received from the subsidy (for fees already paid for by the parents), the parents/guardians will be reimbursed the subsidy amount.

A \$30 fee will be applied to your account if your check is returned for nonsufficient funds (NSF)

Late Pickup Charges

Each day a child is picked-up at Frosty's Learning Academy later than the scheduled closing time without prior arrangements having been made, the Child's parents/legal guardians may be assessed an overtime fee of \$15.00 per child per 15-minute increment. If a child is picked up late more than 3 times in a 2-week period, Frosty's Learning Academy may terminate the contract for care in accordance with the terms of this care agreement.

Rate Schedule & Contract Renewal

Rates may increase annually during contract renewal time. All families will receive the latest policy handbook and rate schedule no later than the first business day in October each year. Signed contracts are due back within ten business days. If contracts are not returned by the last business day in October and no arrangements have been made, your childcare slot may be forfeited.

Childcare Rates Effective May 1, 2022			
	Infant	Toddler	Preschool
Full-time	\$270/week	\$250/week	\$230/week
Part-time	\$65/day	\$60/day	\$55/day

ENROLLMENT AND WITHDRAWAL POLICIES

Enrollment

Families are required to visit Frosty's Learning Academy prior to enrollment and those families wishing to move forward into a contractually binding care agreement must turn in the following completed paperwork before the first day of care:

- Signed Contract & Policy Awareness Signature Form
- Signed Yearly Contract
- Parent & Child Information
- Emergency Contacts & Authorized Pickup Persons
- Record of immunizations
- Kiddie Pool Waiver of Liability
- Emergency Medical Treatment Authorization Form
- Child & Family Personal History Questionnaire
- Privacy Permission Agreement
- Over-the-Counter Medication Form
- Permission to Use High-Risk Equipment Agreement

We will care for your child on a 15-day trial period beginning with your child's first actual day of care. Days the child is not in attendance will not count towards this trial period. During the trial period, the parent(s)/legal guardian(s) or provider may terminate the child care agreement without further obligation. **No prepaid child care fees, including deposits, will be credited upon cancellation by the parent/legal guardian during the trial period.**

Records Retention

Frosty's Learning Academy will create, maintain and store records following the State of Maine Childcare Licensing requirements and best practice standards. Frosty's Learning Academy will hold detailed and accurate records on the enrolled children, any staff or volunteers, and the childcare itself. These records will be correct and up-to-date, protected by privacy and confidentiality procedures, and securely stored under lock and key. Records are maintained for three years after a child's last day in care. A child's parent(s)/legal guardian(s) may request and receive access to their child(ren)s records at any time.

Intent To Enroll Children & Deposit

Slots at Frosty's Learning Academy are filled on a first-come-first-served basis. Until signed paperwork and deposit is turned in, "your" spot in childcare is not guaranteed. If a family wishes to enroll their child(ren) with Frosty's Learning Academy but does not wish to begin right away a non-refundable deposit (\$50 registration fee + first week's tuition) must be paid to guarantee the slot. Without payment of the holding fee, space in childcare is not guaranteed and parent(s)/legal guardian(s) risk the space being given to other families.

Waitlist

Should there be a need for a waitlist of children due to ratio limits, children are added to the list on a first come-first-serve basis. Siblings of currently enrolled children will receive priority placement on the waitlist when possible.

Withdrawal and Termination

We reserve the right to discontinue care for any reason, at any time, upon reasonable notice to the guardian. We will provide a two-week notification except where immediate termination is warranted per this agreement. To voluntarily withdraw from care parent(s)/legal guardian(s) are required to provide a minimum two-week written notification stating the final date their children will be in care. All tuition fees for the two weeks are due when giving notice or care stops immediately.

We reserve the right to terminate our contract **immediately** for any of the following reasons (but not limited to):

- * Non-Payment or continual late payments
- * Lack of compliance with Handbook Policies
- * Lack of parent(s)/legal guardian(s) cooperation and/or disrespect
- * Failure to complete and return required forms
- * Physical or verbal abuse of any person or property
- * Continual disciplinary problems
- * False information given by parent(s)/legal guardian(s) either verbally or in writing

A child will **NOT** be terminated if a child's parent(s)/legal guardian(s)/relative(s) did any of the following:

- * Made a complaint to Licensing regarding alleged violations of licensing rule
- * Made a complaint to Licensing regarding alleged violations of the law
- * Reported alleged child abuse or neglect at the child care program
- * Questioned the child care provider regarding policies and procedures

DROP-OFF, SIGN-IN, SIGN-OUT, AND PICK-UP PROCEDURES

Drop Off

We are licensed by the State of Maine Office of Family and Child Services to provide care to children between the hours of 7 AM and 6 PM. As such it is important that all children are only dropped off and picked up between these hours unless prior arrangements have been made. Please be in control of your child during drop off and pick up times. This is a time of testing when two different authority figures are present and children may test to see if the rules still apply. The moment children walk in the door until the moment they walk back out the door they are expected to follow all the center rules. We ask that you help to enforce those rules while you are here. We will remind your child if inappropriate behaviors are displayed, even if they are towards the parent(s)/legal guardian(s).

Pick Up

It is the parent(s)/legal guardian(s)' responsibility to ensure that children are picked up no later than 6:00 pm. If you are unable to pick up your child by closing time, alternate arrangements must be made. We understand life happens around us and things like traffic, accidents, and car troubles can happen at the most inopportune times. It is important to know what your daily commute looks like in good and bad weather so that you can contact us as early as possible if you realize something will delay you from getting here on time. Calling/messaging us at 5:55 PM to tell us you are still 35 minutes away is not acceptable. In the event that a child is not picked up by 6 PM and a parent/legal guardian cannot be contacted, it is our policy to call an emergency contact. After thirty minutes of our inability to reach any authorized contact, the department of social services or the local police station will be contacted.

Release of Children

If, at any time, a child's safety is at risk by getting in a vehicle with a parent/legal guardian or individual designated for pick-up, an attempt will be made to convince them to let a call be placed for someone else to come pick the child up. If the individual insists on leaving with the child, Frosty's Learning Academy has no authority to stop them. However, immediately upon their departure the police will be contacted. Any actions regarding this policy will be documented. Photo identification will be necessary for anyone picking up your child we have not yet met.

Court Orders for Non-Custodial parent(s)/legal guardian(s)

We must assume both parent(s)/legal guardian(s) have the right to pick up your child(ren), unless a copy of a court order stating otherwise is provided. We will need to discuss how we should handle the non-custodial parent(s)/legal guardian(s) who arrives to pick up your child. Without a copy of the court order, we cannot refuse a parent/legal guardian. If we have a court order and a non-custodial parent/legal guardian tries to pick up the child, we will immediately call the custodial parent/legal guardian. If the non-custodial parent/legal guardian leaves with the child, we will immediately call the police and report the situation. We will not place the other children at risk in a confrontation with the non-custodial parent/legal guardian.

DAILY ROUTINE

The schedule varies by room, but here is a sample schedule your child's classroom may follow:

7:00 am Center Opens – Breakfast/Free Play (Table toys, puzzles, coloring, etc.)

***Breakfast will be served by the center.

8:45 am Clean-up

9:00 am Circle Time/Other Educational Activity (our learning time)

10:00 am Snack

10:30 am Educational Activities and Programming, examples include - Art, Science Experiment, Weather Chart and Story Time

11:00 am Gym/Outside Play (weather permitting) - activities include going to the soccer field behind the building, going on walks, or remaining at the daycare outdoor play area

11:30 am Lunch Time

12:00 pm – 2:00 pm Nap/Rest Time

2:30 pm Snack Time

3:00 pm Centers or Outside Play (weather permitting)

4:30 pm Free Time or Quiet Story Time

6:00 pm* Center Closes – Children must be picked up by 6pm or late charges will apply. If you need to speak to staff about any concerns you have, please come in ample time to do so.

This schedule is very flexible and is adjusted according to the children's needs and interests (i.e., if a child is engaged in art or another activity when snack is served, they may finish their activity and will then be served their snack. Or, if we are engaged during scheduled "learning/circle time" the learning/circle time will just be pushed back to a later time so that we may fully engage in the current activity unit it is completed. The number one goal is learning.

MEALS & SNACKS

Children in care are fed nutritionally daily – breakfast, morning snack, lunch, and afternoon snack. All food is provided; however, you can pack a separate lunch and/or snacks if you so choose to. Fresh water is available to children throughout the day. If your child has any dietary needs resulting from an allergy or religious belief, please let us know and we will do our best to accommodate them. At all times during drinking and eating, children are required to be seated and not engaged in any play activity. This is to ensure safety (to avoid choking) and to promote healthy eating/drinking habits. Under no circumstances will young children be allowed to walk around or play with bottles in their mouths. Pacifiers are encouraged for use at nap time only and if your child requires a bottle at nap, it will be given to him or her before they get into bed. Under no circumstances will children be allowed to go to sleep with bottles in bed. This is also to ensure safety (prevent choking) and to prevent dental problems.

BELONGINGS & SUPPLIES

Parent(s)/legal guardian(s) of children are responsible for supplying the following items on a daily basis (may be left at childcare):

- Complete change of weather appropriate clothing including shirt, pants/shorts, underwear, and socks – lack of weather appropriate clothing will prevent your child from enjoying our outdoor play time, please ensure you dress your child for outdoor play every day.
- Swimsuit, towel, sunscreen, and bug spray during warm weather
- Snow pants, boots, hat, mittens, warm coat during cold weather
- Nap Bedding – We provide the crib/cot sheet that they sleep on, but you must provide a blanket (not a kid's sleeping bag with built in pillows, comforters, or bulky blankets) for them to cover up with, as well as any comfort items that they may need to sleep (blanket, pacifier, stuffed toy for age-appropriate rooms, etc.)
- Formula (we provide nursery water) – if applicable
- Diapers and wipes (training pants or pull-ups for those who are potty training)
- Diaper/rash ointment
- Children must wear sneakers in order to participate during gym time on Mondays, Wednesdays, and Fridays. If the child is not wearing the proper shoes, they will attend gym time but will not be able to participate.

There is a possibility your child will get dirty throughout the day because of food, paint, markers, dirt, bubbles, etc., so please dress your child accordingly for play. Wet, dirty, and soiled clothes will be put in a plastic bag to be taken home and cleaned. We are not responsible for replacing stained or soiled clothing. We greatly appreciate your adherence to this subject, as it helps ours and the children's day run more smoothly to have all of his or her necessary belongings with them at daycare. This way we can care for your child in the best possible way.

HEALTH AND ILLNESS POLICY

The State of Maine requires that a record of current immunizations be on file for each child enrolled within 30 days following admission. Immunization records shall be certified by your child's physician or nurse practitioner and shall be updated yearly in accordance with the recommended schedule for routine health supervision of the American Academy of Pediatrics. Per State of Maine law, effective September 1, 2021, exemption from immunization requirements is limited to medical reasons.

The Family Child Care Provider must maintain a list of all unimmunized persons, regardless of age. In the event of a disease outbreak as defined by CDC reporting standards, a Child not immunized must be excluded from the Family Child Care in accordance with CDC guidance or until the Child receives the necessary immunization or proof of immunity is on record.

For the health and safety of your child and all of the children in our daycare, please do not bring your child to daycare sick. In which case we in turn may become sick making it difficult to care for the children at the high standards that we have set for ourselves. We can only care for children with mild cold like symptoms that are otherwise feeling and acting well.

Your child **may** attend with the following symptoms:

- clear runny nose
- slight cough
- slight or no fever

Your child **may not** attend with the following symptoms:

- fever of 100.4° or higher
- green or yellow runny nose
- yellow/green discharge from the eyes
- lice or nits
- red discoloration the whites of the eyes
- persistent cough interfering with daily activities
- difficulty breathing/wheezing
- diarrhea
- vomiting
- severe abdominal pain
- mouth sores
- cuts or open sores on the skin that are pus-filled or oozing
- rashes

If you are not sure if your child should be brought to daycare, then please call and check with us. If a child becomes ill during daycare hours the parent(s)/legal guardian(s) will be contacted to pick up their child. Parent(s)/legal guardian(s) need to pick up their children within one hour of being notified. If parent(s)/legal guardian(s) are not available, the emergency contact person will be notified.

Note: Once the child is removed from daycare due to illness, they may not return to daycare until symptoms requiring removal are no longer present. The child must also be void of any contagious disease, unless accompanied by a doctor's note stating the illness in question is not contagious, and the child is otherwise feeling well enough to participate in our daily schedule. See the following page for an in-depth list of when your child may return to care. Full childcare fees will remain due as normal regardless of how long your child is out sick.

Please make other arrangements if your child is sick and respect our decision if we feel your child is too sick to be in childcare. We are sympathetic to the difficulties of taking time off, so discretion will be used.

"Dose and Drop", wherein you administer fever reducing or symptom masking medication to your child at home before bringing them

***Parents are required to inform staff of any serious illness or communicable/contagious disease (with their child or within their family) within 24 hours to allow other families within the center to be alerted. ***

INFECTIOUS DISEASE / VIRAL OUTBREAK POLICIES

Frosty's Learning Academy will remain open during an infectious disease outbreak until and unless the CDC or Maine Child Licensing specifically instruct licensed childcare programs to shut down. I ask that parent(s)/legal guardian(s) take extra precautions to avoid putting our program and families at risk.

If your child is exposed to somebody who has traveled to an at-risk area where community transmission is high, please consult your pediatrician on when he/she should re-enter childcare. I will ask for a doctor's note for re-entry to childcare if I know firsthand that your child has been exposed to the illness or you or an immediate family member has been exposed to the virus.

Should your child or anybody who lives in the same household as the child(ren) in care (to include the other parent(s)/legal guardian(s) household if unmarried) begin to show symptoms of the virus:

1. All symptomatic children will be asked to get tested
2. Children may not return until negative results are received, -or-
3. Children may not return until 14 days after all symptoms are gone following a positive result.

If your child is absent from childcare due to their illness, due to following a quarantine period, or due to waiting on COVID test results full tuition payments will remain due. If childcare is shut down by the CDC or Child Care Licensing instructions during a global pandemic, I will work with each family to ensure payment arrangements that work for all involved.



WHEN CAN I COME BACK TO DAYCARE?

After 24 hours

- **Fever** - You must be fever free without medication for 24 hours
- **Vomiting** – Episodes must have stopped 24 hours prior to care
- **Diarrhea** – Episodes must have stopped 24 hours prior to care
- **Pink Eye** – 24 hours after treatment has been initiated
- **Scabies, head lice, or other infestation** – 24 hours after treatment has been initiated
- **Impetigo** – 24 hours after treatment has been initiated
- **Strep throat** – 24 hours after initial antibiotic treatment AND fever free
- **Vaccinations** – ANY vaccination requires 24-hour exclusion from childcare
- **Taking Antibiotics** -- Any illness requiring antibiotics (with the exception of those listed below) the child may return 24 hours after the first dose so long as they are also fever free

Doctor's Note Required

- **Chicken pox** – At least 6 days after onset of rash or until all sores have dried and crusted AND Doctor's Note Required
- **Pertussis** – 5 days of antibiotic treatment AND Doctor's Note Required
- **Mumps** – 9 days after onset of parotid gland swelling AND Doctor's Note Required
- **Hepatitis A virus** – 1 week after onset of illness AND when passive immunoprophylaxis has been administered AND Doctor's Note Required
- **Measles** – 6 days after onset of rash AND Doctor's Note Required
- **Rubella** – 6 days after onset of rash AND Doctor's Note Required
- **Mouth sores with drooling** – Doctor's Note Required
- **Rash with fever or behavior change** – Doctor's Note Required
- **Tuberculosis** – Doctor's Note Required
- **RSV** – 8 days after onset of symptoms, fever free for 24 hours, and Doctor's Note Required
- **COVID-19** – 14 days quarantined after onset of symptoms, fever free for 72 hours, and Doctor's Note Required with proof of negative test

If your child visits the doctors / walk-in care / ER for anything other than a routine well child checkup they WILL NEED A DOCTOR'S NOTE TO RETURN TO DAYCARE. Even if it is just the sniffles. No exceptions.

If your child had an immunization update, please remember to provide us with a record of the immunization so that it can be attached to your child's health appraisal.

MEDICATION ADMINISTRATION

We are trained and able to administer medications if

- Dosage cannot be adjusted, so that it can be taken before and after childcare.
- A child has chronic health conditions (e.g., asthma, diabetes) which may require urgent administration of medicine.

The administration of medications will be limited to:

1. Prescribed medications ordered by a healthcare provider for a specific child and a specific illness. Medication that is prescribed for one child in the family will not be administered to another child in the family.
2. Nonprescription medications recommended by a healthcare provider for a specific child, with written permission of the parent(s)/legal guardian(s).
3. Homeopathic and herbal medications are only given with an order from a licensed health care professional and must be properly labeled.
4. Medications which we have been trained to administer including oral, topical, nasal, ear and eye. Nonprescription diaper ointment, sunscreen and insect repellent always require parent(s)/legal guardian(s) consent, but do not require instructions from each child's prescribing health professional.
5. Only after a first dose has been given at home.

All medications must be handed directly to your child's teacher upon arrival in the morning. Please do not leave prescription or non-prescription medications in backpacks or diaper bags. Medication Tip: Ask the pharmacist to divide prescription medication into two bottles, each with its own label so that one can be kept at home and one can be kept at Frosty's Learning Academy.

INJURIES & EMERGENCY PROCEDURES

Emergency information is kept on file at the daycare. In case of illness or injury this information will be used to notify you or the person designated by you, of your child's status. If your child is injured while at the daycare, first aid will be administered following the knowledge we have obtained as part of our Adult, Child & Infant First Aid & CPR classes. If treatment by a doctor is necessary, we will make every effort to contact you or the doctor you have chosen to treat your child. In all cases, an injury report is completed, and a copy is given to the parent(s)/legal guardian(s) as well as a copy kept for the Department of Children's Licensing.

Authorization for emergency treatment must be signed at the time of enrollment to ensure that in the event of an emergency, we can make sure your child receives the necessary emergency treatment he or she needs. It is very important that all emergency contact information is kept up to date and correct. Please inform us immediately of any changes to keep your information current. Parent(s)/legal guardian(s) are responsible for all costs involved in emergency medical treatment, including emergency transportation if required.

In case of a serious accident or sudden illness requiring immediate medical attention, the following procedures will be followed.

1. A phone call to 911 is made.
2. Child's parent(s)/legal guardian(s) (or emergency contacts) are called.
3. Child is separated from the other children and appropriately cared for.
4. Parent(s)/legal guardian(s) or ambulance takes the child and health records to the doctor or hospital.

Monthly fire safety drills and evacuation drills will be run and your child's participation is mandatory; to include stop, drop, and roll. For all other emergency response procedures please refer to the Emergency Preparedness Response Action Plan.

REPORTING SERIOUS INJURY

Maine Law requires childcare providers to report serious injuries that require medical treatment by a healthcare professional or emergency room occurring during childcare. Serious injury or illness is an event that occurs or is observed during regular facility hours while on site, during an off-site facility-sponsored event, or during an after-hours facility sponsored event.

Serious injury or illness is defined as the following:

- An injury or illness which requires medical attention from medical personnel including, but not limited to, an emergency room visit and/or hospitalization.
- Any reportable illness listed as a Notifiable Disease or Condition by the Maine Center for Disease Control.
- Accidents resulting in serious injury to children as defined above. Accidents include injuries that are the result of an incident involving transportation to or from a facility sponsored event.

Frosty's Learning Academy will use a serious injury/accident reporting form to report accidents as required by licensing rule #5. D.1.N. A copy of the completed form will be kept in the child's file and provided to guardian(s). If you would like to see a copy of this rule please ask.

Serious injuries will be reported to the Child Care Licensing Unit at 827-9300 within 24 hours.

SMOKING & PROHIBITED SUBSTANCES

Frosty's Learning Academy is dedicated to providing children, parent(s)/legal guardian(s), and visitors with a safe and healthy smoke-free environment. Smoking includes cigarettes, cigars, marijuana, and all electronic smoking devices (such as electronic cigarettes and personal vaporizers).

This policy prohibits smoking:

- Within all enclosed areas of the facility.
- On all facility grounds, including playgrounds, parking lots and yards, including personal vehicles parked on the program's property.
- In facility owned vehicles and employee personal vehicles being used in the course of work.

DANGEROUS WEAPONS & GUN PLAY

A dangerous weapon is a gun, knife, razor, or any other object, which by the manner it is used or intended to be used, is capable of inflicting bodily harm. Families, children, staff, or guests (other than law enforcement officers) possessing a dangerous weapon will not be permitted onto the premises.

We do not allow pretend gun play (i.e., building LEGOs in the shape of a gun, pointing fingers as guns, etc.), pretend shooting, stabbing, etc.

WATER SAFETY

We occasionally bring out kiddie pools in the summer for water play so long as children have appropriate clothing to participate. Frosty's Learning Academy will ensure that all water-based learning environments are actively supervised, and containers are emptied when not in use.

CODE OF CONDUCT & DISCIPLINE PROCEDURES

Frosty's Learning Academy's goal in discipline is for children to develop inner controls leading to self-discipline. Only positive methods which encourage self-control, self-direction, self-esteem and cooperation are used. No form of physical punishment or humiliation is ever used by the provider/staff. Children are never yelled at, bullied, criticized, shamed, teased hurtfully, threatened, or physically roughed in any way. Natural and logical consequences and reasonable choices are part of the information shared with children as part of learning self-control. A child who damages a toy, for example, may be prohibited from the use of that toy for the play period in question. A child who intentionally spills or throws food will be required to assist in the cleanup of the spill.

The following standards and rules apply to children in our care:

1. To prevent unacceptable behavior from occurring, the provider will:
 - a. model appropriate behavior for children
 - b. arrange the environment to enhance the learning of behaviors that are acceptable
 - c. use descriptive praise when appropriate behavior is occurring (e.g., "Look how high you're building the blocks! Let's count them.")
2. When unacceptable behavior is about to occur or is occurring, in addition to the above the provider will use:
 - a. redirection: substituting a positive activity for a negative activity
 - b. distraction: change the focus of the activity or behavior
 - c. active listening: to determine the underlying cause of the behavior
 - d. separation from the group: this is only used when less-intrusive methods have been tried and the behavior of the child is dangerous to him/herself or to the other children. The child will remain in sight and hearing of the provider. The child will be separated from the group for a maximum time of 1 minute per year of life.
3. Holding and rocking of the child will be done when needed.

Children in our care will be taught and expected to share with others, play cooperatively, express themselves verbally, clean up when asked, follow directions and, most importantly, to treat themselves and others (including parent(s)/legal guardian(s)) with respect. We use praise and positive rewards for good behavior.

We will communicate to you immediately if your child is frequently and deliberately causing harm to others and/or is frequently and deliberately destructive. This behavior is unsafe and will not be allowed – immediate termination will ensue if the behavior persists.

YOU are responsible for making sure your children understand the center rules before starting care so long as they are old enough to understand. Please have a conversation with them about what is acceptable and what is not.

EMERGENCY RESPONSE PROCEDURES

Frosty's Learning Academy has written policies and procedures for dealing with emergencies and natural disasters. Evacuation plans are posted in the daycare. In the unlikely event, the children will be evacuated to an emergency location, and you will be notified as soon as possible. If you would like to see the full copy of our emergency response procedures, please ask to see a copy of the YIKES manual.

PARENT(S)/LEGAL GUARDIAN(S) CONFERENCES AND COMMUNICATIONS

So that we can provide the best possible care, please feel free to communicate any needs, wants and/or concerns regarding your child. It is only through good parent(s)/legal guardian(s) and provider interaction that good quality nurturing care can be achieved.

Occasionally, we may request a parent(s)/legal guardian(s) conference if your child is exhibiting some concerning behaviors that we feel need to be addressed. Sometimes things come across much better for children if they know that mom and dad are on the same page that I am.

We will make it a point to chat with you at drop off and pick up each day just to go over how their morning went (so we know what to expect during the day) as well as how their day here went (so you know what to expect at home). During the day we will communicate through the brightwheel™ app found on Apple and Android phones (free to families) to provide real time updates for all the children. It allows parents/guardians to see uploaded photos, what the children are eating for meals and snacks, when they go potty or have their diaper changed, and various activities they do throughout the day. It allows parents to easily communicate with the staff (i.e., ask/answer any questions, request any needed supplies, request permission to give medicine, child's absence, will be late/picked up early, etc.). Incident reports (i.e., fell and scraped knee) can be viewed immediately.

CHILD ABUSE & NEGLECT

The Maine Office of Child and Family Services (OFCS) operates the statewide hotline for child abuse and neglect. Highly trained staff is available to guide callers through the process of making a report of suspected abuse and neglect. Anyone who suspects an individual of child abuse or neglect is encouraged to call the Protective Hotline:

CALL: 1-800-452-1999

Deaf / Hard of Hearing Call Maine Relay 711

As Mandated Reporters any provider suspecting Abuse or Neglect must immediately report this information to Child Protective Intake Services, 1-800-452-1999, TTY 1-800- 963-9490 which is staffed 24 hours a day, 7 days a week.

Policy and Procedures

As early childhood educators, we believe it is important to remember each child is part of a family and building a strong relationship between us that supports you in raising a healthy, happy child is our goal. We understand every household can have a different parenting style and at Frosty's Learning Academy we strive to understand and respect the rights of each child's parents/legal guardians. However, we also know some parenting styles may place a child at risk of harm and/or injury. We see it as one of my responsibilities to provide support and education to parents/legal guardians in an effort to prevent child abuse and neglect.

Maine law identifies any child care worker as a mandated reporter. As such, we **must** contact the appropriate authorities when faced with the suspicion that a child is being abused or neglected, or if we witness an incident. As a mandated reporter we cannot report anonymously. Mandated reporters are required to take training in child abuse/neglect recognition, prevention and mandated reporting laws. We continue to also take the required retraining every 4 years.

Reporting Abuse and Neglect

A report must be made when the reporter suspects or has reasons to suspect that a child has been abused or neglected. Waiting for absolute proof may result in significant risk to the child. It is not the provider's/staff's job to validate the abuse; this is the job of CPS caseworkers or law enforcement officers who have been trained to undertake this type of investigation. When a provider or staff member suspects that a child is being abused or neglected, they will follow this procedure:

1. When there is reasonable cause to suspect child abuse or neglect, provider and/or staff shall report it to the appropriate community agency.
2. When providing information about the family, the provider and/or staff will be conscious of the rights of children and parents. Great care will be taken to ensure the confidentiality of the information and to share it only with those persons officially involved in the case.
3. If there is any question about whether the abuse/neglect is reportable, the provider will consult their state licensing specialist for advice about the procedure to follow.
4. Written documentation is made of suspected abuse/neglect.
5. The provider will follow up to ensure that appropriate action has been taken.
6. When appropriate, parents or legal guardians will be informed that the referral has been made.
7. Provider and staff will follow any of the mandated procedures by DHHS.
8. The provider will preserve the confidentiality of all records of child abuse and neglect.
9. The provider will represent Frosty's Learning Academy in discussions with the child's family.

When an employee is suspected or accused of abuse / neglect of a child at Frosty's Learning Academy, the plan of action is as follows:

1. When there is reasonable cause to suspect child abuse or neglect, provider and/or staff shall report it to the appropriate community agency.
2. Documentation of the accusation is made.
3. Once notified of the accusation Provider and/or Staff give a written account of the situation in question.
4. DHHS/licensing specialist is notified of the situation.
5. Frosty's Learning Academy will follow the procedure outlined by DHHS for this type of situation.

- Staff who plead guilty to or are convicted of child abuse / neglect must inform the Provider.
-

Once cases of child abuse or neglect have been reported, they must be investigated and verified. All states and territories have specific requirements for the initial response by agencies receiving reports of child abuse and neglect. In most states, a screening process is used to determine whether a report will be accepted; this process includes a review of the report in the context of the state's definitions of child abuse and neglect. Every state mandates child protective services begin an investigation within a timely manner, usually within 72 hours, and in even less time when there is reasonable cause to believe that the child is in imminent danger.

There are many things child care providers can do to prevent abuse and protect themselves from false allegations. At Frosty's Learning Academy, program policies are regularly reviewed, and play areas are continually assessed with prevention in mind to help eliminate potential problems. The following guidelines may help keep children safe and reduce the risk of abuse and neglect in the child care setting:

- The Family Child Care Licensing Rule requires criminal background checks for all staff and volunteers.

- Check at least two references before hiring a staff person.
- Access ongoing training to learn current information about the care, development and guidance of children and about child abuse issues.
- Maintain appropriate child-to-staff ratios and small group sizes.
- Encourage parents/legal guardians to join in our activities and to drop into the program whenever they can.

The following are some basic guidelines when working with any child, but especially one with challenging behaviors:

- Never hit or strike a child.
 - Do not use physical punishment of any kind.
 - Hugs are okay if they are appropriate. Take clues from the body language of the child, or simply ask, "Is it okay for me to hug you?" As the adult, if you do not feel comfortable with a hug from a child, tell them in a gentle way and suggest an alternative, such as holding your hand or touching your shoulder or arm.
 - Respect a child's personal boundaries. Like adults, children have preferences about contact. Remember that some individuals like being close and getting hugs, but others don't like a lot of close contact.
-

Design of Child Care Environment to Reduce Risk of Abuse / Neglect

- Set up childcare environment to make it easy to supervise all of the children at once.
- Design play and other areas so that children can be viewed at all times.
- Include some quiet areas for children while still being sure those areas can be seen by the provider/staff.
- Bathroom time needs close supervision. Allowing some privacy in the bathroom if a child requests it does not necessarily mean a closed door. You may want to have a policy stating that only one child uses the bathroom at a time. It can be as simple as everyone has backs to when waiting to use the bathroom. Mixed ages, as well as the needs of the individual children in care, will direct your policies.
- Consideration is given to the appropriate ages and capacity for the program.

TOILET TRAINING

We are happy to work with families with toilet training when their child is showing signs, they are ready to train. Some common signs to look for in a child who may be ready to train are:

- Understands what the toilet is for and what it means to have a wet or dirty diaper. If they also show a preference for being clean and dry, fussing when they're wet, pulling off a dirty diaper, or asking to be changed; all the better!
- Knows the words for urinating and having a bowel movement (such as "going potty" or whatever words your family chooses).
- Can stay dry for at least two hours at a time.
- Has regular bowel movements with soft, formed stools
- Can and will follow simple directions, such as those for washing hands.
- Can help pull pants up and down.
- Seems to recognize at least a few seconds ahead of time that they're about to go, and can tell you before it happens. (Many youngsters will squat, leave the room, or get "the look" before having a bowel movement.)

- Is in a willing, receptive mood and isn't going through any major transitions (like adjusting to a new sibling or school).
- Demonstrates a desire for independence (for example, wants to be a "big boy/girl" and do things for themselves) -- or, better yet, shows a specific desire to use the toilet like mommy and daddy do!

When potty training you MUST provide us at least 3 complete changes of clothing for your child for their anticipated and expected accidents. If you begin training, please notify us so we can continue with all the work you have accomplished.

WAIVER OF COMPLIANCE

No right under this Agreement shall be waived (lost) merely by delaying or failing to exercise it. Consent to one act shall not be considered consent to any other or subsequent acts. Any waiver of a default under this Agreement must be in writing and shall not be a waiver of any other default concerning the same or any other provisions of this Agreement.

CONFIDENTIALITY

During the course of your association with Frosty's Learning Academy you may see and hear things about other children or the childcare's business. Such information is confidential, protected by privacy laws and must be treated as strictly confidential.