



Parent's Manual

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Welcome to Heart Felt Childcare

Thanks for choosing us!

It is our commitment and goal to provide high-quality care for children in a safe, secure, positive, and loving environment.

Our vision is to be the most sought out childcare center for providing quality childcare services to children ages six weeks-12 years old. We will provide our parents with an exceptional experience from Beginning to End. By doing so, we will maintain an environment that exceeds our families' expectations; hire professional, friendly staff that is knowledgeable and experienced in the childcare field.

Heart Felt Childcare strives to prepare children for a life of learning, through many enriching opportunities in developmental, social, educational, physical, and emotional learning. We are creating lifelong learners.

We provide quality childcare within a developmentally appropriate program. We operate year-round, Monday through Friday from 6:30 a.m. to 6:00 p.m. in Carteret, NJ 07008 or 7 a.m. to 6 p.m. I Sewaren, NJ 07077.

Thank you for allowing Heart Felt Childcare to serve your family!!

Shakia Jones
Owner



Introduction To Heart Felt Childcare

Philosophy and Goals

Our goal is to provide a safe, clean, healthy, and loving environment. We believe that your child is a unique and valuable treasure. At Heart Felt Childcare, our experienced staff provides the opportunity for your child to grow, to learn, and to realize his or her fullest potential. Each child is accepted as a very special individual, having a unique timetable for growing and learning.

We believe that children should be provided with an environment in which they can explore, wonder, create, investigate, ask questions, and enjoy the world in which they live. The cognitive, emotional, physical, and social potential of your child will fulfill your fondest hopes. Our staff consists of warm, kind, caring individuals who are committed to your child's superior growth.

Our program is built around the concept that children are born ready to learn. As caregivers, we strive to create a learning environment that is safe, stimulating and encouraging. The following principles are excerpted from the *New Jersey early learning* and serve as the foundation for our curriculum.

- Children develop knowledge of their world through active interactions with caregivers, peers, materials, and events.
- Learning is sequential, building on prior understandings and experiences.
- Learning proceeds at different rates in each area and each child; children will show a range of skills and understandings in any one area of development.
- Learning in each area is interconnected. Young children learn best through experiences, which incorporate several areas of development.
- Learning is embedded in a culture. Children learn best when their learning activities are rooted in a familiar cultural context.
- Learning begins in the family, continues in early care and education settings, and depends on parent involvement and caregiver guidance.
- All children have the potential to achieve the New Jersey Learning Standards with appropriate supports and instruction.

Our Mission

Heart Felt Childcare strives to provide children with many enriching opportunities, with core focus in development, social, educational, physical, and emotional. As a partner with our parents, this multifaceted approach is a continuation of the great work they (the parents) do outside of our care. We strive to provide our families with a high-quality experience by maintaining the NAC accreditation, which provides the framework for us to implement a highly qualified childcare facility. At **Heart Felt Childcare**, we believe in the value and uniqueness of each child we serve. Our childcare experience is designed to promote each child's own individual social, emotional, physical, and cognitive development.

As caregivers and educators, our mission is to provide a safe and developmentally appropriate learning environment, which fosters a child's natural desire to explore, discover, create, and become a lifelong learner.

CORE VALUES

Here at Heart Felt Child Care our core values are principles that mold who we are.

Family- where there is a family there is love.

Be Kind- In a world where you can be anything be kind.

Teamwork- teamwork makes the dream work.

Quality- quality means doing it right when no one is looking.

Diversity- learn and love diversity.

Accountable- being accountable for your actions.

Non-Discrimination Policy

Heart Felt Childcare affords equal opportunity to all employees and prospective families regardless of family structure, socioeconomic status, race, religion, cultural backgrounds; gender, abilities; or preferred language are invited to be included in all aspects of the program, including volunteer opportunities.

Remember we are here to assist you in the care of your child so that you can attend to your workday with comfort and security knowing your child is being nurtured, developmentally challenged, and enjoying the companionship of friends in a safe and loving environment.

Community Resources and Referrals

Heart Felt Childcare maintains a current listing of resources and referrals, both public and private, in the areas of child health/development, family childcare providers, parenting seminars and specialists in various areas relating to family, child health and welfare. These specialists are available on a consulting basis to families. Please contact the Center Director for more information.

Admission Requirements

The following conditions must be met for admission to Heart Felt Childcare:

Confirm that the child is between six weeks and 12 years of age.

Schedule a tour of the facility with the director to review policies and procedures.

Schedule a day for your child to visit the classroom and friends.

Pay registration and fees, which are nonrefundable.

Submit completed documents that are included in the registration package.

Provide a completed health certificate (immunization (shot) record and a record of a physical examination) signed by a physician. This document must be updated at least annually.

Agree to pay tuition as required and late fees when applicable. Must be set up on autopay.

Schedule an orientation meeting with the director after submitting proper paperwork. Please be prepared to spend at least 45 minutes with the director to review all documents submitted.

Complaint Procedures

All complaints from a parent or employee are taken seriously. The following measures will be taken to address complaints:

The individual making the complaint is required to submit the complaint in writing so it can be documented and addressed.

A meeting will be scheduled (either face-to-face or via telephone conference) to follow-up on the complaint to determine the severity.

Depending on the severity of the complaint, either a meeting between the parties involved will be scheduled to address the concerns or it will be immediately reported to Licensing Child Care Officials.

Any relevant information, including a plan of action resulting from a meeting or other actions taken by governing agencies will be documented in the file of each of the parties involved.

HEALTH REQUIREMENTS

Up-to-date immunization records and a certificate of good health, signed by a physician, are required at the time your child is admitted and on an annual basis thereafter. (A form will be provided).

After an absence for sickness, children will be readmitted in accordance with the following re-admittance checklist. By state law an absence of more than five days requires a doctor's statement.

Fever	Fever free for 24 hours without use of aspirin or meds
Diarrhea	May return 24 hours after diarrhea has stopped.
Vomiting	May return 24 hours after diarrhea has stopped.
Pink Eye	May be readmitted after drops has been applied a minimum of 3 times.
Rash	May be readmitted with doctor's note when rash is gone.

If a child contracts a contagious disease, please report it to us immediately! The child cannot return to the center without a doctor's note stating that the child is no longer contagious.

It is our wish that all our children stay healthy. Although we understand it is difficult to take off from work, the sooner we contain an illness the fewer children will contract it. With this in mind, we ask all our parents to respect our health requirements.

POLICY ON THE MANAGEMENT OF COMMUNICABLE DISEASES

If a child exhibit any of the following symptoms, he/she should not come to the center. If such symptoms occur at the center, the child will be removed from the classroom, and you will be called to take him/her home.

Severe pain or discomfort	Sore throat or severe coughing
Acute diarrhea	yellow eyes or jaundice skin
Episodes of acute vomiting	Red Eyes with discharge
Infected untreated skin patches	Elevated oral temperature of 100.4 degrees Fahrenheit.
Skin rashes lasting longer than 24 hours	Difficult or rapid breathing.
Swollen joints	Visibly enlarged lymph nodes.
Stiff neck	Blood in urine
Head Lice	

Once the child is symptom free, with a physician's note stating that he/she no longer poses a serious health risk to themselves or others, he/she may return to the center.



If a child contract any of the following diseases, please report it to us immediately. The child **MAY NOT** return to the center without a doctor's note stating that he/she presents no risk to himself/herself or others.

TABLE OF EXCLUDABLE COMMUNICABLE DISEASES

<u>Respiratory Illnesses</u>	<u>Gastrointestinal Illnesses</u>	<u>Contact Illnesses</u>
Chicken Pox	Shigella*	Impetigo
German measles*	Hepatitis A*	Scabies
Hemophilus influenzae*	Salmonella*	Hand Foot and Mouth (coxsackievirus)
Measles*	Norovirus	
Mononucleosis*		
Mumps*		
Strep throat		
Tuberculosis*		
Coronavirus		
Influenza-like Illness		
Pertussis		

If your child is exposed to any communicable disease at the center, you will be notified in writing.

Immunization Guidelines

AGE APPROPRIATE VACCINATIONS (FOR LICENSED CHILD CARE CENTERS/PRE-SCHOOLS)

<u>CHILD'S AGE</u>	<u>NUMBER OF DOSES CHILD SHOULD HAVE (BY AGE):</u>
2-3 Months	1 dose DTaP, 1 dose Polio, 1 dose Hib, 1 dose PCV7
4-5 Months	2 doses DTaP, 2 doses Polio, 2 doses Hib, 2 doses PCV7
6-7 Months	3 doses DTaP, 2 doses Polio, 2-3 doses Hib, 2-3 doses PCV7, 1 dose Influenza
8-11 Months	3 doses DTaP, 2 doses Polio, 2-3 doses Hib, 2-3 doses PCV7, 1 dose Influenza
12-14 Months	3 doses DTaP, 2 doses Polio, 1 dose Hib, 2-3 doses PCV7, 1 dose Influenza
15-17 Months	3 doses DTaP, 2 doses Polio, 1 dose MMR, 1 dose Hib, 1 dose PCV7, 1 dose Influenza
18 Months-4 Years	4 doses DTaP, 3 doses Polio, 1 dose MMR, 1 dose Hib, 1 dose Varicella, 1 dose PCV7, 1 dose Influenza

Annual Health and Safety Workshops (1.3.4, GROW NJ)

Please be informed that we will hold workshops approximately twice a year, that may discuss any of the below topics:

- 1- Preventative Health care
- 2- Mental/Behavioral Health issues
- 3- Nutrition and Obesity

- 4- Medication Administration Policies and Procedures
- 5- Oral Health Practices
- 6- Communicable Disease Prevention

The Importance of Having a Medical Home (1.2.3, GROW NJ)

Why should I have a primary care provider (PCP) when I feel well? If I get sick, I can go to the local emergency room (ER) or urgent clinic for whatever I need.

In our country the number of ‘Urgent care’ clinics are growing, and emergency rooms are often the only place people go when they get sick. Sometimes people don’t see a reason to have a primary care provider (PCP). Sometimes people think an ER or Urgent care will be quicker and have everything they need.

Even though many people may think this way, primary care medicine provides something an urgent care clinic or ER was never designed to offer—a relationship, a place to be known.

By developing this relationship, you have a health care team that has all the information they need to figure out problems and make good recommendations. In other words, these relationships can be important when choosing the correct treatment plan. A PCP is also like a ‘quarter-back’ who can coordinate your healthcare team. Sometimes this team involves complicated tests and specialty doctors.

PCPs offer a wide variety of important services, including preventive care, such as cancer screenings, and care for conditions like diabetes or high blood pressure, among many others. PCPs are also able to deal with many urgent concerns, and, perhaps most importantly, can do this better because they know your history and the values that are most important to you.

It is easy to worry about today and not think about tomorrow—like the 40-year-old person with high blood pressure who does not go to the doctor because he ‘feels well’. He may not realize that high blood pressure can cause a stroke or heart attack. A simple visit to a PCP could help him learn how to prevent something like this from happening. A PCP addresses today’s problem and helps you plan for your future.

Now is the time to start a relationship with your own primary care provider.

Sincerely,

The Staff of Heart Felt Childcare LLC

What Error! Reference source not found. Offers

Heart Felt Childcare Staff

Heart Felt Childcare strives to recruit dedicated, caring Professionals who support our philosophy and program. All staff must meet the requirements for certification as childcare providers in a group setting, and must participate in ongoing staff development programs, classroom meetings, and outside continuing education seminars.

All staff members must provide a criminal history record/background check to be cleared through licensing.

Our Center has a Director and/or Assistant Director available to assist children, teachers, and parents at any time. Heart Felt Childcare meets or exceeds State-required child/staff ratios in all classrooms. All staff members are trained in pediatric CPR and First Aid soon after they are hired.

Compliments, comments, or concerns relating to Teachers should, if possible, be addressed directly to the Teacher. The Center Director should also be informed regarding staff performance, both positive and negative. Parents are encouraged to visit and actively participate in their child's classroom.

Our Curriculum

Heart Felt Childcare has chosen **Creative Curriculum** for our children, an award-winning, research-supported curriculum to use in your child's classroom. Each Learning Scope and Sequence" model for full- day care, providing visual, auditory, tactile, fine/gross motor skills, emotional, social, and intellectual stimulation. The program promotes STEM, creativity, family involvement, and development of the whole child. Daily experiences capture and support the learning of important skills and concepts.

Heart Felt Childcare strives to reach a balance between "academic" structure and creative social interaction. A mix of quiet and active play takes into account that the children are participating in group activities all day.

A goal of the program is to encourage children to make simple and appropriate choices emphasizing planning, working, and evaluating which establishes personal responsibility. The teacher's questions and suggestions set the stage for key experiences that stimulate the child's thinking processes, language development, and social development.

Our goal is to provide infants with a safe, nurturing environment encouraging exploration and discovery along with time for listening to music and stories.

A wide variety of age-appropriate toys are available to stimulate cognition, social interaction, large and small muscle control. A soft mat or climbing area where children can interact with each other and staff members also allows children to safely practice rolling, climbing, jumping, and sitting up or standing. Infants and toddlers will be taken outside daily to play on the playground, or for walks in strollers, weather permitting. The Creative Curriculum is used as an additional resource in our infant classroom.

Information regarding specific programming and special activities is sent to parents each month in the Parent Newsletter.

Hours of Operation

Heart Felt Childcare is open between the hours of 6:30 a.m. and 6:00 p.m. Carteret location or 7am-6pm Sewaren location., Monday through Friday. We ask that children arrive by 9:00 a.m. so that they may have a smooth transition into the day’s activities. No morning snack will be served to children arriving later than 10:00 a.m. If your child is arriving late due to a doctor’s appointment, please call the center and give his/her approximate time of arrival, children will not be admitted during nap time 12:00 p.m.-3:00 p.m., we highly recommend that parents schedule doctor’s appointment during the early morning hours so that the child can return to school by 11:00 a.m. No child may be at the Center prior to opening time or after closing time, and any child may only be at the center for a maximum of 10 hours. No child will be admitted after 10:00 a.m. without a doctor’s note.

NOTE: If a child is administered shots during a doctor’s visit, the child may NOT return to school due to potential complications from the shot and/or fever-like symptoms associated with the medicine that could cause the child to be irritated and uncomfortable.

Center Closings

Error! Reference source not found. is closed on the following holidays/training days*

New Years Eve	Closes at	Days (2-3 Days TBD)	Closed
1:30pm		Columbus Day	Closed
New Years Day	Closed	Labor Day	Closed
MLK Jr Day	Closed	Veteran’s Day	Closed
Presidents Day	Closed	Thanksgiving Day	
Independence Day	Closed	and Day After	Closed
Juneteenth	Closed	December 24-26	Closed
Staff Development			

*These closing dates and times are subject to change

**We also close the last week of June and the Last week of August.



Please note - If Christmas and New Year's Day fall on Saturday or Sunday, **Error! Reference source not found.** may be closed on the following Monday. Please consult your Center Director, and always read the Parent Newsletter/Memos.

About Religious Holidays

Heart Felt Childcare is not a religious school, therefore we do not single out any one holiday to celebrate, in order to respect the differences of our various community religious practices.

Heart Felt Childcare does celebrate the different cultures represented at Heart Felt Childcare. Please feel welcome bringing in special foods, traditions, etc., to help us celebrate and teach our children about other cultural traditions. Let us know if there are other traditional festivals that you celebrate so the Center can participate in observing them with your child. Our annual Multicultural week is held in March.

Teachers participate in three professional development-training days during the year. Dates will be announced as much in advance as possible. The center is closed for teachers' participation and all training activities. Tuition is not discounted or refunded for these training days.

Inclement/Emergency Closings

Sometimes Heart Felt Childcare must close because of emergencies or inclement weather. When you are not sure about the closing of the center, please call the office by 5:30 a.m. or check our website at www.heartfeltchildcare.com for updates. Heart Felt Childcare will also send out an alert by email and or text. Tuition fees are still due during emergencies and/or inclement weather closings. Refunds or credits will not be given.

If snow or ice develops during the day, after the children have arrived, and there is an accumulation of two inches or more, the center will close early to permit staff to get home before they are stranded. Please plan for such emergencies. The child(ren) must be picked up no later than two hours after notification.

Birthdays and Celebrations

Heart Felt Childcare celebrates birthdays and other parties in the child's classroom during afternoon snack. The party must be planned and approved by your child's teacher. Please fill out a birthday request form and submit it to the teacher no later than 7 days prior to the party. Please pay close attention to the healthy food guidelines for parties. Birthday celebrations are from 3:00 p.m.-4:00 p.m. only.

Positive Guidance

We use positive guidance, redirection, and encouragement, for example:

“It works best if...” instead of “Don’t do it that way”
“You can do it...” “You did that well”

When people hear demands, they react by resisting, no matter what their age. Adults often call this behavior in children “not listening.” Instead of demanding, we frame all requirements as requests or suggestions:

“Wouldn’t that work better if...”

“How about trying it another way...” “Let’s think about what will work...” “Would you help us clean up...?” “We need you!”

“Why don’t you and (friend) try doing this another way...?”

Just as we don’t have “bad” children, we do not have “bad” behaviors! Sometimes behaviors “work” or “don’t work”; when a child’s behavior does not work, there are consequences. Make sure the child understands the consequences, but do not use the consequence as a threat: “if you can’t stop running, you will have to take a seat for five minutes and read a book”. We give children choices and leave it up to them. Making choices empowers them! Choosing behaviors that work gets recognition and encouragement; behaviors that don’t work have other consequences.

A consequence may be a rest period away from the activity, going to the office or even withdrawal from the Center. Consequences are not punishments. Consequences flow naturally from choices. We want children to learn to choose for themselves to do what “works” because they see that it really works, not just to avoid being “bad” or to be “good.”

Field Trips

Providing children enhance monthly ‘themes’ with opportunities for outside experiences. Field trips are scheduled approximately three times per year--taking into consideration the age and developmental readiness of the group. Some field trips are scheduled “in-house”, the program comes to the center. The classroom monthly calendar will note Field Trip Days for your information. Parents are always welcome-and encouraged-to participate in trips!

Because a field trip is the scheduled activity of the day, and all teachers are required to participate on the field trip for safety and security reasons, care will not be available at the Center for a child who does not attend the field trip. You may choose not to participate in a field trip and may have to make alternate arrangements for your child during that time. Parents are requested to participate one time per “semester” on field trips.

Field Trip costs such as bus transportation, entrance fees, etc. are the responsibility of the parents. Information regarding cost, transportation arrangements, date, location, and activity will be sent home to parents on the permission form. This form must be completed, and all fees paid prior to the day of the field trip for your child to participate.

Tuition is not discounted if you choose for your child to not participate in a field trip. All preschoolers aged (3's-4's) are expected to attend the field trips. If the parent decides that the child can't attend, Heart Felt Childcare does not have alternative care whereas all teachers will be chaperoning the children on the trip.

Parent as a Chaperon – Heart Felt Childcare may request that a parent be present for the field trip if the child's teacher deems it to be necessary for a successful field trip experience for the child and his/her classmate. In such a case, the parent will be **REQUIRED** to be a chaperon.

Field Trip Permission Policy

Parents must return a separate signed permission form for each trip. Forms are provided by the Center prior to each trip. If a signed permission form is not on file at the Center on the scheduled field trip day, your child will not be allowed to go. If you are not available to sign the permission, or to pick up your child, and no alternate care arrangement has been made, the Center will contact the next person on the Emergency Contact Form to pick up your child for the period of time covering the field trip.

Car Seats

On any trip on which a parent drives their own or other children, car seats must be provided for any child four years of age or younger, and/or under forty pounds. Parents will be asked to leave car seats at the Center on any day in which a field trip is planned and parents are driving.

When parents drive children other than their own, permission forms and waivers must be signed and filed at the center for each child.

Snacks and Lunch

Heart Felt Childcare does not provide food at this time. Please provide your child with 2 healthy snacks and a lunch daily.

If parents wish to bring in school lunch, we strongly encourage parents to use a thermos to keep food hot and an ice pack to keep food cold. Teachers will warm up food in the microwave. Please pack nutritional lunches and snacks to help promote healthy eating. If you didn't receive a list of healthy choices, please stop by the office.

Parents must place lunch boxes in their child's cubby with everything labeled inside the box.

Parent's Roles

Error! Reference source not found. believes that the parent is the child's first teacher; therefore, we respect the parent's role and influence they have. We strive to work in partnership with home by strongly encouraging parental involvement in our center. Daily communication is most important to both parents and teachers. If you don't have time to speak with the teacher or director, please send an email or drop a note in the suggestion box. We encourage all parents to sign up to become a Parent Partner initiative that started in 2018.

Parent/Teacher Conferences

Parent/Teacher Conferences will occur twice a year. These are "progress reports" for both parent and teacher to discuss your child's developmental progress, and any other situations regarding your child. Again, this is a good opportunity to develop a working relationship with your child's teacher.

Parent's Responsibilities

Parents are responsible for dressing children appropriately for the season and weather. Heart Felt Childcare will make sure all children are comfortably always dressed, and in particular, dressed warmly during cold weather when outside.

Coats, hats, and mittens will be put on children before going out in cold weather, however, children sometimes discard heavier clothing as they play and get overheated. Teachers supervising children outdoors will make every effort to make sure children are appropriately always dressed. All personal clothing must be clearly labeled to avoid loss.

Teachers are not responsible for identifying clothing that is not labeled.

Children grow rapidly, and clothing provided at the time of enrollment may soon be outgrown. Please provide current sizes as necessary. The following items of clothing should be at the Center for your child's use: undershirt, shirt, underpants, pants or shorts, socks, shoes.

These additional clothing items should be labeled and brought in when indicated by staff or indicated on the calendar:

Bathing suit, towel, sandals

Raingear

Snowsuit and snow boots

Extra hat and mittens

Children go outside during the winter unless the temperature is below 30° F. The Center Director determines whether children and staff will have outdoor play. The Office of Child Care requires that all children are to go outside unless directed by a doctor.

Due to sanitary precautions, pacifiers and/or bottles are not allowed in classrooms other than the infant/toddler rooms. Sleeping bags or pillows are also not allowed.



Please note: If your child does not have a clean cot sheet, light cover and an extra change of clothing, you will be asked to bring in required items or pick up your child immediately. Failure to do so will result in a charge of \$10.00. This charge will be used to purchase a replacement cot sheet for your child.

Custody Concerns

In the case of families where parental custody is an issue, the Center must retain on file a notarized copy of any court-ordered custody settlement and/or visitation agreement for either parent. Should any changes occur in the status of custody or visitation, a copy of the new agreement or court order must be provided to the Center for the file. It is the custodial parent's responsibility to provide this information to the Center. Non-custodial parents coming to pick up their child according to a visitation agreement must produce a photo I.D. Non-family members cannot pick up children unless written permission from the parent is on file.

Please remember that your child needs to feel secure and comfortable at the Center, particularly when home life has been disrupted. Please do not make the Center the drop-off or exchange site if at all possible.

Drop-Off/Pick-Up Procedures

Your child must be signed in and out of the center by using our computerized childcare system. Each child is assigned a child identification number (CIN). Parents must enter this CIN into the keypad daily to admit and pick-up their child. The parent, guardian or a designated adult are the only ones allowed to pick-up your child. They must accompany your child to and from their classrooms. If you have information for your child's teacher, you are encouraged to write it in the parent communication log.

Your child will not be released to a person not previously authorized by a parent to pick up a child. We must have written or verbal authorization for changes, and if the parent has not notified us of the change, the child will not be released until we have spoken with the parent and received proper authorization. In addition to the above authorization, picture identification must be shown to the center staff for safe release of a child.

If your child is brought to or picked up from the Center by a private bus, transport service, school bus or taxi service, friend or relative, the person responsible for bringing your child must walk your child into or out of the building and classroom and sign your child in or out through our System. Please give them your access code.

General Policies

Diapers and Toilet Training

Heart Felt Childcare accepts children in diapers and cooperates with parents when toilet training begins. Parents should involve the staff in the decision to begin toilet training. Since children spend the majority of their day at the Center, staff may have some concerns and suggestions as to readiness and the method of training to be used.

It is important that toilet training be a pleasant, non-stressful, successful experience for the child, parent(s), and staff. **Error! Reference source not found.** will provide your child with diapers and wipes through our Cuties Program.

Toilet Training

When you or your child's primary caregiver see signs of readiness for toilet training, we will discuss the subject and agree on a mutually acceptable time to begin. It is our experience and belief that training usually proceeds smoothly for most children if not started too soon and if treated lightly. Accidents are part of the process and will be handled casually. Please be sure during this process that your child has plenty of extra pull-ups, training pants, clothes, socks, etc.

Breastfeeding and Infant Feeding Policy

Heart Felt Childcare subscribes to the following recommendations for promotion and encouragement of breastfeeding and infant feeding practices:

Staff Behaviors

- Staff members will encourage and support mothers to breastfeed.
- Caregivers/teachers should feed infants on cue unless the parent/guardian and the child's primary care provider give written instructions otherwise.
- Infants should always be held for bottle feeding.
- Staff members will receive professional development training on promoting and supporting breastfeeding once per year.

Center Policies

- Breastfeeding mothers will have a clean, welcoming place to breastfeed or express their milk.
- Mothers can express or feed their child in the office. There is a privacy blinds that can be pulled down and soft music can be played as well.
- A refrigerator will be made available for the storage of expressed milk.
- No infant is fed the expressed human milk of another infant's mother.
- A mother's milk is for her child only.
- Cow's milk is not fed to children under 1 year of age.

- Formula fed infants, under 1 year of age, drink the formula recommended for them by their parent or health care professionals.
- Formula mixed with cereal, fruit juice, or any other foods will not be served unless written instructions are provided by the child's parent or primary care provider.
- Infants are not permitted to have bottles in the crib and will not be allowed to carry a bottle while standing, walking, or running around.
- A plan to introduce age-appropriate solid foods (complementary foods) to infants will be made in consultation with the child's parent/guardian and primary care provider.

Personal Objects Policy

Children may not bring toys or other special items from home unless it is specifically for a "Show and Tell Day." Toys from home create tensions when owners are unable to share, and/or toys become lost or broken. On "Show and Tell Day" special items will be stored in your child's cubby or with the teacher until your child leaves.

Mandatory Uniform Policy: Ages 2-4 years – Monday-Thursday

- Navy blue/gray dress, skirt, sweater, or Bottoms (no jeans)
- Powder Blue, Gray, or White Collared shirt (No Tees Please)
- All Black Shoes Only
- No open-toed shoes **

** If your child is not in uniform, you will be asked to pick your child up or bring the proper clothes to the center in a timely manner.

** Children do not wear uniforms during the summer months (July – August).

Biting Policy

Children often bite, particularly prior to developing large vocabulary skills. The frustration of not being understood or of being provoked by another child often manifests itself in aggressive behaviors – especially in children under the age of three.

Because of health and safety concerns, children who bite will be removed from the group for a short period of time immediately after the biting incident. Parents of both children (the biter and the one bitten) will be notified. Teachers will observe the child(ren) involved closely and will implement developmentally - appropriate practices to redirect aggressive behaviors. If three incidents do occur within a short period of time, the child may be moved to another classroom or enrollment may be terminated at the discretion of the Center Director. Parents will be notified of all incidents and will be given every opportunity to work with the teachers and Center Director to prevent other biting incidents.

Discipline Policy

Our primary responsibility is always the health and safety of the children and staff at the center. Staff members will use positive methods of discipline, which encourage self-control, self-direction, self-reliance, self-esteem, and cooperation.

This policy applies to all children enrolled at Heart Felt Childcare. Children's feelings about themselves and their self-worth are a reflection of adults' expectations, attitudes, feelings, and behavior toward children. Teachers must provide a caring, supportive, structured environment, allowing children some responsibility for the daily program with established boundaries for acceptable and unacceptable social behavior.

No child may hit or harm another child intentionally or not. Incidents of repeated biting or hitting by children will be discussed with parents. Parents will be notified if their child has been injured and will be given a copy of a written Incident Report, copies of which will also be kept on file at the Center.

Classroom policies regarding behavior will be developmentally appropriate for each age group. Children unable to meet all classroom behavioral objectives will be encouraged to meet as many as possible with continued encouragement and support from the teachers.

Negative behavior will be noted and discouraged using various techniques appropriate to the developmental and social needs of the child and group. These techniques may include but are not limited to the following: verbal signals, forms of time out, removal of the child from certain activity areas, loss of privileges, and in the most extreme cases, removal to the Director's office.

Parents will be informed at all times of any behaviors that persist or are detrimental to the child or group. Parents and teachers may initiate conferences at any time to discuss concerns. Parents should view these conferences as opportunities for concerned, caring, supportive dialogue.

Enrollment at Heart Felt Childcare may be suspended or terminated at the request of the Director due to continued inappropriate or negative behavior by the child. Persistent negative behavior may indicate a child is unable to adjust to the program and/or is developmentally unready to accept responsibility for behavior. Every attempt will be made to prevent termination. However, in some instances, it may be the only recourse.

No staff member may discipline a child by slapping, hitting, or spanking, or using abusive language. Any staff member who violates this policy is subject to immediate dismissal. Our goal is positive reinforcement of positive behavior.

ILLNESS OR EMERGENCY

Attendance policy (being here on time...)

Illness, Accidents, Emergency Care, Sick Child Policy

Error! Reference source not found. is not licensed or responsible for the care of sick children. Children in this age group are highly susceptible to illness and infection. Please be considerate of other children, teachers, and most importantly, your own child's need to recover completely before returning him/her to the Center.

If your child becomes ill during the day with a fever of 100.4 degrees, or appears ill upon arrival, you will be required to pick him/her up immediately. If you are unable to pick up your child within one hour, the next person on the Emergency Contact Form will be called. Emergency cards must be kept current with business phone numbers and emergency contacts. Your child will be taken to the Director's office where a cot is available for resting, pending a parent's arrival

Common Indicators of Illness

Green, runny mucus from the nose, ears, or eyes, is generally a common indicator of infection. If your child is congested, coughing, and generally not feeling well, he/she will not benefit from being at the Center. We realize that children may retain a "runny nose" longer than the actual virus. Please take into consideration your child's general condition before bringing or returning him/her to the Center. The child may not return without a physician's note.

Vomiting may or may not be illness-related. Please note your child's general condition, and if there are two or more episodes of vomiting in a one-hour period, a "stomach virus" or influenza ("flu") may be present. We require that you keep your child home for 24 hours after the last episode. If a child vomits two or more times at the Center, parents will be called to pick up their child immediately. Diarrhea may or may not be illness-related. Help avoid the unnecessary spread of infection by keeping your child home for 24 hours after the last episode.

If a child develops diarrhea at the Center (3 runny stools within a one-hour period), parents will be called to pick up their child immediately. Ear infections are not contagious, but the virus or bacteria causing the inner ear blockage is infectious. We require that you keep your child home for 24 hours after diagnosis to allow medication to take effect.

Pink eye is highly contagious to those coming in contact with the infected person. Children diagnosed with pink eye must stay home for a full 24 hours (1 full day) after diagnosis to allow medication to take effect.

If a child has been diagnosed with the "Hand, Foot and Mouth" virus, we ask parents to keep their child out for 5 days. This is a common virus similar to the chickenpox virus for young children.

Please give your child prescribed medication as indicated until finished. We can give medication only if a medication administration form is on file.

Our goal is to avoid a series of needless infections that may be caused by allowing a sick child to remain at the Center. We are aware that a sick child can pose many concerns and problems for working parents, and we may be able to offer suggestions for alternative care in an emergency situation.

Please note that tuition is not refunded/discounted if your child is absent due to illness.

Readmission After Illness

THERE MUST BE NO VISIBLE SIGNS OF SICKNESS WHEN YOUR CHILD RETURNS TO THE CENTER.

Return after absence due to illness requires a parent's written statement or a physician's note in order for the child to return indicating your child is free of illness or is taking medication and is able to participate in the program's activities.

Children may not return until free of vomiting/diarrhea/fever for a 24-hour period or have been on prescribed medication for a 24-hour period.

If your child is not attending due to illness, please call the Center to let them know your child will not be at the Center that day. Children will not be admitted after a doctor's appointment during nap time between 1:00 p.m. and 3:00 p.m.

Medication

Medication may be administered to children in the Center only upon the written order of a licensed physician. A Physician's Medication Order Form supplied by the Center shall be completed for each medication prescribed. The first dose must be given at home. A record of medication dispensed to a child during care is recorded on the Child's Personal Record. Only the Director or authorized teachers are permitted to administer medication and maintain medication records. Please provide a medication spoon or dropper so that the correct amount of medication is given. Medication must not be expired and bear the name of the child to whom it is given. The parent's instructions must be consistent with the labeling on the medication.

There can be no stock or medication of any kind on supply at the Center. Non-Prescription, over-the-counter (OTC) medication may not be given to any child enrolled. This includes eye drops, bug repellent, sunscreen, and similar OTC medications. These items may not be administered with or without a doctor's note. Parents are advised to apply any necessary topical medication onto their child prior to the school day.

All medications are labeled and stored in locked cabinets, generally in a locked box kept in the Center's refrigerator.

Emergency Care Procedures

Error! Reference source not found. provides trained, conscientious, and safety-conscious teachers to supervise your child at all times. However, children in a group care setting are exposed to minor injuries such as bumps, scrapes, bruises, and bites. **Error! Reference source not found.** will attempt to prevent such injuries by always providing safe, developmentally appropriate equipment and play areas and by always supervising the children.

Should an accident occur, involving head, tooth, eye, back or bone injury, teachers will provide appropriate emergency care, and the child will be taken immediately to the nearest emergency room by ambulance, accompanied by the teacher or Director. The cost of ambulance service will be the responsibility of the parents. Each parent will get a copy of the emergency preparedness plan at the time of enrollment.

The Director or designated staff member will contact the parents immediately. We will make every attempt to take the child to the hospital of choice as noted on the Emergency Card. Parents are responsible for contacting the child's pediatrician or other health provider.

Authorization to treat a Minor Form

Parents must complete and notarize the "Authorization to treat a Minor" form provided at enrollment to guarantee treatment in an emergency. If a notarized Authorization Form is not in the Center's file, it is possible that a hospital will refuse treatment until a parent authorizes treatment.

First Aid Information

First Aid by staff will be limited to that necessary to preserve life or prevent further immediate damage, and it will be administered within the boundaries of first aid training. The center has a complete, easily located, and approved First Aid Kit.

Special COVID-19 Supplement

Because of the extraordinary nature of the COVID-19 pandemic, **Error! Reference source not found.** has had to institute new practices and procedures to keep your children and our staff members safe, and we respectfully request your cooperation with the following:

Practice daily self-screening of both you and your child(ren)

Take your child's temperature. Per guidance from the CDC, if it is 100.4 degrees or more, please do not bring him or her in.

Also, watch for the following symptoms:

Dry cough
Fever
Trouble breathing
Constant pain/pressure in chest
Bluish lips or face
Sudden confusion
Loss of smell or taste
Loss of feeling in toes

If any of those is present, you should NOT bring them to the Center. Instead you should seek medical attention as soon as possible. If your child starts to develop any of these symptoms during the day, we will notify you immediately.

Practice social distancing: keep at least six (6) feet between you and other people when you arrive to drop off or pick up your child. We will make it a point to bring in only one child or children from one family at a time into the Center.

Follow the government If you find that you or your child(ren) are experiencing any of the above symptoms, please make recommendations for Personal Protective Equipment (PPE). In particular, we ask that you wear a face mask when coming to pick up or drop off your child.

For the safety of all involved, please heed the directives of the CDC regarding washing hands or using hand sanitizer with at least 60% alcohol frequently. Also, if you cough or sneeze, do so into the crook of your elbow or a handkerchief or tissue.

Out of deference to individual preferences and the varying opinions about child vaccination, we are strongly recommending but not requiring vaccination for the children in our care. If you have any questions about practices or procedures, please feel free to call us at Phone Number or ask a member of our staff when you are at the Center.

FINANCIAL ARRANGEMENTS

After the previous requirements have been met, **Error! Reference source not found.** registration is based on a first come, first served basis.

An annual registration fee is payable when you enroll a child and is due each succeeding year he/she is enrolled and operates on a 52-week calendar. If the child is taken out in June and you plan for his or her return, the registration fee is to be paid at the time of re-registration. All registration fees must accompany the registration package prior to enrollment. Tuition and other fees must be current prior to the child's enrollment in the center for the new school year. Your childcare services will be interrupted if tuition and other fees are not paid in a timely manner.

All fees must be paid whether the child is present or not as well as holidays, sick days, and vacations. Please be mindful that you are paying to secure the slot.

Tuition is due by the first day of each month. If another day is needed, please contact the Director.

All payments are processed only through our automatic Tuition Program. We do not accept cash, money orders or checks.

There will be a \$35.00 charge for returned credit card payments or bad checks. Please give the office a 48-hour notice prior to Friday, if a credit card or checking account information needs to be switched out.

Fee Structure and Payment Plan

In order to either place your child on a waiting list or to reserve your child's place in a classroom, a two-week deposit may be required as a deposit to hold your child's slot. This deposit guarantees placement within a one-to-three-month time frame depending on classroom availability. The deposit goes towards the first two weeks of enrollment. If you are returning to **Error! Reference source not found.** from the previous school year, you are required to Re-Register your child for the Fall in June.

Tuition at **Error! Reference source not found.** is based on the child's enrollment schedule. **Error! Reference source not found.** offers full time/full day care - Monday through Friday, as well as part time schedules for our threes/four classroom. Please request a current enrollment and tuition schedule from the Center Director. No part time for infant and toddler.

Tuition is due according to the following schedule:

Monthly Payment: due by the 5 of each month.

Bi-weekly Payment: due by the 15 of each month.

A late fee of \$10.00 per school day will be charged everyday by noon if your tuition is not paid by the due date as required in the enrollment agreement. The due date for tuition is 1st and 15th. Your grace period is the 5th of each month. If the Center has not received your tuition by the due date for your monthly tuition (or by the fifth calendar day of the month for monthly tuition), the

Center may refuse to admit your child to the Center until you pay the amount due. The Center also reserves the right to terminate your child's enrollment for non-payment. If **Error! Reference source not found.**, has to take collection action to collect unpaid fees, you will be responsible for all accrued late charges until the date collected, and for reasonable collection cost, including attorney's fees.

Parents will be notified of any tuition increase at least 30 days and no more than 3 months in advance.

Tuition does include the following:

Required instructional materials for Infant-Kindergarten (Investigator's Club), Diaper/Wipes, Hot/Cold breakfast, Afternoon Snack, Milk, Hot Catered Lunch.

Tuition does not include the following:

Field trip fees and bus transportation, Tissues for Nose

Optional enrichment programs offered through **Error! Reference source not found.** (Yoga, Spanish, Chess, Mandarin, Soccer, Science, Dance, Engineering for Kids, Art Club, Martial Arts).

There are no refunds or discounts made on tuition for absences of any kind, including those due to illness, holidays, vacation, snow days or Center closings as listed in this Parent Handbook. The registration fee and the deposit to hold a slot is nonrefundable.

For families with two children, **Error! Reference source not found.** offers a 10% reduction in the cost of the lower full-time tuition. A 5% discount is offered on the lower part-time tuition for families with two children enrolled, either both part-time or one full-time and one part-time.

Withdrawal/Dismissal Procedures

You must give the Center Director at least one month's notice in writing if you wish to withdraw your child from the Center. If you do not give such notice, you will still be responsible for your entire last 30-days' tuition.

Enrollment Deposit

A two week enrollment deposit will be required at registration. This is nonrefundable payment. It will be applied toward your child's tuition. It must also be paid to secure your child's spot.

Enrollment Agreement Forms

Please review and ask any questions at the time of enrollment. You are responsible for any part of the enrollment agreement which you have signed and agreed to, including Health Inventory, Immunization Record, Emergency Card Information, Authorization to Treat a Minor, Current Address and Phone Numbers for Home and Business, Emergency Contact Form, Custody or Visitation Agreements, Field Trip Permission Forms, and all Financial Responsibilities.

Late Pick-Up Policy

If your child is picked up after the scheduled closing time of 6:05 p.m., you will owe a late fee of \$2.00/per minute. These late pick-up penalties must be paid immediately to the staff attending to your child. If your child is picked up more than thirty (30) minutes late two (2) or more times in any thirty (30)-day period, the Center may terminate your child's enrollment. If you need services longer than 10 hours a day please speak to the director.

Damage to Center Property

Parents are responsible for any damage to Center property or equipment caused by themselves or their child. If these costs exceed the enrollment deposit, parents must reimburse the Center for the damage.

IMPORTANT REMINDERS

No Hair Beads for girls due to beads being a choking hazard.

No Cell Phone Zone when entering into the building – applicable to everyone.

Holding The Door – Please do not hold the door open for anyone behind you, the person must log in with their own code to get inside the building to ensure security for all.

10 hour Rule – Children are only allowed a maximum of 10 hours per day at **Error! Reference source not found.** Parents will have to pay an additional fee for longer hours.

Shots – Children may not return to **Error! Reference source not found.** after receiving shots.

Nap Time – Children may not enter building between during the hours of 1 p.m. to 3 p.m. We highly recommend that parents schedule doctor's appointment during the early morning hour so that the child can return to school by 11am.

(What we expect from you.)

1. A non-refundable \$200.00 registration fee is required with your application. In addition **two weeks security** is required to reserve your child's spot. The security deposit is used for your child's last two weeks tuition, providing proper advance notification has been given.
2. Tuition is paid monthly/biweekly and is due 1st and 15th
3. No deductions will be made for absences. Our budget is based on a certain number of children since the center spaces are limited in size. Each child enrolled has a reserved place, which cannot be taken by another student. The center expenses continue regardless of whether or not your child is in attendance every day.

4. If you plan an extended vacation you must give advance notification (two weeks) of the dates that the child will not be attending and a return date. There is a limit of a two-week vacation (10 days) per year. These two weeks must be taken in 5-day increments.
5. There will be a \$35.00 charge for all returned fee. This payment is due and payable on the following Friday of notification.
6. All personal belongings must be labeled with your child's full name.
7. "Heartfelt Childcare Center" reserves the right to dismiss any student for misconduct or destruction of school property. Parents will be notified in writing of any unacceptable behavior. There will be three warnings. If there is no improvement the child will be dismissed. Unacceptable behavior includes but not exclusive to, biting, purposely hurting another child or teacher, not following rules and endangering their own or another students well being.
8. If your child displays any signs of illness you must keep them at home. In the event of fever please keep your child home for at least 24 hours after there is no sign of fever. If your child is sent home from the center due to illness, you must keep them home for at least one day to be sure they are healthy. In the event of prolonged illness or if your child has contracted a contagious disease, please notify us at once. Parents will be notified if reports are received on contagious diseases in order to be aware of the signs.
9. For the well being of your children we request that children are not in attendance for more than 10 hours in one day.
10. If you are withdrawing from our program, you must give 2 weeks notice. If your child does not attend for the last two weeks payment is still expected.
11. A late pick up fee will be charged as follows:
 - a. Children attending more than 10 hours will be charged an additional \$5.00 per half-hour.
 - b. A late pick up fee is \$2.00 per minute after scheduled pick up time.
12. The parent provides breakfast and lunch. If provided by the center there will be a \$3.00 per meal charge.
13. The parent provides diapers. If provided by the center there will be a \$2.00 per diaper charge.
14. All checks are to be made payable to:

"Heartfelt Childcare Center"

To make all of our lives easier I hope the rules are not overwhelming but clear and concise. If not please ask the director for clarification.

Information to Parents:

- ◆ To be licensed, our center must comply with the Manual of Requirements for ChildCare Centers (the official licensing regulations). The regulations cover such areas as: physical/life safety: staff qualifications, supervision and staff/child ratios; program activities and equipment; health, food and nutrition; rest and sleep requirements; parent/community participation; administration and record keeping requirements; and others.
- ◆ Our center must have on the premises a copy of the Manual of Requirements and make it available to interested parents for review. If you would like to review our copy, just ask the director. Parents may secure a copy of the Manual of Requirements for Child Care Centers, for a nominal fee, by writing to the Bureau of Licensing, Division of Youth and Family Services, Licensing Publication Fees, PO Box 18500, Newark, NJ 07191.
- ◆ We encourage parents to discuss with us any questions or concerns about the policies and program of the center or the meaning, application or alleged violations of the Manual of Requirements for Child Care Centers. We will be happy to arrange a convenient opportunity for you to review and discuss these matters with us. If you suspect our center may be in violation of licensing standards, you are entitled to report them to the Bureau of Licensing at (609) 292-1021. Of course, we would appreciate your bringing these concerns to our attention, too.
- ◆ Our center must have a policy concerning the release of children to parents or people authorized by parents to be responsible for the child. Please discuss with us your plans for your child's departure from the center.
- ◆ Our center must have a policy about dispensing medicine and the management of communicable diseases. Please talk to us about these policies so we can work together to keep children healthy.
- ◆ Parents are entitled to review the center's copy of the Bureau of Licensing's Inspection/Violation Reports on the center, which are issued after every State licensing inspection of our center. If there is a licensing complaint investigation, you are also entitled to review the Bureau's Complaint Investigation Summary Report, as well as any letters of enforcement or other actions taken against the center during the current licensing period. Let us know if you wish to review them and we will make them available for your review.
- ◆ If there is a licensing complaint investigation, you are also entitled to review the Bureau's Complaint Investigation Summary Report, as well as any letters of enforcement or other actions taken against the center during the current licensing period. Let us know if you wish to review them and we will make them available for your review.

- ◆ Our center must cooperate with all DYFS inspection/investigations. DYFS staff may interview both staff members and children.
- ◆ Our center must post its written statement of philosophy on child discipline in a prominent location and make a copy of it available to parents upon request. We encourage you to review it and to discuss with us any questions you may have about it.
- ◆ Our center must offer parents of enrolled children ample opportunity to participate in and observe the activities of the center. Parent wishing to participate in the activities or operations of the center should discuss their interest with the center director, who can advise them of what opportunities are available.
- ◆ Parents of enrolled children may visit our center at any time without having to secure prior approval from the director or any staff member. Please feel free to do so when you can. We welcome visits from our parents.
- ◆ Our center must inform parents in advance of every field trip, outing or special event away from the center, and must obtain prior written consent from parent before taking a child on each such trip.
- ◆ Anyone who has reasonable cause to believe that an enrolled child has been or is being subjected to any form of hitting, corporal punishment, abusive language, ridicule, harsh, humiliating or frightening treatment, or any other kind of child abuse, neglect, or exploitation by any adult, whether working at the center or not, is required by State law to report the concern immediately to the Division of Youth and Family Services' Office of Child Abuse Control, Toll Free at : 1-800-792-8610, or to any DYFS District Office. Such reports may be made anonymously.
- ◆ Parents may secure information about child abuse and neglect by contacting: Community Education Office, Division of Youth and Family Services, PO Box 717, Trenton, NJ 08625-0717.