

HEEL DEVELOPMENT CENTER Daily Schedule

Our day begins upon arrival of our first child and ends upon departure of the last child each day. Children will be encouraged, but will never be forced to participate in any activity. This schedule may be subject to change. All outdoor activities are weather permitted.

7:00am Get Settled, Wash hands and Free Play (During free play we will have soft classical music to allow the children to adjust)

8:00am Breakfast- children who arrive before 8:20am will be served breakfast unless future arrangements were made. Quiet activities until every child is finished eating. (puzzles, ipad, reading, movie time)

8:40am Toilet/Changing time/hand washing/teeth brushing and gum wiping for infants

9:00am Greeting Time

9:20am Planning, Work, Cleanup and Recall Time

Children are able to plan what they would like to work on, an area of their choosing, what materials to use and who they would like to play with. They will share this plan with the teacher. After work time is up we will cleanup and discuss what we each child did during work time.

10:20am Small Group Time (During this time the children will split into two groups, each with their own teacher and work on different activities. The children will explore different materials that will be designed around early literacy which will include: Comprehension, Phonological awareness, Alphabet principal, and Concepts about print.

10:40am Large Group Time (This is our community time, where everyone gather together to sing, dance, exercise, etc) Music, movement and reading will be incorporated during this time

11:00am Toilet/Changing/Handwashing

11:20am Outside Time (If weather permits. As the weather gets colder our outdoor time maybe shortened)

12:10pm Lunch Time

12:30pm Reading/Nap Time

3:00pm Toilet/Diaper Changing/Handwashing

3:35pm Snack Time

4:00pm-

6:00pm Outdoor Time (If weather permits)
Planning, Work and Cleanup, and Recall with Parents
Occasionally we will have movie time as an option towards the end of the day

6:10pm Toilet/Diaper Changing/Handwashing

6:20pm Dinner Time

6:50pm Individual or Group Activity

7:20pm Toilet/Handwashing/teeth brushing/Bed Time Snack and Movie

8:15pm Story and Bed Time

During the spring and summer months our afternoon outdoor time will be more towards the end of the day and our time outdoors will increase so that children are able to get enough physical activity and to encourage learning through nature.

Heel Development Center Handbook

Welcome!

Greetings! My name is Lisa Newby, and I am the owner of Heel Development Center. This is my personal welcome to you and your family and our journey to come. I have received my degree in early childhood and every year I am constantly engaged in educational classes to strengthen my knowledge in early childhood. Also, I am a wife and mother of six beautiful girls.

I have had the benefit of working in private centers, in-home based child care and was a nanny for several years. With this experience, I have learned so much about children and what it takes to provide exceptional care.

Heel Development Center is a licensed child care facility that operates as a family. We have been graded by Great Start to Quality and have received certification as a quality facility. Every little thing counts so I will continue to grow as a provider so I can be a better teacher and role model for the children. I will always provide opportunities for families and caregivers to come together to help with the success of each child enrolled with us.

With my experience I would like to give children the opportunity to form their own identity, to feel secure, welcomed and to provide the quality care they deserve. My vision for childcare is to constantly grow and seek ways to provide opportunities for children to reach their full potential.

One of my goals is to provide you and your family with a gratifying and friendly experience. If there is anything that I can do for you, please do not hesitate to ask. When we work together as a team, we increase our chances of success for everyone.

Director, Audrey Newby has been committed to Heel Development for 4 years and is exceptional in every way! Mrs. Newby is a dedicated and loving teacher, wife and mother.

Mrs. Newby is CDA and Management Certified and is continuously working on enhancing her skills and portfolio. Mrs. Newby is in place to handle all day to day operations and concerns.

Philosophy

Heel Development Center believes that all children are unique and learn in their own way. Children learn best through hands on experience with meaningful activities. The key thing's that's needed to secure a nurturing environment for children is stability, security, opportunity and health. To fulfill this goal, we believe children need full participation from their parents, teachers and other support groups.

Curriculum

Heel Development Center utilizes HighScope, a revolutionized early childhood education with a new approach to teaching and learning. HighScope is research based and child focused, the HighScope Curriculum uses a carefully designed process called "active participatory learning" to achieve powerful, positive outcomes. HighScope uses a carefully designed process of learning through discovery, called active participatory learning. During active learning, caregivers encourage infants, toddlers and preschoolers to discover the world around them by exploring and playing. Learning and development are anchored by long-term, trusting relationships with caregivers, who are close at hand to support children as they play. With a curriculum in place one factor that remains essential is team work makes the dream work, the dreams of our youth; we enhance and increase their chance for success. Children love to learn; they are constantly learning and we will make learning fun. All parents and children will be welcomed, respected, encouraged and valued.

Program Goals

- Implement child appropriate activities to support optimal development of each child
- Provide opportunities for teachers and parents to experience together to help foster positive relationships
- Incorporate activities that help develop all aspects of child development
- Increase parent and community involvement

Our Mission

It is the mission of Heel Development to encourage and nurture individualism in each child. Children are natural explorers, imaginative, creative and eager to learn about the world around them. It is my goal to provide a stimulating, caring and safe environment full of age appropriate activities that will promote cognitive, social, emotional, and physical growth. It is my objective to remain informed and updated on new methods through training

Please review the following handbook. The handbook is design to accommodate everyone and to keep parents aware of the organization of our program. Please be sure that you understand the following policies, as you will be expected to abide by them upon signing the parent/provider contract. I strongly urge open communication between all parties, so feel free to call with any questions that you may have.

Standard 9.2.1.5: Nondiscriminatory Policy & Alcohol/Tobacco Policy

The facility's written admission policy should be nondiscriminatory in regard to race, culture, sex, religion, national origin, ancestry, sexual preference, martial or parental status, emotional, mental or physical disability; Heel Development welcomes all families. A copy of the policy and definitions of eligibility should be available for review on demand. Our child care facility is a

smoke free environment: Smoking, use of alcohol, and use or possession of illegal substances or unauthorized or potentially toxic substances are prohibited in/or around the facility.

DIVERSITY

The world is a wonderfully diverse place and here at Heel Development, we understand that children begin to notice these differences at a very young age. In fact, some psychologists say that children are “culturally programmed” by the age of three. Children can be influenced by parents, other family members, teachers, caregivers, and the media without either party ever being aware of what is taught. We understand the importance of helping a child grow with the attitudes, knowledge, and skills needed to live and work in a community growing in diversity. We will do this by first, not allowing discrimination of any kind to occur. Second, materials will be available for the child to use which may include, but not limited to: toys, books, movies, music, food, and holidays. Diversity is not only about the color of our skin, but also includes the language someone speaks, the traditions someone may practice, the fact that boys and girls can accomplish the same tasks and jobs, the physically and mentally challenged, avoiding stereotypes, and family structures.

Rationale

Nondiscriminatory policies advocate for quality child care services for all children regardless of the child’s citizenship, residency status, financial resources, and language differences (1).

COMMENTS:

Facilities should be able to accommodate all children except those whose needs require extreme modifications beyond the capability of the facility’s resources. Facilities should not have blanket policies against admitting children with disabilities. Instead, a facility should make an individual assessment of a child’s needs and the facility’s ability to meet those needs. Federal laws (e.g., Americans with Disabilities Act) do not permit discrimination based on disability. Inclusion of children with special health care needs and disabilities in all child care and early childhood educational programs is strongly encouraged.

TYPE OF FACILITY:

Group Child Care Home, Center, Large Family Child Care Home

RELATED STANDARDS:

8 Chapter 8: Children with Special Health Care Needs and Disabilities

REFERENCES:

1. U.S. Department of Justice, Civil Rights Division, Disability Rights Section. 1997. Commonly asked questions about child care centers and the Americans with Disabilities Act. <http://www.ada.gov/childq%26a.htm>.

Criteria for Admissions:

If enrollment is offered and families wish to accept, all forms should be completed and the deposit fee paid. The deposit fee is non-refundable. All enrollment forms must be completed and returned prior to a child being in attendance. The child will not have a spot available for them unless these forms have been turned in to me.

Forms:

- *Child Information Application
- *Child Immunization Record
- *Authorization to Transport
- * Child Care Statement
- *Parent/Provider Agreement (Contract)
- *Authorization to Administer Medication
- *Food Program Enrollment

The above forms are standard. Depending on what is currently required there may be additional forms necessary.

In accordance with state law:

You are required to submit:

- Verification of immunization
- A listing of any health needs
- The name of your child's physician and insurance information

All information pertaining to your child will be kept confidential. Emergency and immunization records are the exception and these are shared with the state licensor upon inspection of the facility.

Hours of Operation (subject to change):

Normal Hours

Monday through Friday from 6:00am to 6:00pm. This schedule includes drop-in care. Were limited to the number of children we can provide care for at a time and priority will be given to full time and part time children.

Before and After Care Hours

We will need 48-hour notice for families needing before and after care. **Schedule Availability** is also a factor. Rates are charged by the hour and are separate from the terms of your "Contract/Rate Agreement". Rates will be discussed in person

Overnight

Overnight care requires a minimum of 48-hour notice (except under special circumstances) as this takes special planning and arranging. Care will only be provided if we have an open schedule. Rates will be discussed in person.

Open Door Policy

We encourage parents to feel free to visit their child(ren), have lunch with them or even spend the day. If your child has separation anxiety, we do ask that you limit your visitation hours until your child has successfully adjusted. Parents can visit at any time except during nap time and because we are a private operating facility, we ask that you give notice of your attendance.

Only parents, legal guardians and transporters are allowed within the building. This include pickup and drop off, NO EXTRA GUEST ALLOWED.

Drop off / Pickup Procedure

When dropping off and picking up, parents must enter through the side door which is located on the right side of the driveway. Parents must sign their child in and out on the attendance sheet that's provided at its designated area. Children will only be released to those who are on the pickup list and they must have photo identifications or the child will not be released. I recommend that parents establish a pickup and drop off routine with their little ones as during these times it can be hectic and routine will help the children adjust and feel secure. **Infants need to be fed prior to drop off. During Drop Off children need to clean, and diapers not soiled. Parents must get their children settled in the classrooms in the mornings. It is parents' responsibility to make sure their children are properly dressed and ready for school. This applies to picking up your child(ren) Parents are required to put on their shoes, coat and collecting of their personal items.**

What to Expect On the First Day

First day of school can be rough for any child, at any age. Children will need time to adjust to their new learning environment and we will help the best we can. Our staff asks parents to allow the children time to adjust and to assist in ways that doesn't allow the child to become too dependent. For example, parents can develop a pickup and drop off routine with their child (such as read a book, hug and kiss, etc. Also, we ask to bring comfort items, change of clothes, diapers/wipes, formula, blankets for nap time, sunscreen (during the summer), ointments, etc.

During the first day of school we allow the children to learn their environment, peers and teachers. Getting to know everyone is very important, it helps with understanding the needs, wants and interest of each individual. We will have a variety of accessible activities for your little one to participate in at their own will and if needed, will guide the child as they go.

Vacation Policy

When planning to take a vacation, please give 2-week written notice and an expected return date to avoid increase tuition payments. Parents have one-week vacation time they can use. The first week parents do not have to pay tuition. Vacations can't be used as single days or sick days. Vacations that exceed one week within the school year, parents will be required to pay full tuition while they are away. Parents are to notify provider when they want to use this week as a vacation week; if not stated we can't assume. Parents will be notified ahead of time as well when provider takes a vacation. To all parents who children will not be attending school during the summer will need to setup a meeting to discuss options. Failure to notify within time given will result in parents having to pay tuition.

School Fees

Tuition is due Every Monday during drop off. Parents who pay online must submit tuition before drop-off. We accept certain forms of payments (Money Order, Cashier Check, PayPal, Cash App and Cash) there will be a \$35.00 fee for any checks that do not clear. If issues occur more than twice with checks they will no longer be accepted. Tuition that is not received on Monday will be subject to a \$10.00 late fee per day that tuition is late. Children who are not picked up on time will be charged \$1.00 per minute and is due when child is picked up no later than the next business day. Tuition is due rather or not the child is in attendance, during holiday vacation, and sudden events that cause school to be closed. In order for us to properly sustain a quality facility and to provide quality care for our children we must have the resources to do so. Tuition rates may change once a year with proper notice. Parents receiving child care subsidy must keep up with their eligibility to prevent from being responsible for tuition. Whatever the state doesn't pay for child care, parents are responsible for. Child Care Subsidy Families are allowed 360 absence hours per year, per child. If a family exceed the absence hours parents will have to pay for tuition out of pocket on days their child is absent. **Families who are absent for more than 10 days will automatically no longer be enrolled. All Families will have 11 ½ hours to use each day their child is scheduled to come, any time after that parents will be charged a late pickup fee (this applies if the amount of time is outside of your contracted hours).** **Heel Development also has the right to not accept families who do not pay for tuition. We have a no pay no stay policy in which we can enforce at any time.**

Holiday Tuition Policy

All holidays that are listed on the school calendar are paid days off. Holidays in which payment is expected are:

Martin Luther King

Good Friday

Memorial Day (The day following such as Friday and the day of)

Independence Day (The day before and the day of)

Labor Day

Thanksgiving (The day before, the day of and the day after)

Christmas Break

New Year's Eve and New Year's Day

Refund Policy

Registration is nonrefundable. Tuition is nonrefundable unless parents overpaid or paid in advance. Refunds are only given when parents plan to terminate and that's if their payments made to us exceed the two-week notice period. Ex: If paid for the entire month and wanted to terminate the first week care started parent will only receive a week and half worth of tuition.

School Closing Policy

School will be open as schedule except for the days specified on the school calendar. As we know there are events in which we cannot foresee such as power outage, building issues or extreme weather conditions and will notify parents as soon as we possibly can. If any of these events happen during school hours, we will notify parents immediately and follow our emergency plans.

FIRE AND TORNADO DRILLS

A fire escape plan has been written and is posted in every classroom on the parent board. Fire drills are practiced once quarterly each calendar year. Additional drills may be done based on performance of the current drill. In the case of a fire, children and staff will exit out the nearest door and will gather in the far back of the facility away from traffic due to our building being on a main street. A tornado plan has been written and is posted in each classroom as well. During a tornado, we will gather in the lower level of the building away from windows. Tornado drills are practiced at least twice between March and November of each year.

Lockdown:

In the event of a bomb threat, active shooter, or other human caused event outside of the home, Heel Development will be in lockdown. If children and staff are outside they will be brought inside immediately. All doors and windows will be checked and locked.

We will remain inside of the facility and continue our day as normally as possible. Parents arriving for drop off or pick up will be required to call/text upon arrival and will be met at the side door. In the extreme but unlikely chance that a threat is inside the facility, authorities will be called immediately. Children and staff will remain in their classrooms and the door will be blocked by shelves to hinder anyone from entering. When it is safe to do so, children will be escorted out of the facility through the nearest exit and to safe location.

Field Trips

Heel Development will take approximately 4-5 field trips throughout the year. We do not take field trips during the winter time. Parents must sign permission slip in order for their child to participate in field trip. The permission slip is the transportation form parents fill out in the beginning giving us the permission to take the children off the premise. Parents will receive at least a month notice of field trip and will give detailed information about each trip. We do encourage parents to join us but we do not accept chaperones.

TRANSPORTATION

A yearly transportation form is required to provide children latchkey services. We will only be providing transportation to no more than 8 children at a time. Children are required to wear seatbelts and parents must provide car seat and booster seat depending on age, weight and height requirements. Located inside our vehicle will be fire extinguisher, first aide, and all hazard equipment needed in the event we have an accident or breakdown. Vehicle is fully insured and only qualified drivers will be transporting (those with **NO** serious accidents, points, criminal background) Must have valid drivers license as well.

Toys from Home

Bringing toys from home can sometime interfere with children's learning to share. Although some children have yet to meet the milestone of sharing or understand the concept, we still encourage it, with children's own toys it can make this process difficult. Also, we are unable to accept the responsibility if toys from home become missing. However, items such as blankets and stuffed animals are more than welcome to help children adjust to their environment.

Birthdays

Celebrations are always fun and even more fun when children can celebrate with their friends. Parents are more than welcome to bring in cupcakes to share with the class. Cupcakes must be store purchased; we do not allow foods that are home baked or contain peanuts. Goody bags and ice cream are also not allowed. Heel Development do not host birthday parties.

Parent Involvement

Parents are encouraged to communicate at any time about their child's development. Communication is very important and I'm always available to parents who need me. Parents are expected to participate in field trips, conferences, holiday parties, school fun day and any other event we have in regards to school (We are always in need of help with all events). It is important parents be involved in their children's learning environment. The goal is to strengthen our community and for parents and teachers to come together. Parent involvement betters the overall growth of our little ones.

Required Forms

All forms included within your admission packet must be returned in order to start.

Keeping Records Current

If there is any change in contact information please update us. Notify us if there's a change in pickup/drop off arrangements. Also, all immunization records must be kept current. When your little one receives immunizations please send in an updated record. Every six months to a year we will send home child information cards for parents to complete.

Parent Teacher Conference/Assessment

Heel Development has a total of three parent-teacher Conferences a year. The first conference is shortly after the child is enrolled which is what we like to call the Family-Teacher Conference. At this time a teacher and the parents meet to share information about the child. A Family Conference form is filled out that includes ideas about the goals for the child and interest. The next two conferences are the teachers and the parents take a look at how the child is progressing developmentally. Plans are made together on how to assure continued overall development in all domains, Social, Emotional, Physical, Cognitive and Creative. A written form is shared with the parents at each conference.

Communication to and From

If parents wish to share something, please mention it to the teacher and either he or she will set up another time to talk or will arrange to talk with you at that time. In person, phone and email discussions can always be set-up. I just asked that parents considered the presence of the children when communicating in person about certain matters. Everyday children will be sent home with a daily report outlining their day. Parents be sure to always view the Parent Board for upcoming events, parents will also be sent home with newsletters and reminders. Parents also have the option to join our online communication board on Facebook for parent page which includes weekly meals, agenda, updates and pictures of their little ones. The parent page also includes yearly calendars and friendly reminders.

Accident/Injury Policy

Upon arrival staff will make note of any observations in regards to any type of injury they can visually see. Parents are required to sign off on it explaining the incident and verify that the incident occurred while their child was in their care. If any child within our care is injured whether it's severe or not parents will be notified. Please inform us on any accidents that happen outside our care such as any cuts, bruises, bumps or falls. Incident reports will always be filled out regardless of severity; parents will have a copy also. If the injury is severe parents and the EMS will be notified right away. In the event I have to transport child to the hospital, emergency backup will be called in. Its in the nature of children to play and often children may fall or trip while playing. Heel Development will not be held accountable for normal, everyday accidents that occurs through play and not through teacher negligence.

Absence Policy

We look forward to our children being in our care as schedule, so we ask that parents notify us when child is unable to attend. If child is absence for two weeks or more, although we hope everything is well, we will assume that the child is no longer in our care. As reminder tuition is due rather the child attends or not, without proper notice.

Illness Policy

Children who are sick during our care will receive a call to parents to notify them of their child's illness. Parents are expected to pick their children up within an hour or two so that children can recover in the proper environment and to prevent further exposure to other children. We will call home to parents when child is experiencing the following:

- 1.) Fever (temperature of 99 degrees F (taken underarm) and 100 degrees F (taken by mouth)
- 2.) Diarrhea (2 or more water stools)
- 3.) Vomiting (no matter the amount of times)
- 4.) Rash or peeling of the skin (with the exception of diaper rash, already known by parent)
- 5.) Crying or complaining for a long time (after numerous of attempts to console)
- 6.) Sore Throat/Strep
- 7.) Ear ache/Ear Infection/Drainage
- 8.) Red, puffy and/or draining eyes
- 9.) Body or Head lice/Scabies
- 10.) Communicable Disease (chicken pox, measles, mumps, ringworm, pinworm, Pink Eye (conjunctivitis) or other severe diseases

- 11.) Severe Cold with fever, sneezing or excessive nose drainage, coughing, wheezing and congestion.

Please notify us if your child has or has been exposed to a contagious disease.

A physician certification of health for reentry into child care is required with **No Exceptions**. Children must be free of the following conditions for a minimum of **24 hours** before returning to our care: Fever, diarrhea and vomiting.

Head Lice Information/Policy

The head louse, or *Pediculus humanus capitis*, is a parasitic insect that can be found on the head, eyebrows, and eyelashes of people. Head lice feed on human blood several time a day and live close to the human scalp. In the United States, infestation with head lice is most common among pre-school children attending child care, elementary schoolchildren, and the household members of infested children. Head lice are spread by direct contact with the hair of an infected person. Anyone who comes in head-to-head contact with someone who already has head lice is at greatest risk. Spread by contact with clothing (such as hats, scarves, coats) or other personal items (such as combs, brushes, or towels) used by an infected person is uncommon. Personal hygiene or cleanliness in the home or school has nothing to do with getting head lice. What are the signs and symptoms of head lice infestation?

- Tickling feeling of something moving in the hair.
- Itching, caused by an allergic reaction to the bites of the head louse.
- Irritability and difficulty sleeping; head lice are most active in the dark.
- Sores on the head caused by scratching. These sores can sometimes become infected with bacteria found on the person's skin. (For more information go to www.cdc.gov › Parasites Home › Lice › Head Lice)

Policy

1. When a child has nits or lice, the parent will be notified to come and pick up the child. The child will not be removed or separated from the group while waiting. Information will be provided to the parent regarding treatment procedures.
2. Children will return to care after treatment has taken place.
3. The child's name and identifying information will be kept confidential.
4. All other children in the program will be checked for nits or lice.
5. All parents will be notified that there has been an incident of head lice, and will be requested to check their child for nits or lice.

Medication Policy

During the enrollment process parents will have the option to sign a form giving our facility the permission to administer medication when needed. If a child is running a fever in our care we will need permission to prescribe fever relievers while waiting for your arrival. This also includes antibiotics you may need us to help with. Without this formed signed we cannot give any medications to your child. Heel Development does not administer cold medicine. Heel Development will not give children medicine regularly without doctor instruction to do so; Instruction will need to include for how long, how often and if needed pass the point an updated instruction from the doctor will need to be on file every month if necessary. Medication will need to have child's name, date and clear instruction from the doctor.

Meals/Snacks

Our facility participates in a Food Program governed by the state. This program requires that we follow the nutritional guidelines when preparing meals, ensuring the children meet their daily nutritional needs. The Food Program then provides a small reimbursement for all meals that we provide. This is a form that parents must sign to enroll their child in order for us to provide meals. Children will receive Breakfast, AM Snack, Lunch and PM Snack.

Heel Development is a peanut, candy, potato chips and pork free facility. Infants will receive formula provided by parents and solids (when age appropriate) provided by provider. All foods will be served for easy consumption. Parents do have the option to prepare their child's meal and snacks. We kindly ask parents to not serve foods that are prohibited. If parents wish to do this I require that a parents type a letter stating they will be responsible for their child's meals. Children will have excess to water and snacks throughout the day even outside of mealtimes.
Meal Program Non-Discrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at 800-877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](http://www.ascr.usda.gov/complaint_filing_cust.html), (AD-3027) (http://www.ascr.usda.gov/complaint_filing_cust.html) online, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the

information requested in the form. To request a copy of the complaint form, call 866-632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: 202-690-7442; or (3) email: program.intake@usda.gov. This institution is an equal opportunity provider.

Daily Reports

Daily reports will go home for infants and toddlers every day. In the event teacher forgets to send report feel free to contact us directly to get verbal report. Preschoolers reports are by request only. The report will include participated activities, meals, nap time, changing times, behavior/mood, items needed, event reminder, goals accomplished, etc.

Diaper Policy

Parents are responsible for bringing in their child's diapers, wipes, ointment and other toileting needs. All items must be labeled. If the facility has to provide diapers the cost will be \$2.00 per diaper.

Infant Care

All infant products must be labeled. Bottles must be labeled with name and date. Parents must have bottles already made to be given to little ones. Infants must be fed prior to arrival, during morning drop off it can be hectic and will be difficult to accomplish if infant is brought in hungry. This applies to infants under 1 years old.

Toilet Training

Our facility will assist with potty training once parents begin training at home. Children will be taken to the restroom every 2 hours except for during nap time. We do require that the child has diapers/pull ups brought to school until potty training is complete.

School Clothing

Please send extra clothing with your child daily. We do a lot of hands on activities and spare clothes is needed. Extra clothes are also needed while toilet training. Please send your children to school with appropriate clothing, we do go outside even during the winter months. Also, please label your child's clothing, if you do not label and your child's items become lost we are not responsible. Heel Development does not have laundry facilities so if a child soil their

clothes we have no way of cleaning. Heel Development will throw all any clothing items that have a significant amount of bowel stool. Families who wish to dispose/save their children clothes must notify the both directors and teachers.

Nap Time

Nap time is between 12pm-3pm. We do not force children to sleep, however they must lie quietly until nap time is over. Infants over 4 months will slowly be entered into a scheduled nap time but will not keep them from sleeping outside of our normal routine. Heel Development specializes in early childhood and children are allowed to sleep when tired (licensing requirement). We do not force children to sleep nor will we force children to stay awake.

Discipline/Child Behavior Management Policy

Heel Development is an environment that highly believes in using positive mechanisms when correcting a child's behavior. Children in our care will be redirected, demonstrated on how to apply positives strategies for problem solving or behavioral problems. We will constantly show and explain to children in my care on what's right and wrong and explain to them why it's wrong and how to correct themselves. Depending on age we will always check for understanding to make sure that the child has a clear understanding on his or her actions. Time outs will be implicated but will be a last resort. Time out will last a minute per age but only being implemented for children 3 years old and up. Heel Development will not tolerate nor resort to any isolation, physical or verbal abuse as a form of punishment. As stated above, we believe in showing children positive ways to correct any issues. If our mechanisms fail to help, we will have a conference with the child's parent to see if there's a way to meet the child's needs.

Withdrawal From the School and From the Parent

To all parents who children will not be attending school during the summer will need to setup a meeting to discuss options. Failure to notify within time given will result in parents having to pay tuition. Parents may terminate their child's enrollment at any time, provided they give two weeks written notice in advance of the termination day. Failure to give proper notice will result in parents being responsible for the payment of those two-week fees. This will be enforced unless the reason for the termination is beyond the control of the parents (lay off, birth of new baby, etc.). **Effective immediately parents will need to give at least a three week notice of any change of schedule. This includes vacation, termination and/or child weekly attendance, if not parents will be responsible for any fees.**

We reserve the right to terminate a child for the following reasons (but not limited to):

Failure to pay (this includes late fees)

Routinely late picking up your child
Failure to complete the required forms
Lack of parental cooperation or communications/lack of connecting to the facility
Failure of child to adjust to the center after a reasonable amount of time
Physical or verbal abuse of any person or property
Our inability to meet the child's needs
Lack of compliance with handbook regulations
Serious illness of child

We appreciate as much advance notice as possible when terminating and will give the same courtesy in return. Parents are required to give two weeks written notice when they decide to terminate child care. The two weeks will be paid in full, regardless of whether or not the child is in attendance.

We will give two-week notice of termination for which full tuition is due, whether the child is in attendance. The provider reserves the right to give written notice of immediate termination where there are extreme circumstances that affect the well-being of the provider or other children in attendance.

Anyone who terminates daycare and has a balance that is outstanding will need to have the account settled within 30 days. All accounts not settled within 30 days will be turned over to a collections agency regardless of amount owed. All accounts turned over to collections will have a \$20 per week late fee plus 35% collections fee added to amount due.

CONTRACT

This handbook serves as our contract to each family. Enrolling your child is an automatic acceptance of our program and the rules. We are always open to hearing suggestions and making exceptions to the rules depending on the circumstances. However, Heel Development will not change standard practices or participate in any practices that endangers the well being of other families, that goes against our core beliefs, goes against licensing requirements or that will financially cost the stability of the facility. All contracts are continuous every year until a formal termination has been given. Heel Development has the right to update the program as it sees fit and the contract will apply to those changes.

Registration for following year

Parents that are interested in continuing care the following year must notify us as soon as possible to secure placement. Contracts at that time will also be renewed. If parents don't notify us, we will assume that other options are in place.

Child Care Tax Credit

At the beginning of every year parents will receive a child care statement that includes the amount of child care paid for throughout the year. This child care receipt can be used when filing taxes to receive child care tax credit.

Child Custody Policy

I will only release a child to individuals who are on the child release form unless notified of changes. Whichever parent who is responsible for the child account with our facility will be the one to make those decisions. If there's a child custody arrangement pending, I will not release a child until I have received documents from the court stating the arrangements in place.

Child Abuse and Neglect Policy

All of our staff have a responsibility to prevent child abuse and neglect of any children involved in our center.

Child abuse is defined as a child who has had:

- any non-accidental physical or mental injury (i.e. shaking, beating, burning)
- any form of sexual abuse (i.e. sexual exploitation)
- emotional abuse (i.e. excessive belittling, berating, or teasing which impairs the child's psychological growth)
- at risk behavior (i.e. placing a child in a situation which might endanger him by abuse of neglect)
- injuries which are inconsistent with the explanation given.

Child neglect is defined as a child who has been:

- abandoned
- denied proper care and attention physically, educationally, emotionally, for example a child who has not been provided appropriate food, clothing, shelter, education, mental care and supervision, or
- allowed to live under circumstances, conditions, or associations injurious to his/her well being

Prevention of abuse and neglect outside of school

Heel Development has a responsibility to prevent the abuse and neglect of the children enrolled in our school. Teachers are informed of and are required to know signs of suspected abuse.

Given our adherence to a Zero Tolerance Policy with abuse and neglect, it is our plan to ensure that the staff is aware of the signs of abuse or neglect. The staff at Heel Development must take immediate action to help the child whom they suspect is being abused or neglected. As

mandated reporters, the director and teachers of Heel Development must report actual or suspected abuse or neglect or the imminent risk of serious harm of any child to the Michigan Department of Child Protective Services as required.

Employee Background Checks

All educators and administrative staff must undergo background and health screenings. We check for criminal background through the Department of Human Services, State Police and we also verify education credentials and perform a thorough review of personal references.

Volunteers

Heel Development welcomes volunteers to help assist the facility with everyday task that doesn't require them to be alone with the students or access to private information. Volunteers are not required to perform background checks but Heel Development does require that all consistent volunteers obtain a TB test and get a DHS Clearance which clears them of any history of child abuse and neglect. Any individual registered on the public sex offender registry is prohibited from having contact with any child in care. Also, volunteers are always supervised by an employed Heel Development staff member so volunteers are never left alone with the children. This applies to parents as well and we welcome families to volunteer as we would love to have you guys assist with events and other activities.

Staff Training

Staff members are trained annually as mandated by licensing. Trainings are required to ensure our staff are educated in child development, professionalism and prepared to handle occurrences within the nature of their profession. Every year staff receive refresher courses of

CPR/FIRST AIDE, new trainings on early childhood and professional development. Each staff member must meet these requirements in order to maintain compliance and employment.

Parent Resources

Women, Infants and Children (WIC) 1-800-262-4784

www.michigan.gov/mdch

For Medical, Food, Child Care, and other Assistance

www.mibridges.michigan.gov/access

Mental Health Community Resource 1-800-262-4784

www.michigan.gov/mdch