



Little Frogs
&
Polliwogs

FAMILY HANDBOOK

A Letter from the Owner

Welcome to Little Frogs & Polliwogs Learning Center, Inc. My name is Geri Silck and I am the owner of LF&P. This center has been operating since 1979. I purchased the center in 2004.

Rebecca Dumont is our center Director. She has been an employee of LF&P since 2006.

We are very proud of our center and the caregivers who work here. Our policy has always been and will remain an "open-door" policy. We have an honest and comfortable relationship with the families who are enrolled. We look forward to adding your family to ours. Take all the time you need during the interview process and allow your child to get to know his/her caregivers and classmates. Ask for references and feel free to ask lots of questions. We are a Licensed Plus facility and our goal is to provide a quality educational program and the happiest environment possible for your child (*ren*).

*"A Hundred years from now...
It will not matter
What my bank account
Was, the sort of house
I lived in, or the
Kind of car I drove
But.....
The world may be
Different because I
Was important in the
Life of a child." Anonymous*

MISSION

Our mission is to have a positive and lasting effect on every child who enters our center. We strive to help children tap into their potential, create happy memories, and develop a positive self-image that will guide their future for many years to come.

PHILOSOPHY

We believe that play is a child's work and that, through hands-on and creative activities and exploration and experimentation, we can help to instill a sense of self-esteem and a strong desire to learn. We endeavor to provide each child with a nurturing, healthy and stimulating environment where each child can comfortably reach his/her full potential. Partnering with our richly diverse families, we strive to create a community of trust and mutual respect for all.

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BUSINESS MATTERS

REGISTRATION & WAIT LIST

We have a non-refundable wait list fee of \$25. Once a spot opens up for your child, you will be notified via phone or email. At which time the spot will be held for 7 days. A failure to respond within 7 days will forfeit the spot and the waitlist fee. If you accept the spot, a start date must be supplied with an additional \$50 (totaling \$75 registration fee).

REGISTRATION & ENROLLMENT

In order to consider your child enrolled, you must provide the following:

1. \$75 non-refundable Registration Fee
2. The first week's tuition
3. A signed Authorization to Release Information Form
4. Health Form (dated within the last 12 months) and Immunization Record
5. Registration Forms
6. For financial assistance, we require documentation and paperwork

When space is available you must enroll your child to start within two weeks. Priority is given to siblings of children enrolled. Every year in August the center will send out new Registration Forms, as all forms must be less than a year old.

WITHDRAWAL

A two-week paid/written notice is required for withdrawal from the center, unless otherwise approved by the Owner.

SCHEDULE/CALENDAR/HOLIDAYS

We are open from 6:30am to 5:30pm Monday through Friday 52 weeks a year, however we observe the following federal holidays:

- ✓ New Year's Day
- ✓ Civil Rights Day
- ✓ President's Day
- ✓ Memorial Day
- ✓ Independence Day
- ✓ Labor Day
- ✓ Columbus Day
- ✓ Veterans Day
- ✓ Thanksgiving and the Friday after Thanksgiving
- ✓ Christmas Eve - close at noon
- ✓ Christmas Day
- ✓ The last day of summer vacation for Staff Development Day (TBA).

When a holiday falls on a Saturday, the center will be closed the Friday prior-and when on Sunday, the center will be closed the Monday immediately following.

TUITION/PAYMENT POLICY

Tuition is prepaid a week in advance and due on Friday's. You may drop off payments in the mail slot between the front doors. Late payments will incur a \$35 Late Fee, which will be added to your balance the following Monday. Children will not be permitted in the building Monday morning (or the first day of your child's week) if tuition is not paid in full on Fridays. Childcare will be terminated at the discretion of the Owner (also see Expulsion Policy). Returned checks will result in a \$35 fee applied to the week's tuition. Tuition increases may change with a 30-day notice. Tuition is payable for all closings, vacation or illness.

IF YOU RECEIVE FINANCIAL ASSISTANCE - It is important that you understand that holidays, sick days, snow days or any other days that you do not bring your children into the center may require payment from you. The State of NH requires minimum hours in order for reimbursement. You are responsible to pay any differences not covered by scholarships.

LATE PICK UP

After closing there is a \$2 charge (per child) for every minute your child(ren) are at the center beyond 5:30pm. We ask that you call the center when possible, to notify your child's room when arriving late. After a reasonable amount of time, if notification has not been received by the center, appropriate authorities will be notified.

RE-REGISTRATION

Occurs the first week of February and requires completing a Re-Registration Form and attaching a \$75 non-refundable fee. This is necessary in order for your child to continue at the start of the new school year. A leave of absence or "summer off" will result in your child being placed on the waiting list and no longer guarantees a September placement.

STAFF PROFILES

Most of our staff come to us with ECE credits and valuable experience. We further encourage their professional development with information on ECE courses and workshops in the area. Staff meet annual state standards for number of workshop hours needed. First aid/CPR courses are mandatory for all pertinent staff and are kept current according to state laws.

STAFF DEVELOPMENT DAY

The center is closed on this day. It is reserved for meetings, workshops and classroom preparation for the coming school year.

SIGN IN/OUT SHEET

The caregiver will write the time you dropped off/picked up your child on the weekly sign in/out sheet. These sheets are used to verify attendance of the children.

FORGOTTEN ITEMS

In the event that you neglect to bring your child's diapers or wipes and we are forced to supply them, the following charges will apply:

- | | |
|-----------|----------------|
| 1) Diaper | \$2 per diaper |
| 2) Wipes | \$2 per day |

GUARDIAN INFORMATION

ORIENTATION/SEPARATION ANXIETY

We strongly suggest at least two visits with your child before her/his start date. Never leave without saying good-bye to your child. If your child cries we will try to provide comfort and encourage your child to join in. However, some children do not want to be touched or talked to and want to be left alone. In this case we will keep a close eye on your child and continue to encourage your child's participation. A guardian may say good-bye and leave the room, using the two-way mirror in the hall as long as they would like. Feel free to call and check in often.

ARRIVALS/DEPARTURES

Our doors do not open until 6:30am, once the building is open and two staff members are on site, waiting parents will be allowed to enter. Guardians over the age of 16 are required to bring their child into the classroom and greet the caregivers to ensure the child's safety. Because most of our curriculum takes place in the morning we require that all children be in attendance by 9:00am. Help your child hang up their coat and put their lunch away. At pick up time the caregiver may ask for a picture ID and require the password if they have not met the pick-up person. If you will not be at your usual location, please let the caregiver know where you will be and how to reach you.

STORM CLOSINGS/LATE OPENINGS

It is rare that the center closes altogether or early/late. In the unlikely event that we are forced to close, it will be announced on WMUR channel 9, on our Facebook page and website. If the center will be opening late or not at all – it will be announced by 6:00am.

GUARDIAN INVOLVEMENT

Guardians may come in unannounced to use the two-way mirror or enter the classroom. Feel free to participate in whatever activities are planned for that day. If you have an activity or special event you would like to share with the children, please be sure to schedule a time with the caregiver. You may come in early to pick up your child without a prior phone call.

GUARDIAN CONFERENCES

Guardians are offered times for conferences two times a year, (or as needed throughout the year). They will be scheduled in January or February to review how the school year is going and in June at the end of the school year. These times coincide with the issuing of your child's progress reports. The conferences are conducted in the office, allowing for confidentiality. In August you will be given the upcoming registration paperwork for your child's September classroom.

GUARDIAN CONCERNS/COMMENTS

The Director is always willing to listen to your concerns and comments. Concerns need to be discussed in a professional and discreet manner with the Director or caregiver. No concern will be ignored. Positive comments can be shared with everyone. There is also a suggestion box in the hallway for any concerns or comments that may be used anonymously.

GUARDIAN INVOLVEMENT

Guardians may visit at will and participate in curriculum. With caregiver approval, reading to your child's class is always welcome. If you have a special talent and would like to share it with the children, you may see your child's teacher or the Director for scheduling. The holidays bring special events where guardians are always welcomed. Field trips are dependent upon guardian involvement for transportation and ratios.

ABSENCES

Please call us to let the center know if your child is going to be absent. If your child is ill and may have a contagious illness, please let us know, so we can post it (without names).

CURRICULUM REPORTS

Caregivers complete a Curriculum Report daily. It will be in the same designated place daily for you to review. Here you will see just what your child did for activities for the week, including music, art, outside play, science, and books read.

"WHAT WE DID TODAY"

This is posted either inside or outside of the classroom door. It is a nice idea to read it before you enter the room, so you may discuss your child's day with him or her.

ASSESSMENT FORM

The Annual Guardian Assessment Form, sent out yearly, is your opportunity to let us know how you feel about our center and suggest constructive ideas. You are always welcome to stop in the office or drop off a note in the suggestion box when you have a comment, or concern.

DAILY REPORTS

Children in Caviar, Hoppers, Polliwogs and Tadpoles receive a daily report. This report lets you know how your child ate, napped, when they were changed, what activities they did and their mood during the day.

NEWSLETTERS

Caregivers will send out Newsletters monthly. Newsletters will review the upcoming events, possible class trips, curriculum themes and lots more. They can usually be found in your child's classroom cubbies.

TRANSITION TO A NEW CLASSROOM

When children are ready and there is an opening available, transfers are discussed with guardians. Caregivers follow a procedure which includes room tours prior to any transfer. As a child grows older, we attempt to move children as a group, keeping in mind the age cut-off date of September 30th that many school systems use. That is not to say that children will not be transferred at other times of the year. Our goal is that every child experiences a complete year in our Preschool, Pre-K and Kindergarten program before going off to first grade.

SUMMER PROGRAM

The school year ends in mid-June (for the most part we follow the Manchester school calendar) concluding with a recital for three to six year old children, and a cap and gown graduation ceremony for Kindergarten. The summer curriculum will consist of a variety of fun activities, special visitors, and a few class trips for children enrolled in our Preschool, Pre-K and Kindergarten programs. A "Summer Curriculum Sheet" will be available for guardians to review. We may ask you to supply small items, such as a plain white tee shirt for "T-shirt Day." The summer curriculum will also be posted on our Facebook page and website and you may also request a hard copy if you prefer.

NOTE: Your child must remain enrolled throughout the summer in order to maintain September's placement. The child's summer schedule is what will be guaranteed in September.

HEALTH POLICY

ILLNESS

Your child should be excluded from the center if they have had the following within the last 24 hours: 101°+ fever, Conjunctivitis, lice or nits, vomiting, rash, or diarrhea. You will be notified to pick up your child if your child becomes ill while attending the center- to include, but not limited to, a fever of 101°, + vomiting, diarrhea, sore throat or any other condition the caregiver feels could be communicable. Children will be given a separate space and allowed to lie down while waiting. There may be cases where a doctor's note will be required prior to the child's return. Absence does not affect tuition. Children must be healthy enough to participate in all activities, including outside play, unless the child has a special need.

SKIN PROTECTION

The center will ask you to provide a sun block and bug repellent.

When shopping for these items please be aware that we suggest your child's sun block or sunscreen have a UVA protection of at least 15, and the insect repellent contain Deet . These items need to be labeled with a permanent marker, and permission given on the Policy Acknowledgement & Releases form, (bug repellent may not be applied to infants younger than 2 months).

OUTSIDE PLAY

The children play outside all year round, each day, unless the air quality is deemed unhealthy by city or state health officials. A minimum of 60 minutes of outside play daily (30 minutes in the morning and 30 minutes in the afternoon). In the winter we enjoy much snow play and in the summer much water play. Therefore it is important for guardians to provide appropriate clothing and protection.(A complete list can be found in your registration paper work.) **It is our policy that if your child is healthy enough to attend, he/she is healthy enough to go outside.**

PHYSICALS AND IMMUNIZATIONS

Per the State of New Hampshire Licensing Standards, no child shall be admitted to the center without a Record of Immunizations. Physicals are required annually, and the center must receive a complete Health Form from your doctor's office within the first 30 days immediately following the child's enrollment and an updated one annually (also see Expulsion Policy). Also, signing the "Authorization to Release Information" gives Little Frogs & Polliwogs permission to contact your pediatrician regarding questions about physicals, immunizations or your child's general health.

MEDICATION

You **MUST** give your child the first dose of any medication at home. Afterwards the following procedure is required:

1. Complete one of OUR Medication Slips (no notes from home).
2. Medication must be in the original container and labeled.
3. Leave medication and slip in the predetermined area within the classroom.
4. A member of our staff will be administering the medication per the Medication Slip.
5. Any left over medication will be properly closed & must be picked up from the predetermined area.

NOTE: The above procedure is followed for all prescriptions, non-prescriptions and topical substances. (i.e. Diaper rash cream, Sun block, Bug spray, chap stick etc.) If your child is prone to fevers or has allergies we suggest leaving a labeled bottle of Tylenol and/or Benadryl in the event it is needed throughout the day. No medication will be administered without written/verbal permission.

NUTRITION

Our center will provide morning snack (toast and juice), milk at lunchtime, and afternoon snack (fruit & crackers). When sending in meals from home please keep in mind the following:

- ✓ Candy and, sweetened beverages and soda are **NEVER** allowed
- ✓ Provide an icepack and be sure the meal is ready to serve (no Easy Mac)
- ✓ Cut up food into bite size pieces.
- ✓ Be certain to inform all caregivers of any food allergies.
- ✓ Leftovers will be returned, so you can see how your child ate.
- ✓ Label tops and bottoms of all containers.
- ✓ Each classroom has a microwave for warming your child's meals.
- ✓ Products containing nuts or manufactured in a facility that is not nut free are not allowed due to allergies.

According to state regulations, we may not serve children who are younger than 3, or those with difficulty chewing the following foods:

- spoonfuls of peanut butter
- whole rounds of hotdog
- whole grapes
- hard candy
- raw carrot rounds, peas or celery
- chips or hard pretzels
- marshmallows
- nuts or seeds
- popcorn
- or any other food that may cause a choking hazard

SUGGESTED LUNCH BOX IDEAS

BREADS	FILLINGS	FRUITS	VEGGIES
Pita	Egg Salad	Oranges	Carrots
Whole Grain	Tuna Salad	Grapefruit	Peppers
Pumpnickel	Chicken	Apples	Tomatoes
Rice Cakes	Meatloaf	Grapes	Mushroom
Bagels	Cheese	Bananas	Lettuce
Crackers	Cold Cuts	Peaches	Beans
Matzo	Spinach	Plums	Peas
English Muffin	Cream	Melons	Broccoli
Bran	Cheese	Pineapple	Celery

USDA FOOD REGULATIONS

Daily Requirements provided by the center

Morning Snack	Ages 1 to 2	Ages 3 to 5	Ages 6 to 12
Juice	4 oz.	4 oz.	6 oz.
Toast w/butter	½ Slice	½ Slice	1 Slice
Lunch	Ages 1 to 2	Ages 3 to 5	Ages 6 to 12
Milk	4 oz.	6 oz.	8 oz.
Afternoon Snack	Ages 1 to 2	Ages 3 to 5	Ages 6 to 12
Fruit	½ Cup	½ Cup	¾ Cup
Crackers	¼ Cup	1/3 Cup	¾ Cup

ORAL HEALTH

Your child will have the opportunity to brush his or her teeth following a meal or snack. Please make classroom staff aware that you would like to make use of this opportunity. You must provide a toothbrush and a container to house it, and it should be kept in your child's backpack when not in use. Guardians of infants are asked to provide finger brushes to the Caviar classroom. However, staff may use a wash cloth to wipe infants' gums.

EXERCISE

Children will participate daily in a form of gross motor activity such as outside play, or a large group activity.

REST TIME/NAP

Rest/nap time is scheduled between 12:00 and 2:30. Every child will rest on a numbered and assigned cot, mat or crib. Pacifiers are used throughout the day with infants. They are only allowed at naptime in our Polliwogs room. A minimum quiet time of at least 30 minutes is a state regulation. Children who cannot fall asleep will be given a quiet activity to do on their cot/mat after the half-hour has elapsed. Children who stay awake past 60 minutes will be offered a quiet activity off of their mat.

BITING

A child's inability to communicate, according to experts in the field, is the primary reason children bite. For whatever reason and however unpleasant, bites do occur on occasion. When a child does bite, the following will occur:

- ✓ The wound is washed with warm soapy water.
- ✓ A wrapped ice pack will be placed on the wound if needed.
- ✓ If the skin is broken a guardian will be called. Pick up is not necessary.
- ✓ The biting child will be redirected and the caregiver will assess the situation.
- ✓ A form will go home for both children, and the caregiver will discuss the incident with both guardians.
- ✓ The identity of both children will be kept confidential.

TOILETING/DIAPER TRAINING

Potty training occurs for the most part in the Tadpoles rooms. Guardians and caregivers work together and communicate daily.

We provide positive reinforcement and repetition. Punishment and discipline are not used in conjunction with training. This is a time for lots of extra sets of labeled clothing. Soiled clothing will be returned in a sealed plastic bag. For sanitary reasons soiled clothing will not be washed at the center.

SAFETY

FIRE DRILLS

These are unannounced and are held once a month. All children are evacuated from the building. Caregivers reinforce what to do when an alarm goes off, or if you smell smoke - and not to be afraid of firefighters. We also practice often Emergency Preparedness drills throughout the year.

REVERSE EVAC/DROP COVER AND HOLD/SHELTER IN PLACE

These drills are designed to prepare children in how to react when an emergency causes them to remain in the building, drills are practiced with all children.

TEMPORARY SHELTER

We have Emergency Procedures posted in every classroom. Emergency drills are held several times a year, during which proper evacuation procedures are reviewed. Although it is extremely unlikely, should the building be deemed unsafe all children will be evacuated to Bethany Chapel on Newbury Rd. in Manchester, where they will await your arrival. Should an emergency occur, there would be a serious attempt to contact each and every guardian.

INJURIES

We continually monitor the center to assure the safest conditions. However, in the event of an injury, it will be recorded on an Incident Report. You will be asked to read and sign the report. All reports will be filed in your child's folder. If your child has any medical issues, we require that you write it down clearly, and let every caregiver know. We will call you only if it is an injury that we feel may require a doctor's attention. In the rare case of a severe health/accident emergency we will call 911 and have your child transported to Elliot Hospital. You will be notified so that you can meet the ambulance at the hospital.

PASSWORD/SAFE PICK UP

Upon registering your child you will be asked to choose a password. Anyone picking up your child needs to know the password and we require a picture ID. You will need to let the center know in advance, telling the caregiver exactly who is coming and at what time. A written permission slip is not necessary, however it is strongly recommended.

SECURITY SYSTEM

Our front door is protected by a security system that utilizes fobs to gain entrance. Upon registering your child, you will pay \$10 per fob (non-refundable), enabling you entry to the building during

operating hours of 6.30am to 5.30pm weekdays. In addition to our secure door, we use closed circuit cameras which are located at our entrance, in the hallway and in the playground areas.

PICK-UP RESTRICTIONS

No person may place restrictions on a legal guardian unless they provide legal court documents. If there is a restriction on a guardian it will need to be supported by a legal document, which we will copy and keep on file. Furthermore, the center requires a written statement instructing us on what procedure you would like us to take, should the restricted guardian appear to visit/pick up your child.

GENERAL POLICIES

DISCIPLINE

Room arrangement, curriculum, good role modeling, kindness, and consistency reinforce acceptable behavior and discourage unacceptable behavior. Everyone respects the rights and property of others. Inappropriate behavior is handled with redirection. When redirection does not work, we may need to employ some alone time coupled with healthy conversation. Children are taught simple ground rules. If a child does not respond and is disruptive in the classroom she/he maybe momentarily separated from the group to regain control of his/her self. Office personnel are another resource available to remove the child from the class for a calming walk and time to regroup. This does not include infants or toddlers; they are simply placed in an adjacent play area within the room with a caregiver.

EMOTIONAL HEALTH

Pacifiers and security blankets are acceptable IF they are absolutely necessary for children 1 year and up, and they must be clearly labeled. These are only used at nap or if the child is not feeling well. Pacifiers will only be allowed for children under the age of 2 years old.

CHILDREN WITH SPECIAL NEEDS

Every reasonable effort will be made to meet the special needs of children within our program, while maintaining a healthy and safe environment for all children and caregivers. Prior to enrollment, guardians will be asked to provide any documentation of the special needs of their child, and will be asked to sign a release giving the caregiver or Director permission to speak to a doctor or other professional concerning their child's special needs. If a staff member suspects that a child may have a developmental delay, we will work with our families to determine individual needs and refer families to appropriate community resources. Confidentiality is practiced at all times.

VACATION

The center is open 52 weeks a year and does not close for a general vacation. Tuition remains payable even when your child (ren) is on vacation. We request that you let the center know, in advance, when your child (ren) will be on vacation. If you are taking time off of work and bringing your child (ren) to the center, please be sure to let us know how you can be reached that day.

CELEBRATING BIRTHDAYS

Everyone's birthday is a special occasion. We have a center-wide birthday display by the main door. We will be more than happy to help your child celebrate his/her special day. Each classroom may have a unique way of celebrating. If you choose to send in a treat, please keep in mind that many of our children have allergies to wheat, nuts, dairy etc. We are a nut-free center.

FIELD TRIPS

Children enrolled in our Preschool, Pre-K and Kindergarten classrooms will have the opportunity to go on field trips off the premises, and only with advanced signed permission from their guardian. Transportation will be provided in private cars, with licensed/insured drivers. Field trips usually involve an additional fee and sometimes a brown bag lunch may be required. Guardian volunteers are not only desired, but are needed to provide added safety/security. If you can chaperone you will be asked to provide a copy of your license and insurance, which is good for that academic school year. The information must be updated every year.

SCHOOL PICTURES

These are scheduled both in fall and spring. Class pictures will be taken in the month of October and April. Cap and gown pictures are also taken in the spring for graduating Kindergarteners. All children are welcome to have pictures taken.

CLOTHING

Caregivers will do their best to keep track of clothing, however it is inevitable that some things get misplaced, so please do not send in that “one in a million outfit”. Every child needs to have a complete labeled change of clothing, underwear, socks, etc. in a labeled bag. Dress your child for play and expect they will get dirty. Even children’s finger paint can stain. We provide aprons for art, however children will be messy. Comfortable shoes that stay on and tie are required. Flip-flops, and slippers are not allowed. For safety purposes, sneakers or closed-toes shoes/sandals are required for bike use.

LEARNING MATERIALS

Every room is stocked with materials, art supplies, and toys - enough for all the children. For this reason and because toys can become damaged or broken, we ask that you **do not bring toys from home**. The exception will be if it is a scheduled “show and tell” day for your child. However, donations of books and puzzles are accepted when you are “cleaning out.”

CULTURE/RELIGION

An intricate part of our curriculum is to lightly introduce or include different cultures. In doing so, some holidays will be reviewed and we will do appropriate activities with the children to support the theme. Some of these holidays include, but are not limited to - Christmas around the World (celebrating all different cultures), Harvest festival, Chinese New Year, etc... Our goal is that all children participate and enjoy what is happening in the classroom. If you have any further questions, please talk with your child’s caregiver, as all children are allowed to participate. If you have strong religious beliefs that cause your child not to eat certain foods, or participate in certain activities -

please make it known to teaching staff. Also, if you celebrate a particular custom or tradition and would like to share it, please let us know as we would love to have you come in.

CLEANLINESS

Floors are swept and washed daily. Bathrooms and hand washing sinks and bubblers are sanitized twice daily. Toys and equipment are washed and sanitized on a regular basis. Changing tables are sanitized after every diaper change. Parents are responsible for laundering bedding weekly or immediately - when soiled. Children are kept clean. Diapers are changed approximately every two hours (unless napping). Bowel movements are changed immediately. Hands are washed upon arrival, before and after meals, after nose wipes and toileting. Noses and bottoms are kept dry. Good hygiene is a policy of the center. If your child arrives unclean we reserve the right to ask you to pick up your child.

AFTER HOURS

We at Little Frogs & Polliwogs understand that close relationships develop between families and staff of LF&P. We do not have policies in place that prohibit staff from providing child care or transportation to the children enrolled at LF&P on their own time, but we would like to limit our responsibility.

It is our policy to ask all parents/guardians to sign a liability waiver before they request that staff provide child care or transportation outside of staff's working hours to your child(ren).

SCHOOL AGE PROGRAM

This program operates from the Kindergarten room. The center does not provide transportation. Please notify the center if your child will be absent. Children will be escorted to the bus stop in the morning due to the wait time. However, they will not be escorted from the bus stop in the afternoon. The School Age children are combined with Kindergarten. Remembering that our numbers are limited, you **MUST** receive advanced approval from the office in order for your child to attend when public school is out. The After School program consists of arts/crafts, outdoor play, free choice, story time and music. We ask that you notify us if your child will be getting off the bus to attend Little Frogs on the days the public school has an early release.

LICENSING INFORMATION

The licensing authority for this agency is the Bureau of Child Care Licensing. Guardians have a right to review statements of findings and the agency's corrective action plans for findings of recent licensing, monitoring and founded complaint investigation visits. Agencies are required to maintain copies of the most recent statements of findings and the corrective action plans for those findings and make them available for guardians to review upon request. Statements of findings and corrective action plans are also available for a reasonable charge for copying and postage, by calling the Bureau at 271-9025 or 1-800-852-3345 x 9025.

SMOKING POLICY

Little Frogs & Polliwogs operates a non-smoking facility. All areas inside and outside the building within the perimeter of the property is a no smoking zone. Employees, parents and visitors are not permitted to smoke inside of their vehicles while on the property of Little Frogs & Polliwogs. For the safety and health of all employees, everyone must adhere to this policy. Failure to comply will result in disciplinary action being taken up and including dismissal.

This policy applies equally to all employees, guardians and visitors.

FIREARM POLICY

Guns or other lethal weapons are prohibited at Little Frogs and Polliwogs. Parents required to carry firearms as a function of their job will lock firearms in their vehicle before entering the building. Only Police Officers are permitted to carry their firearms while in the center.

EXPULSION POLICY

Although we do not desire to expel a child from our center, reasons for expulsion includes the following:

The Child:

- Extremely challenging/disruptive behavior that does not improve after intervention.
- Child's continuous use of profanity and vulgar language.

Little Frogs and Polliwogs strives to provide a safe, stable and healthy learning environment for all children in our care. We understand that some children may have challenging behaviors in which we are willing to work with families and community services (such as PTAN- NH Preschool Technical Assistance Network) to help them improve. Parents will be made aware of what the problem is and the actions to be taken by both the center and the parent to correct the problem. Unfortunately, if no improvements have been made within a reasonable amount of time and a child continues to be harmful (where the safety and well-being of both children and staff are being compromised) and/or disruptive then they will be expelled. Upon expulsion, parents will be given a two-week written notice to remove their child.

The Parent/Guardian:

- Failure to make payments, habitually late payments or checks submitted frequently with insufficient funds.
- If you are more than 10 minutes late three times within the period of one month, your child's registration will be cancelled (noncompliance with the operating hours).
- Actions deemed prejudicial to the center, its staff or to the children in its care.
- Physical or verbal violence towards a member of the staff, a child, other parents or any other person on site (immediate termination).
- Failure to complete required forms including the child's immunization records

In the case of unpaid fees, parents will be given a written notice, followed by a warning letter, and then by a final notice cancelling the child's registration to our center.

FREQUENTLY ASKED QUESTIONS

1) COST: Full time – with a regular and repeating schedule:

- ✓ Infants in the Caviar/Hoppers room, \$235 weekly
- ✓ Toddlers in the Polliwogs room, \$215 weekly
- ✓ Toddlers in the Tadpoles room, \$205 weekly
- ✓ Children in the Preschool room, \$195 weekly
- ✓ Children in the Pre-K room, \$185 weekly
- ✓ Children in the Kindergarten room, \$175 weekly
- ✓ School age children \$75 a week- before and after school (15 hours total, no transportation),
 - ✓ \$40 for before school care only
 - ✓ \$45 for after school care only.

(Staff to child ratios can be reduced for children over the age of two during naptime in accordance with state regulations.)

2) IS PART TIME AVAILABLE? Yes, Caviar room is \$65 per full day, \$40 for half day. The rest of the center is full day \$50 per day and half day is \$30 per day.

3) WHAT IS INCLUDED? Morning snack (toast & juice), milk at lunchtime and afternoon snack (fruit & crackers). A crib, mat or cot is supplied.

4) WHAT ARE THE PROGRAMS AVAILABLE? We offer 2, 3 or 5 – half or full day programs. Half day is 4 hours with pick up by 12:00. All schedules must be regular and repeating.

5) WHAT IS THE CHILD TO CAREGIVER RATIO?

- ✓ Caviar is 4 to 1
- ✓ Polliwogs is 5 to 1
- ✓ Tadpoles is 6 to 1
- ✓ Nursery is 8 to 1
- ✓ Preschool is 12 to 1
- ✓ Kindergarten/School Age is 15 to 1

6) WHAT ARE THE HOURS OF OPERATION? We open at 6:30am and close at 5:30pm, Monday through Friday, 52 weeks a year.

7) WHEN DOES THE CENTER CLOSE? We close on ALL federal holidays, as well as the day after Thanksgiving, and the last day of the summer program (to be announced) for Staff Development Day. Late openings and storm closings will be announced WMUR channel 9, on our Facebook page and website by 6:00am. Tuition is payable for all closings.

8) DO I PAY IF MY CHILD IS ABSENT? Yes, the tuition remains consistent, whether your child is absent due to illness, vacation, storm or holiday closing.

9) WHEN DO I PAY? Every Friday the tuition is payable for the following week. An initial Non-refundable Registration Fee of \$75 and the first week's tuition is necessary in order to register your child.

10) ARE THERE DISCOUNTS? The discount is in the form of the Registration Fee, at \$75 per family, not per child. Also, 1 week of free tuition when you refer a family, after their 3rd month of enrollment.

11) DO YOU ACCEPT FINANCIAL ASSISTANCE? Yes. If you receive financial aide we require documentation and all the appropriate paperwork. You will need to pay your portion and the Registration Fee in advance. We will require you to sign a release allowing conversations between the center and the agency providing the assistance. If your child is on Medicaid we will require a copy of the card, and your social security card. Before you are considered enrolled, we must speak to your state caseworker to verify that your family is qualified for assistance, what your cost share is and that you are associated with our center for payment. It is important that you understand that if your child drops below the amount of hours required by the State for payment, you will be responsible for the difference.

12) WHAT DO WE BRING? Guardians provide diapers, wipes, an extra set of labeled clothing, a crib sheet and blanket for naptime. A complete set of snow clothes for the winter, and sunscreen, bug spray, bathing suit and towel are also necessary. Please see the classroom handout for any additional items.