



OSSIPEE CONCERNED CITIZENS CHILDCARE CENTER

PARENT HANDBOOK

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CENTER OSSIPEE, NH
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UPDATED JANUARY 2022

WELCOME

Thank you for choosing Ossipee Concerned Citizens Childcare Center to provide care to your child(ren). We are licensed by the State of NH. Our mission is to provide a safe, educational, and nurturing environment for children ages 13 months to 12 years. Our focus is to provide an encouraging educational experience, promoting Social, Emotional, Physical, and Cognitive Development. We provide developmental screenings using the Ages and Stages Questionnaire to our toddlers and preschoolers. We are committed to the families we serve. We strive to give parents complete peace of mind by showing our dedication in caring for their child(ren). We do annual fundraisers such as: Catalog Fundraising, Independence Day fair, Silent Auction, and a Christmas fair. We encourage families to participate.

We are open Monday through Friday from 6:30am to 5:00pm except the following holidays:

- New Year's Day
- President's Day
- Memorial Day
 - July 4th
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving Day
- Christmas Day

Weather Related Closing

In cases of inclement weather, we expect to remain open, except in occasional extreme cases. If we should have to close, we will make every effort to notify parents. We will also try to put an announcement on the radio stations WASR 100.7 FM and WMWV 93.5 and channel 9 news.

School closing does not mean the center will be closed.

Schedules

We try to be as flexible with your child(ren's) schedule as possible. We ask that you please fill out the schedule form. If you need to change your child(ren's) schedule, please let us know as soon as possible. If your schedule will change weekly, please make arrangements with the Director. Also, let us know if you need child care on the holidays we are open and school vacations.

Payments and Fees

Payments are expected on the first day of the week for that week's attendance. If payment falls more than two weeks behind, it could be cause for suspension from the program until a payment is made. There will be a \$40.00 charge for any bounced check. State scholarship monies may be available to income eligible families. Check with the Director for more information. There is a registration fee. Please check with the Director for more information. Parents are encouraged to provide the center with a two weeks' notice of termination from program participation.

Meals

The Childcare Center participates in the Child and Adult Care Food Program (CACFP). It is an equal opportunity provider and employer. This program assists the center in serving every child, two healthy snacks (morning and afternoon) and a balanced meal for lunch daily. We also accommodate special snack needs and meals for our children if necessary. It is the parent/guardian's responsibility to inform the center of the child(ren's) allergies, including food allergies, and/or religious restrictions. You will see this on the health assessment form for the doctor. Menus are provided on a monthly basis and are also posted in newspapers and at the Center.

Operating Policies

A daily schedule will always be posted in the center. Please leave all child(ren's) toys at home. Please provide daily, seasonally appropriate clothing so that s/he can participate in both indoor and outdoor activities. Please clearly mark your child(ren's) clothing to avoid items getting lost. If your child(ren) happen to have a bathroom accident, we encourage them to use good hygiene, but the staff will assist as necessary. Also, consistent hand washing is encouraged. Parents are encouraged to check their mailbox once a week for receipts, newsletters, invoices and other important notices.

Health and Safety Procedures

Please do not send your sick child(ren) to Daycare/Preschool. We are not able to provide the extra care that a sick child needs. If your child(ren) becomes sick during operating hours, you will be called and asked to please pick up your child. If your child has been ill during the night or over the weekend, please let us know so we can monitor the child. Children must be temperature free for at least 24 hours before returning to the center. If a physician prescribes an antibiotic, the child must take a full 24 hours of doses before returning to the center.

As a Childcare Center it is our job to ensure a Healthy Environment for your child(ren). If a child is found to have head lice or nits, you will be called and asked to please come pick up your child for treatment. Upon returning to the Center please check in with a staff member for a re-check.

If a child has an accident while at the center, and is injured in any way, parents/guardians will be notified as soon as possible. A written accident report will be filled out and shown to the parent/guardian to sign to indicate they have been informed of the incident. IF an accident is serious enough to require immediate medical attention, we will call 911 then contact parent/guardian. The medical staff will determine if the child needs to be transported to a medical facility.

Fire and other safety drills are conducted once a month.
In case of custody questions, we will need a copy of the court order.
By law, any suspected case of child abuse or neglect must and will be reported immediately.

Medications

Child health forms, signed by a doctor, immunization records, emergency information and registration forms must be on file before your child(ren) can attend the program. By state law, we cannot dispense any medication without authorization of the parent/guardian and the child's physician. In the case of a prescription medication, the bottle with the prescription label is authorization from the doctor. In the case of non-prescription medications, they must be in their original bottle, labeled with the child's name and we must have a written authorization from the doctor to dispense.

Discipline

Our policy on discipline: we will use the least intrusive method possible.

These methods will include, redirection, quiet time, taking away a privilege, and gentle reminders. Swearing and being disrespectful to/at staff or children will include the same consequences. The actions we will take are as follows:

1. Meeting and conversation with parent(s)/Guardian(s)
2. Implementing a plan
3. NH PTAN- Preschool Technical Assistance Network. Which is an outside program to assist with behavioral issues.

At the staff's discretion, regarding a broken, lost, or stolen item or property, the parent/guardian may be responsible for their child's action and broken item at the center.

Child Pick-up

Parents/guardians are encouraged to make every effort to pick up their child(ren) no later than the scheduled departure time. If, for any

reason, a parent/guardian expects to be late, the parent must call the center to make sure we will have the proper coverage to accommodate your child(ren). Parents will be expected to connect with a staff member when dropping off or picking up. No child may ever be left at the center without staff supervision. Children should not be dropped off at the center before their expected arrival time without prior consent. In an effort to insure proper child/staff ratios, you may be asked to stay with your child(ren) until their scheduled time. If someone other than those listed on the registration form will be picking up your child(ren), please notify the center in advance and in writing, of that person's identity. If a written notice is totally impossible, you must call the center and let the staff know. In either case, the person you have chosen will be expected to show proper identification upon arrival at the center before your child(ren) will be released. Please remember we close at 5:00pm.

We do encourage parents and guardians to visit the center but to prevent disruption in the program we ask that you please give us a call first. Please feel free to give us a call to ask any questions.

All policies and procedures included herein, except for those written to meet state and federal regulations, are subject to the discretion of the Executive Director, Administrator and Childcare Center Director jointly.

Nondiscrimination Policy

Nondiscrimination policy. "In accordance with federal law and U.S. department of agriculture policy, this institution is prohibited from discriminating based on race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDS, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, DC 20250-9410 or call (800) 795-3272 or (202) 720-6382 (TTY). USDA is an equal opportunity provider and employer.

Covid 19 Protocol

If your child(ren) are showing symptoms such as a fever, cough, or runny nose, please do not send them to the center. Also, our current protocol is if the child does have these symptoms in order to return, we ask that the parent provide a doctor's note.

Please communicate with me as it is our responsibility to ensure the health and wellbeing of all the children and our staff.

We can accept doctor's notes via fax if this is easier.

Our fax number is (603)539-2878.

Also, masks are mandatory for parents to enter the building and we also ask that school age children wear their masks as well.



Staff:

Ann- Director

Ashley

Allison

Emily