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**Parent Handbook**

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Page 19 must be signed and returned on day of enrollment

Dear Parents:

This policy statement, and the information contained herein, is an effort to better acquaint you with Above & Beyond Childcare, our philosophies, policies, commitments, and practices.

**PURPOSE & PHILOSOPHY**

Above & Beyond Childcare provides a warm and enriching atmosphere that allows children to develop at their own pace.

We believe that children need to have a positive self-image. By providing a fun and inviting environment, children learn and develop their creativity; as well as develop a positive self-image.

We believe that qualified staff will develop and foster growth in linguistic, cognitive, physical, and social/emotional skills. Through a variety of group activities, individual play and quiet periods, our programs utilize play and learning materials that help children gain confidence in their abilities to do and create.

Above & Beyond Childcare is parent friendly! We welcome family visits any time; and we encourage and consider parent suggestions and comments.

**OUR MISSION**

Our mission is to provide a center that is respected and valued in the community, where children, parents and staff are welcomed and appreciated.

Where children can learn and prosper in a caring and loving environment.

We make every effort to provide a learning environment that helps guide children through independent choices and positive role modeling; as well as a place where children can thrive emotionally, physically, and developmentally.

Where we have the best interest of the children, families, and center in mind with everything we do.

Our parents’ opinions, comments and suggestions are always appreciated. If we don’t know what our families want, we cannot provide Above & Beyond Care.

“All men make mistakes, but only wise men learn from their mistakes”

Winston Churchill

**Licensed with the Bureau of Child Care Licensing (BCCL)**

Above & Beyond Childcare is licensed with the state of NH Bureau of Child Care Licensing. All staff are trained and obligated to follow the BCCL rules.

A copy of these rules can be found for review at:

https://www.dhhs.nh.gov/oos/cclu/documents/finalrules.pdf

Our Hooksett and Merrimack centers are licensed plus with the state of NH. For more information about licensed plus and the additional requirements that we meet to qualify for this higher standard please visit:

[Granite Steps for Quality - Child Care Aware of NH (nh-connections.org)](https://www.nh-connections.org/providers/quality-care-matters/)

**STAFF QUALIFICATIONS**

*Regardless of credential level, all staff member personalities and actions influence and transform children and families.*

Personal attributes include compassion, insight, and a commitment to learn about, and to learn from children. Patience, kindness, optimism, versatility, nurturing, and an appreciation and respect for children and their childhood, are other characteristics of our staff members' personalities.

We believe quality teachers will model a sense of adventure and bring their personal characteristics and individuality to their classrooms. Their insight and training help to create age and developmentally appropriate expectations.

Our teachers pursue college level credits and other professional activities to maintain their professional status. All members have current CPR and First Aid Certification and are required to complete the minimum of the state's requirements for professional development hours each year.

Above & Beyond Childcare has clear job descriptions and confidentiality agreements for its teachers and teacher assistants. These are available for parent review at any time. All classrooms and teachers schedule parent teacher conferences once a year. Parents can request additional conferences as needed or wanted throughout the year.

**CAPACITY & GROUPING**

We provide care to children from six weeks to twelve years of age. To enhance the quality of care we provide, we limit the number of children in each age group to maintain staff-to-child ratios in accordance with guidelines set by the BCCL.

**Releasing a Child from Care**

Above & Beyond Childcare will only release a child to the following persons:

1. the child’s parent,
2. the child’s custodial parent,
3. the emergency contact person who has been given the code to enter the school by the parent or guardian.
4. A guardian to whom the parent, by written authorization, allows us to release the child.

If we are not completely certain that the child should be released, we will exercise our right to keep the child at the center and will promptly contact the appropriate parent or guardian.

**ProCare Sign In/Out Instructions**

Every parent or guardian will download the Procare app. The Procare app allows parents to receive real time alerts about their child's day while also allowing instant parent/teacher communication!

The Procare app also allows parents a touch free check in system for dropping off and picking up by using a QR code and/or GPS system. If you allow location services on the app, your child will automatically

Download the Procare app (will be able to make an account day before or day of first day of care) you will receive an email with instructions to make an account.

Checking child/children in and out:

* Open the app
* Click on the QR code (very small) in the top right corner of the app which will open your camera’s view
* Either scan the QR code we provide in the front entryways or if your location services are turned ON then it will automatically detect you in/near the school and you can just click the bottom right button to sign in/out.
* Follow and/or answer any questions you are asked
* Sign your name

**HEALTH FORMS**

All children must have a completed health form within 30 days of enrollment and current immunizations on file their first day and these must be updated annually. These forms must be completed by the child’s physician. A form can be provided by us, or a doctor’s form can also meet expectations.

The following information must be on the health form to meet expectations:

The name and date of birth of child, date of the exam, a description of any health conditions that might affect the child’s participation in the program, documentation of current immunizations, history of significant illnesses, reports of any screenings or assessments, any know allergies, notations about the child’s physical, mental, or social development, the signature of a licensed health practitioner and the date signed.

**HOURS, HOLIDAYS, & CLOSINGS**

Above & Beyond Childcare is open Monday through Friday, 6:30am to 5:30pm.

Holiday closings may change due to the day of the week in which the holiday falls. *Generally,* we close on:

January 1st (close at noon on December 31st, for working families only)

Memorial Day

Fourth of July

Labor Day

Indigenous People’s Day

Veterans Day

Thanksgiving Day

Day after Thanksgiving Day

December 24th & 25th

(close at noon on December 24th, for working families only)

At the beginning of the school year, ABC will send out a formal yearly schedule with all the dates closed, as well as parent involvement activities. Please refer to that calendar for official closure dates.

If severe weather prevents us from opening, our closure or delay information will be displayed to you through the Procare App messages as well as our Facebook page. We will also utilize our emergency response system and notify families through text messages.

**MEDICATIONS**

Although every child has a medical report on file, children who require medication must also have a completed and signed ‘Permission to Administer Medication Form’ on file, for each medication, including over the counter medications. All medication must be in its original container, prescribed to the child, have the prescription label attached, and must list the doctor’s name, dosage, prescription date, and name of the medication. These forms expire every 12 months and must be updated by the child’s physician.

Above & Beyond Childcare will NOT administer ANY over-the-counter medication unless it is prescribed by a doctor via a doctor’s note.

Above & Beyond Childcare will provide children with sunscreen, bug spray and children’s toothpaste (for children ages 3+) and apply as needed and as directed on the product label. If parents do not want us to provide these items, they must provide us with written notification of another product that will be used.

Parents need to provide all non-prescription topical substances such as diaper creams, balms or Orajel for their child. By providing these creams the parents are giving us permission to apply them as needed and as directed on the packaging.

**ALLERGIES**

Parents must notify us if their child has any allergies.

Each child with a food allergy or other allergy that results in a serious reaction shall have a written care plan that includes at a minimum:

(1) Instructions regarding food(s) or other allergens to which the child is allergic and steps to be taken to avoid them.

(2) A detailed treatment plan to be implemented in the event of an allergic reaction, including the names, doses, and methods of prompt administration of any medications; and

(3) Specific symptoms that would indicate the need to administer one or more medications. Each child’s care plan shall be posted prominently in the child's classroom and wherever the child may come in contact with the allergen, with permission from the parent.

*All food allergies will be posted in each classroom, privately, not in view to the public. If a child has a severe allergy of something different than peanuts, we may have to make other food allergy policies. This will be based on a case-by-case basis and relayed to you if or when needed.*

**ILLNESS**

Above & Beyond Childcare follows strict guidelines regarding sickness/ disease. Parents will be notified of any contagious disease that may affect children in our care. Because there may be times when a child is sent home ill, or not accepted into care due to illness, it is strongly recommended that parents prepare themselves with an alternate care plan.

Children should NOT be at Above & Beyond Childcare if they present ANY of the following symptoms:

* Fever at or above 101°F (38.3°C)
* Persistent diarrhea (more than once)
* Lethargy
* Severe coughing
* Unusual spots or rashes
* Vomiting
* Difficult or rapid breathing
* Difficulty swallowing
* Yellowish color or tint to the eyes or skin (Jaundice)
* Any symptom that the caregiver believes is indicative of the possible presence of a contagious disease, such as chicken pox, measles, impetigo, etc…

When a child presents any of these indicators of ill health, we will notify parents immediately that their child must be removed from the center within the hour. If we are unsuccessful in reaching a parent within the first hour, we will contact the documented emergency contact person. Our caring staff will take every possible measure to comfort the ill child until the parent or emergency contact person arrives.

Once the child’s doctor provides a note indicating that the contamination period for a communicable disease has passed, then Above & Beyond Childcare will readmit the infected child. For prevention purposes, and to provide the body with the rest it needs, a child must NOT attend school if they are within 24 hours from beginning a prescribed antibiotic, or if they have reached a fever of 101° or greater or had any of the above listed systems together or on their own.

In the case of a nation-wide pandemic, health policies are subject to change based on guidance from NH public health and CDC guidelines.

**EMERGENCIES**

Emergency telephone numbers are posted at each telephone, as are our emergency evacuation plans. Parents are asked to review these emergency plans regularly. Our emergency response systems are available for review in the office as well.

*Parents must fill out a Child Medical Report and an Emergency Medical Care Permission Form*, which allows Above & Beyond Childcare to seek emergency aid. *Please notify the office immediately of any changes to your telephone number or emergency contact information.*

A First-Aid Certified staff member will tend to a child who receives a minor cut or bruise. The staff member in attendance will complete a report of the incident and will notify the parent at child pick up. In the event of a serious accident or illness, the parent will be notified immediately. If we are unsuccessful at reaching the parent, we will notify the emergency contact person. All accidents that require medical attention must be reported to the BCCL please notify the center if this occurs so we can notify the BCCL in accordance with the rules and regulations.

**EMERGENCY RESPONSE SYSTEM**

Above & Beyond Childcare has an emergency response system in place for the following,

1. Evacuation, both within building and off site
2. Lock Out
3. Secure Campus
4. Drop & Cover
5. Lockdown
6. Reverse Evacuation
7. Shelter in Place
8. Fire Drill with Evacuation
9. Bomb Threat

We will review these procedures with the children and conduct periodic emergency drills. If you would like more information on these drills please let us know. Our team will review each drill at least 4x per year.

**FAMILY REUNIFICATION**

The Family Reunification Protocol is used to ensure a safe and secure means of accounting for students and reuniting parents/guardians with their children whenever Above & Beyond Childcare facility is rendered unsafe, and a remote site location is needed. The Incident Commander will inform the staff of the need to relocate. Parents will be notified through the Emergency Alert System via text through the ProCare Software System.

Relocations sites are as follows:

Hooksett Center: Hooksett Public Library- 31 Mount St Mary’s Way (603) 485-6092

Merrimack Center: Tollhouse Preschool - 322 Daniel Webster Hwy (603) 429-0337

The incident commander will activate the Emergency Alert System and you will be notified via text message if an offsite evacuation has taken place, including when and where to pick up your child.

If parents do not respond to the Emergency Alert System text message, we will phone them once able to do so. In the event of being unable to reach a parent/guardian, we will phone the individual(s) listed as the child’s Emergency Contact.

**CHILD ABUSE**

Every caregiver, as required by law, must report any suspected case of child abuse or neglect to the appropriate authority.

**“JUNK” FOOD**

Junk food will not be served at Above & Beyond Childcare. Parents are asked to refrain from sending such foods; such as sweets, candies, gum, soda, etc…

**MEALS & SNACKS**

It is the parent’s responsibility to provide a healthy breakfast for their child/ren before they arrive at Above & Beyond Childcare. Mornings are very busy here at ABC, so if your child is dropped off after 7:30 am, please feed them breakfast at home rather than bringing it here to eat.

Parents and guardians are responsible for providing 3 meals for their child.

Morning snack, lunch, and afternoon snack.

You are welcome to label the snacks for children 2 and under for what food should be served at what time. Children 3 and older will have the choice to choose what food they have at one time. We can help with guidance but cannot take away food you have provided. So please consider the nutritional value of the snacks that you provide for morning and afternoon. You should also provide a water cup each day for your child to use throughout the day. Water cups should be taken home EACH night to be cleaned and brought back fresh the next day. Any other drinks should also be provided in your child’s lunchbox.

All food should be provided in a lunchbox with an ice pack. We do not store any food or drinks for children in our refrigerators.

Above & Beyond Childcare offers an optional Pizza Day on Fridays (MERRIMACK ONLY). Hot lunch forms go out one to two weeks prior to the beginning of the month and must be filled out, paid for, and returned before the month begins. Besides pizza, this meal comes with a vegetable, and a fruit as well.

When a child does not arrive with their lunch meal, you must bring a meal before the child’s lunch time begins. We do not have extra food to serve for lunch.

\*Please keep in mind, we are a PEANUT FREE center, please ensure any food brought in (lunch, or special snacks) have no peanut products in the ingredients. This also means any food/snacks that are made in a facility that processes peanuts.

All food allergies will be posted in each classroom, privately, not in view to the public. If a child has a severe allergy of something different than peanuts, we may have to make other food allergy policies. This will be based on a case-by-case basis and relayed to you if or when needed.

**NAPS & REST PERIODS**

Children attending full-time (more than 5 hours) are required, by state licensing regulations, to nap or rest quietly each day for at least one hour.

Parents are expected to provide an appropriate blanket and/or crib sheet. If the child has a special nap time buddy (toy), it must be put away when the rest period is over, unless the naptime buddy is taken home daily. These items must fit into the child’s cubby, without touching any other child’s belongings.

If your child needs any additional sleep requirements or restrictions, please see your child’s teacher to arrange a schedule that will fit within the classroom schedule and the child’s needs.

During nap & rest periods classrooms aged 24 months and above may have a reduction in staff to child ratios to provide staff with a lunch or break.

**RULES in REGARD to INFANTS**

We are a nonrestrictive infant classroom, which means infants have none or little time in restrictive seating like swings, bouncers etc. This is to support the physical development of infants.

Pacifiers shall: Not have attachments; and not be clipped, pinned, or tied to a child.

To reduce the risk of Sudden Infant Death Syndrome (SIDS), infants up to 12 months shall be;

* Placed on their backs to sleep in a crib or playpen, unless there are written medical orders from the infant’s primary health practitioner requiring alternate positioning.
* Infants up to 12 months shall not nap or sleep in a car safety seat, bean bag chair, bouncy seat, infant seat, swing, jumping chair, highchair, chair, futon, or any other type of furniture or equipment that is not a play pen or crib.
* If an infant up to 12 months falls asleep in any place that is not a safe sleep environment, Including entering the program asleep in a car safety seat, staff shall immediately move the infant and place him or her in the supine position in the crib or play pen.
* Cribs or play pens used by infants up to 12 months shall not have bumper pads, blankets, flat sheets, pillows, quilts, comforters, sleep positioners, or any soft items or toys.
* Children older than 3 months shall not be swaddled or placed in restrictive or weighted sleep suits or devices unless there are written medical orders from the child’s primary health practitioner
* Breast milk shall be used immediately or stored in the refrigerator for no longer than 72 hours. Breast milk must be labeled as used and returned to the refrigerator after each feeding if there is any left-over in the bottle, to be returned to the parent.
* Childcare program personnel shall not allow more than 3 hours to elapse between meals and snacks offered to the children.

**SUPPLIES, TOYS, & EQUIPMENT**

Above & Beyond Childcare requests that parents do not bring in toys and supplies from home. We take great pride in our well-stocked reading, art and toy supplies. Although we appreciate the consideration, we do not want to damage, lose, or exchange germs with items from home.

If, on the rare occasion, we ask parents to provide additional supplies or equipment (this does not apply to weather related clothing that every child must have at the center), we will make the request in writing and will assign a date that the items required are due.

**What you need for registration**

* Registration & Emergency Information Form
* Page 19 (Child Care Agreement Form) of the Parent Handbook (Signed)
* About Me Form
* Registration Fee & First Week’s Tuition
* Immunization Record
* State Assistance Agreement Form (If you qualify for childcare benefits)
* A Completed Health Form (must be less than a year since last physical

**What you need for the first day of care:**

* At least two Spare Changes of Clothes
* Sheet and Blanket for Rest Time
* Lunch, and 2 snacks in an insulated bag
* Diapers and Formula, for infants and toddlers
* If your child has an IEP, IFSP or a 504 this must be provided to the center
* Allergy information if necessary
* Water bottle

**FIELD TRIPS AND OUTINGS**

Occasionally children 4 and over will be able to participate in offsite field trips. These trips will be scheduled events and written permission for the child to be transported needs to be provided before the date of the field trip.

We do, however, like to take children of all ages for occasional walks around the neighborhood. If a parent does not want their child to be able to participate in these unscheduled walks, we ask them to provide their request in writing please.

**PICTURES**

We love to take pictures of the children here at the center to capture their day. We take them for journals, cubby tags, classroom boards, Facebook and special projects.If a parent does not wish their child to be photographed or if they don’t want them used on our private Facebook group page they must notify us in writing.

**Behavior Management Philosophy and Practice**

Above & Beyond Childcare is a safe space for children, families, and staff. Staff members understand that children need guidance through positive behavior intervention support systems to be successful. We explain ABC expectations in a patient, positive way and help the child understand why our expectations are set. We encourage children to work through their emotions and use their words to resolve conflict as well as they are able too. Pyramid Model strategies are used to support children in emotional regulation that is developmentally appropriate for each classroom.

**A**bove & **B**eyond **C**hildcare School Wide Expectations:

These three simple expectations help guide and support our ABC community.

**A**lways Safe

**B**e Your Best

**C**are

At times children may need additional support for challenging behavior. The essential strategies we use to respond to challenging behaviors are:

* Parent/Teacher implements developmentally appropriate strategies such as redirection and/or planned ignoring, in response to challenging behavior.
* Parent/Teacher responds to children by stating the expected behavior in positive terms (what to do) or providing instruction in an acceptable alternative behavior.
* Parent/Teacher provides positive attention or positive descriptive feedback to the child when the child begins behaving appropriately.
* Parent/Teacher provides support to children who are angry or upset by assisting them with problem solving techniques related to the challenging behavior.

To best support a child who may be exhibiting challenging behaviors we will observe the behavior by tracking the behavior, time of day, possible motivation, and teacher response. This will be shared with the parent at pick up. Daily communication with parents is important for consistency at home and at school. At times a parent conference will be required if behaviors aren’t able to be redirected by using the Pyramid Model strategies. We will work together to develop a support plan for the child to be successful in the classroom.

**STEPS TO MAINTAIN ENROLLMENT**

When met with challenging or repetitive behavior concerns in the classroom, Above & Beyond Childcare will:

1. Observe the child in their classroom
2. Identify undesirable behavior
3. Assess the classroom environment
4. Ensure a positive behavior system is in place.
5. Reach out to parents/guardians to notify them of the behavior.
6. Continuously work as a team by supporting the child
7. Develop a plan together that identifies modification methods or practices that take place at home and/or school.
8. Meet as needed.
9. Conduct assessments to ensure developmentally appropriate practices are utilized.
10. Call in additional available resources.

Our goal is to maintain enrollment however we are responsible for keeping all children in our care safe. If we find that we have exhausted all resources in the school and home, and behaviors have not been resolved in an appropriate manner to keep all children and staff safe, you may be asked to find alternate care that better meets the needs of your child.

**TRIAL PERIOD & WITHDRAWAL**

Above & Beyond Childcare is dedicated to providing only quality care. If, for any reason, we deem our care inappropriate for the child, we will decline from providing future care. Although finding alternative care is the responsibility of the parent(s)/guardian(s), we will assist as we see possible, in finding a suitable alternative. Under normal circumstances, we will provide a three week notice of service termination to allow parents time to secure alternative care.

Reasons Above & Beyond Childcare might terminate care:

* Lack of payment
* Disregard for the Understandings of Confidentiality
* Excessive absences as determined by administration
* Other reasons as appropriate and necessary.
* Inappropriate language or conduct of a parent or guardian toward any staff, other families or children.

If, for any reason, the parent(s)/guardian(s) deem our care inappropriate for their child, they may terminate future care at any time. If the decision to withdraw the child is made after the first three-weeks of service (trial period) have been provided, Above & Beyond Childcare requires a two-week *written and paid* notice of termination.

**TUITION:**

Tuition is due in advance, payable by close of business on Friday for the following week. It can be paid with cash, check, credit/debit card or through Tuition Express that deducts it automatically from a checking, savings, or credit card account. Written notice will always be given if tuition increases. Tuition is due whether your child attends or not, for example, sick days, holidays, snow days, vacation days, etc. Your weekly tuition holds your child spot in their classroom.

**Discounts:**

When paying tuition in cash, you are eligible for a 5% cash back credit on your account. You are eligible for this when you pay your tuition on time (not late) and you pay the full tuition amount or more. This is not for paying by check or card, cash payments only. You will receive the 5% cash back credit onto your account immediately when cash payments are entered onto your account. You will then accumulate a cash back credit sum onto your account that you may use whenever you would like.

**FEES:**

Registration: $50 registration fee and full first weeks tuition (will go toward first weeks tuition) is nonrefundable and due at time of registration.

Insufficient Funds: $20 per occurrence

Late Payment: $10 per day until tuition is paid in full

Late Pick Up: $1 per minute if child is here more than 10 hours in a day

Pick Up After 5:30pm: $1 per minute

**RELEASE AND ASSUMPTION OF RISK**

I am aware that my child’s participation in the aforementioned activities involves risks and responsibilities. In consideration of his/her participation in the activities I represent and agree as follows.

1. My child is physically capable of participating in the activities without causing risk of danger, illness or accident to him/herself or others.

2. I release and agree to hold harmless the Above & Beyond Childcare Inc. program, their agents, employees and contractors from any liability or damage which my child may suffer or incur arising out of his/her participation in these activities.

**LICE**

Above & Beyond has a no nit policy, if lice or nits are found on your child they will need to be sent home immediately. The home and the school should be treated, and all soft materials bagged for a period of two weeks. During this time sheets and blankets from home will need to be placed in bags on their hooks daily and depending on the case they might be required to be sent home daily for laundering and brought back. The child will need to be Lice & Nit free for 24 hours before returning to school. This policy is in effect to protect all the other children.

**COMMUNICATION**

Above & Beyond Childcare strives to keep the lines of communication open between parents and caregivers. We have several ways of doing this; first and most importantly is daily face-to-face communication with teachers at drop off and pick up. We hope that the teachers greet you and your child and give you an opportunity to tell us about your child’s evening. We also believe it is important for our staff to inform you about how your child’s day was at the end of each day.

We know that drop off and pick up can be a hectic time for families, as well as the teachers, so we try to use a variety of different ways to communicate to you each day.

* Each classroom has monthly newsletters and calendars about their curriculum they plan to implement throughout the month. That is handed out or emailed to each family monthly.
* Each child is given either a cubby or folder for artwork and important documents to be sent home. (Please check daily)
* The ProCare app will provide daily information about your child’s day.

Here are examples of the different ways you can communicate to us:

* At drop off and pick up
* Messaging on the Procare app
* Phone

(603)627-4161 Hooksett

(603)261-3043 Merrimack

* Email

[rcabc1461@gmail.com](mailto:rcabc1461@gmail.com) Hooksett,

[rcabc](mailto:rcabc1461@yahoo.com)325@gmail.com Merrimack

* Join our Private Facebook Group; Above and Beyond Childcare

We understand that our families are very busy and need a variety of ways to communicate. We want to remind everyone that confidentiality is very important to us. All parents and staff must fill out a confidentiality agreement and understand that confidentiality is important.

We hope that you will feel free to use these avenues of communication to let us know your suggestions or concerns and know that we are more than happy to answer any questions you may have.

Facebook:

Social media can be a powerful tool and if used appropriately can be a great way to keep in touch with our families. If at any time we feel the content of a friend on Facebook is inappropriate or crosses a line, we will be forced to delete the connection. In regard to staff inappropriateness, we will need to take disciplinary actions.

**CONFIDENTIALITY AGREEMENT**

Parent(s), or applicable guardian(s), by their signature, agree to abide by the Understandings of Confidentiality, as required of all persons employed by, served by, or associated with Above & Beyond Childcare.

**Understandings of Confidentiality**

All student, parent, guardian, staff member information, whether written or relayed, whether by parent, school personnel, medical provider, or any other community source is considered confidential information. This includes, for instance, names; addresses; conditions and experiences; abilities and disabilities; employment, provider, or insurance information, etc…

Confidential information related to children and families served by Above & Beyond Childcare, or staff members employed by Above & Beyond Childcare is IN NO WAY to be given to any person outside of the program, unless specifically authorized in writing.

Staff and Parents must not discuss OTHER children, staff or parents with other children, staff, or parents. Teachers are instructed to keep the confidentiality of others at the highest standard and we expect the same from our parents. Breaches of confidentiality are not tolerated for any reason and action will be taken to whoever breaches someone’s confidentiality.

Staff and Parents must not discuss children, staff, or parents in the presence of children, other staff, or other parents, in or out of the Above & Beyond Childcare center. An appropriate time and location can always be coordinated to discuss confidential information appropriately. Consider whether the information you plan to discuss is gossip, and whom the appropriate person is with which to discuss it.

Above & Beyond Childcare encourages families to understand the ‘Right to Know” laws. Parents maintain the right to review information compiled in a child’s school record; however, it is also the right of the school to withhold information. For instance, in order to protect all parties, information collected in child abuse situations, such as the reporter’s name, will not be released.

Confidential records are maintained in a locked file. Only appropriate personnel within the program will have access to confidential records. Parents/guardians have the right to review their child’s record at any time.

**Schedule**

Children must not exceed 9 hours per day. Although days may be added to the schedule with director or owner approval, days may not be substituted.

If the child does not attend due to illness, vacation, or for other reasons, tuition is still due according to the schedule above. Written notice will be given by the center for any unscheduled closings. Above & Beyond Childcare is not obligated to hold open a child’s spot after 20 absentee days.

The scheduled time you write down on the parent agreement is the schedule we will be following year round. Following your drop off and pick up schedule is extremely important. You must stay within the hours you schedule your child to be here. Please do not drop off earlier or pick up later than your scheduled time unless you have permission from the center director.

All schedule changes should be approved 2 weeks in advance by the center director. If you need a last-minute request, you are welcome to ask but it may not be approved.

Picking up early or dropping off later is always okay, as it will not affect us maintaining ratio. We do ask you let us know via Procare if you can.

**Child Care Agreement**

| **Name of Child/ren:** |  |
| --- | --- |
|  |  |
|  |  |
| Must Not Exceed 9 Hours a day | Must Not Exceed 9 Hours a day |
| Drop off Time | Pick Up time |
| Monday: |  |
| Tuesday: |  |
| Wednesday: |  |
| Thursday: |  |
| Friday: |  |
| approved ext. (office only) |  |
| Weekly Tuition $ | Date of Admission: |

Parent(s)/Guardian(s):

Primary Caregiver name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Entry code \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Relationship: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Primary Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Cell Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *Cell Phone carrier:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Secondary Caregiver name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Code \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Relationship: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Cell Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *Cell Phone carrier:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I understand it is my responsibility to understand and abide by the policies and procedures in the current Parent Handbook for Above & Beyond Childcare, which includes the Understandings of Confidentiality, The Release and Assumption of Risk, The Child Care Agreement and entire contents of the parent handbook as stated within this policy.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature (Primary Caregiver) Date

Current Parent Handbook Revision Date: January 2024