



Parent Handbook

45 Mt. Saint Mary's Way
Hooksett, NH 03106
(603) 627-4161
rcabc1461@gmail.com

325 Daniel Webster Highway
Merrimack, NH 03054
(603)261-3043
Rcabc325@gmail.com

TABLE OF CONTENTS

Purpose & Philosophy	3
Mission	3
Bureau of Child Care Licensing BCCL.....	4
Staff Qualifications	4
Capacity & Grouping	5
Releasing a Child from Care	5
ProCare Sign In/Out Instructions	5
Health Forms	6
Hours, Holidays, Closings	6
Medications	7
Allergies	7
Illness	8
Emergencies.....	9
Accidents & Accident Reports	9
Emergency Response	10
Family Reunification	10
Child Abuse	11
Meals & Snacks	11
Screentime & Electronic Use.....	12
Naps and Rest Periods	12
Rules in regard to Infants	13
Breastfeeding Friendly Policy.....	13
Supplies, Toys, Equipment	14
Field Trips & Outings	15
Water Activities.....	15
Pictures	15
Behavior Management Philosophy and Practice	16
Steps to Maintain Enrollment	17
Trial period, Program Withdrawal, Termination	17
Biting.....	18
Tuition & Fees	19
Release and Assumption	19
Lice.....	19
Communication	20
Confidentiality Agreement	21
Schedule Change.....	22
Child Care Agreement	23

Page 23 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

Each location of Above & Beyond Childcare has established a Leadership Team that works together to create center wide strategies that promote the Pyramid Model Framework. Each team has created a vision that encompasses goals of social emotional development into school wide practices.

“Our ABC community collaborates to implement the Pyramid Model strategies by supporting children, families and educators for a socially, emotionally healthy future.” - Leadership Team of ABC Hooksett

“Our leadership team works to support children, families, and staff in developing healthy and meaningful social emotional relationships.” - Leadership Team of ABC Merrimack

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 both participate in the Granite Steps for Quality (GSQ), a state program to increase the quality of childcare centers in New Hampshire.

Throughout their work with GSQ, both centers have adopted The Pyramid Model, a social-emotional framework of teaching. Some of the benefits of GSQ include training and technical assistance, observations, program assessment, and on-going practice-based coaching.

For more information about GSQ 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.nhconnections.org/granite-steps-for-quality-child-care-aware-of-nh)

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

training and certification and are required by Above & Beyond Childcare to renew their certification every two years.

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. Parents and guardians are able to request a parent teacher conference any time throughout the year, please see your child's teacher for more information.

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 QR codes that are posted throughout the school.

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 (you must allow camera access in your phones privacy settings)
- Scan the QR code we provide in the front entryways or classrooms, they are all the same.
- Follow and/or answer any questions you are asked
- Sign your name

You must wait until you are physically with your child to sign them out. Once your child is signed out from our care, we are no longer legally responsible for them

Health Forms

All children must have a completed health form within 30 days of enrollment and current immunizations on file their first day. 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.

We are required to complete the *Childcare Immunization Report*, required by state law (NH RSA 141-C-20-e). Parents and guardians are required to send in an updated copy of their child's immunizations to us, each time they are received so we can accurately send in this report.

Hours, Holidays, & Closures

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)

1 day for professional development

Memorial Day

Fourth of July

Labor Day

Indigenous People's Day

Veterans Day

Thanksgiving Day
Day after Thanksgiving Day
1 Week for holiday break

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 Procure App messages as well as our Facebook page. We will also utilize our emergency response system and notify families through text messages.

Medications

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. We will also require an updated health form, yearly, for each child who is requesting to leave medication in our possession. 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. We must follow the instructions given by the Dr's note for all medications; including tylenol, motrin etc.

Above & Beyond Childcare will provide ALL children with sunscreen (generic brand), ages 6 months and up. If parents do not want us to provide sunscreen for their child, they must provide us with written notification of another product that will be used. We can provide a form for this upon asking.

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. Any "Homemade" or non labeled container of topical substances must be labeled with its specific contents, and dated by the parent. We will mark it as expired after 6 months, and return it to the parent or guardian.

Allergies

Parents must notify us, upon enrollment if their child has any allergies.

If a child has or develops an allergy while in our care, we will collaborate with individual families to create and implement an individualized allergy plan. Apart from excluding food from the classroom, the plan will include strategies for avoiding exposure such as;

(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 signed permission from the parent.

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 100.4°F or within 24 hours of a fever of 102 degrees or higher
- Persistent diarrhea (more than twice)
- Lethargy, unable to participate in classroom activities and daily schedule
- 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 (unless accompanied with a DR's note stating the child is okay to participate in a school setting and is no longer contagious), or if they have reached a fever of 102° 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.

Common illness in child care that children do NOT need to be excused for unless the child meets other exclusion criteria, such as the symptoms listed above:

- Conjunctivitis/ pink eye
- Hand-Foot-and-Mouth-Disease
- Roseola
- RSV
- Influenza
- Fifth Disease
- Ear infection
- Upper respiratory infection (common cold)

Emergencies

Emergency telephone numbers are posted in each classroom, 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.

Accidents and Accident Reports

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 an incident report on the Procure App to notify you of the minor injury. If your child has any head injury, or face injury more than a minor scrape we will write a physical accident report for you to take home.

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. There will be a specific accident report to be filled out if a child receives any medical attention due to an accident that happens in our care.

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 off site 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.

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 1 meal, and 2 snacks for their child. Snacks should include at least 2 components, *for example; cucumbers and crackers or a pouch and veggie straws.*

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 after 12 months of age.

"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...

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, or snacks. We will notify you via procare app as soon as we are aware the child's lunchbox is not here. We can provide drinking water for your child if their water runs out during the day. We have designated drinking only sinks throughout the school.

Choking hazards list (Children under three)

We will not serve this list of foods to any child under the age of three.

- Pretzels

- Whole grapes, hot dog, cherry tomatoes etc, (anything cylinder shape)
- Hard chips or crackers with pointy sharp corners
- Popcorn
- Marshmallows
- Raw veggies like hard carrots and celery unless shredded
- Whole or chopped nuts and seeds
- Bones in meat or fish
- Large chunks or cubes of cheese
- Anything your child's teacher does not feel comfortable giving your child due to not being able to sit still in their chair to chew etc. (any age)

Screentime & Electronic Use

Children under three years of age will have no access to any screen time, or electronic devices such as phones or Ipad etc. Children will listen to music using tablets, speakers and phones. Children who are three years old and up may have opportunities during the year to watch an occasional movie for a special classroom event. This would be told to the parents by the teachers in advance to watch it. If your child can watch a movie that is rated PG, we will ask for written permission to do so.

Naps & Rest Periods

Children attending full-time (more than 5 hours per day) 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 Regards 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/or 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
- All clothes, bags, shoes, pacifiers, bottles etc. should be labeled with the child's name. All bottles and food that are put in the fridge should be dated, daily.
- 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.
- At times, an audio and/or video monitor system may be set up so infants can sleep in an adjoining nap room. The audio/video monitor system does not replace child care personnel doing regular checks on sleeping infants, every 15 minutes. It is in place to add to the support of monitoring infants while sleeping and falling asleep. Parents & guardians must sign permission if you DO NOT want your child in a nap room with a video/audio monitor. By signing this, you are giving us permission to use it.

Breastfeeding Friendly Policy

Breastfeeding is widely recognized to be one of the best ways to nourish infants and benefits babies, their mothers, and the community in many ways. Above & Beyond Childcare acknowledges the role that childcare providers play in helping mothers continue to breastfeed while their infants are in our care and we are committed to fully supporting breastfeeding mothers and their infants in the following ways:

- We welcome mothers to nurse their babies or express milk at our center at any time during the day and provide them with a private space to do so.
- We provide refrigerator and freezer space for storing breast milk.
- We educate all staff in the correct handling of human milk, including proper storage times, thawing and warming techniques, and food safety, using recommendations from the Academy of Breastfeeding Medicine.
- We train staff to feed breastfed babies appropriately – all infants are held while fed and feeding is paced and never rushed.
- We work with parents to create individual feeding plans for each infant and continue to consult with parents to update feeding plans on a regular basis.
- We support exclusively breastfed infants and will not offer any other foods without permission from the parents.
- We communicate this breastfeeding friendly policy with all staff, enrolled families, and prospective families.

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 or lose 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 via the procare engagement app.

What you need for registration

- Registration & Emergency Information Form
- Child Care Agreement Form (Last page of the Parent Handbook)
- 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)
- Watch me grow permission slip

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 with a water bottle
- 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

Field Trips & 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, we 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. If we do take an unplanned walk around the neighborhood, we will inform program management and leave a note in the classroom informing parents and guardians of where they are going, and what time they left and will return.

Water activities

All children will have opportunities for outdoor water play in small pools during the warmer months. Staff will communicate their classroom water days ahead of time with a list of clothing and accessories to participate. Each classroom has a designated water play time to avoid crowding. Staff will be aware of the children in and out of the water and always keep to the teacher student ratio. All staff are water safety trained annually in the spring. By signing this parent handbook, you are giving permission for your child to participate in water activities.

School aged children in our summer program may have the opportunity to go on field trips that include water activities. If this occurs, you will fill out an individual water activity permission form to allow your child to attend a pre-planned field trip to a body of water. We will also ask for volunteers to accompany us on field trips to ensure we have 1 adult to every 5 children playing in water. Children who cannot swim cannot be in water that is deeper than waist deep. All volunteers must also take a water safety course.

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.

We also post pictures of the children, classrooms and center on the Procure engagement app! Each child has their own profile on the app, however teachers are able to post pictures of other children on multiple children's profiles. You must never post pictures you received from the procure engagement app, on your social media if it has other children's faces in view. Please refer to our confidentiality policy for more information on this.

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.

Above & Beyond Childcare School Wide Expectations:

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

Always Safe
Be Your Best
Care

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.

Biting policy (specifically 2 and under)

Our Program recognizes that biting is, unfortunately, not unexpected when toddlers are in group care. While we feel that biting is never the right thing for toddlers to do, we know that they bite for a variety of reasons. Most of these reasons are not related to behavior problems and our program does not focus on punishment for the biting. We work on effective techniques that address the specific reasons for the biting. When biting occurs, we have three main responses:

- Care for and help the child who was bitten.
- Help the child who bit learn other behavior, replacement behavior.
- Work with the child & parents who bit and examine our program to stop biting.

We give immediate attention and, if necessary, first aid to children who are bitten. We offer to put ice on the bite if the child is willing. If the skin is broken, we clean the wound with soap and water. When children are bitten, their parents are informed personally on the procare app, with a description of the incident that occurred and a picture. When we experience ongoing biting in a toddler room, we develop a plan of action with strategies, techniques, and timelines to work on the problem. Biting can be a very stressful time for teachers, parents and children involved. There is no, one direct solution, to stop biting in group care.

When your child/ren bites, our goal is for parents to be informed personally and privately the same day. We will write a biting incident report on the procare app. Documentation is important for all parties involved to keep track of time of day, suspected reasons for biting occurred and ensure the child's parent is notified.

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's spot in their classroom.

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 & 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 Hooksett,
rcabc325@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. Please remember we have an OPEN DOOR POLICY, parents and guardians are welcomed in our program at any time to check in or observe.

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.

Parents and/or guardians must never discuss their child's wellbeing, other children's wellbeing, and any other school related topic on any form of social media or personal communication devices. These topics must only be discussed through any of the approved communication methods listed above.

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.

Parents and/or guardians may not take pictures of other children other than their own, in the classroom, or on school property unless they have obtained permission from the other children's parents/guardians. Parents and/or guardians must not post pictures received from the procare engagement app, on any social media website, if they have other children in the picture. Unless parent and/or guardians obtained permission from the other children's parent and/or guardian.

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 to let us know via Procare if you can.

Child Care Agreement

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

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 2026