

*Silva's Youth of Today Childcare Learning Center LLC*

**Parent Handbook**

**656 Silver Lane,  
East Hartford, Connecticut, 06118**

**(860) 569-8300**

**TABLE OF CONTENTS**

**Management Directory.....pg 3**  
**Director’s Greeting.....pg 4**  
**Our Mission.....pg 5**  
**Our Program.....pg 6**  
**Goals and Philosophy..... pg 7 -8**  
**Staff, Access to our facilities .....pg 9**  
**Admittance, operation scheduled closing, enrollment, information, ratios, class size..pg 10**  
**Curriculum, child arriving, health.....pg 11-12**  
**Plan for sick child.....pg 12-13**  
**Medical, allergies, medication policy.....pg 13**  
**Confidentiality, medical inform, clothing, toileting, diapering, naptime, arrival..... pg 14**  
**Release of children, departure, transition.....pg 15**  
**Typical day, outdoor time, parent involvement .....pg 16**  
**Field Trips, Walks and transportation..... pg 17**  
**Health, nutrition, Safety.....pg 18**  
**Supervision, Emergencies, environment hazards.....pg 19**  
**Accidents, lockdown, emergency evacuations, weather closing policy .....pg 20**  
**Emergency closing and Transportation, lost and missing child, Financial .....Pg 21**  
**Tuition, payment procedure, discipline policy.....pg 22**  
**Parent complaint procedure, child abuse/ neglect policy.....pg 23**  
**Parking, fire emergency, and phone directory..... .pg 24**  
**In Closing.....pg 25**  
**Important Phone Numbers.....**

**Silva's Youth of Today Childcare Learning Center LLC  
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Our center is accredited by the

***National Association for the Education of Young Children***

## **DIRECTOR'S GREETING**

**Hello!**

We bring you a warm welcome from Silva's Youth of Today Childcare Learning Center. Founded in 1993, It is a privately owned Childcare Centers in the East Hartford. We are an Nationally Accredited Program. We like to think that Silva's is a place that children and adults consider their second home...a place where they are accepted and loved...a place where laughter and play are cherished...a place where children's rhythms are caught and given warm response.

We hold special pride in our center's professional staff. Selected for their knowledge of child development as well as their strong interpersonal skills, they are the strength of our program. When visiting Silva's, please take time to listen, to watch, and to learn from this unique group. You will be enriched.

**Sincerely,**

***Manuel Silva,***  
**Director**

***Cheryl Silva,***  
**Asst. Director**

## OUR MISSION

We will provide a comfortable, safe, and positive environment where children and families may benefit from a wide range of family support, child development and educational services. Children will meet the Connecticut State Framework Benchmarks and Readiness criteria. Staff will provide activities and experiences that develop self-esteem, positive self-image, and social relationships with other children and adults. We will provide opportunities for children and families of diverse cultural backgrounds to share and learn from each other. Parents will be empowered to advocate for their families by utilizing community resources focusing on health and literacy.

Our services stretch beyond childcare to support the whole family. Parents of infants, toddlers, and pre-school children will receive daily electronic and verbal communications on their child's progress prompting attention to any concerns and initiating conversation between parents and staff. In addition, parent-teacher conferences are scheduled **GI-6** three times a year to discuss their child's progress and coordinate both parties' efforts to assist the child to meet state bench-mark standards. Families gather during the year for social events. Child Care Center Support Teams including parents are an important resource to the centers. Our Center will prepare a monthly newsletter, providing an overview of center activities and policy changes. Many classrooms have newsletters specific to the activities of their rooms.

The center does not discriminate in the enrollment of children, selection of staff or volunteers upon the basis of race, color, creed, age, religion, sex, national origin, varying ability, or status as a veteran. Our pre-school enrollment is open to all 3- and 4-year-old **GI-1** children. **F-1,2,3**

**GI-7** All children, regardless of ability or disability, are welcomed and included in our early care and education programs. When parents have concerns about their child's

development, they should share their thoughts with the teachers. Likewise, when we have concerns about your child's development, we will call to share our thoughts with you. Early identification and treatment of a developmental problem benefits children tremendously. Vision, hearing, and dental screenings are performed annually, East Hartford Inter-Community Health Care, DCF, DSS, Care for Kids, CREC, Birth to Three and East Hartford Readiness Council. **C-4**

We coordinate with appropriate agencies and The East Hartford Board of Education to do a formal evaluation on any child that may be experiencing difficulties meeting the developmentally appropriate goals. Once the evaluation is performed, a PPT will be scheduled with the school evaluation team, the parents and our staff members. Each attendee of the meeting will be advised of the IEP or in some cases IFSP.

In some cases, the plan calls for services outside the daycare. We will support and implement the plan in accordance with the findings of the evaluations. All documents and findings are kept confidential. Our facility meets all A.D.A. requirements. **G1**

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#### ***OUR PROGRAM***

The staff at Silva's Youth of Today is firmly committed to our values and strives to operate our program in ways that demonstrate our commitment.

**Quality:** We believe children and families deserve the highest level of service possible. We continuously strive to improve the quality of our program.

**Inclusion:** We believe that it is important to value, respect and respond to diversity in people, culture, ethnicity, language and ability. We treat each child and adult as an individual while at the same time providing a sense of belonging to the group.

**E-2 Empowerment:** We believe that people can identify their own needs and interests and can find solutions to problems. We offer people opportunities and support for growth and change. We collaborated with the Family School based network to offer the Parent Empowerment Program (P.E.P) which affords the parents the opportunity to communicate and express their concerns with other parents. This program teaches parents how to advocate for their families, children, and themselves in local and state government, health and emotional support programs and access to better educational options. We have also worked with East Hartford CONNect work initiatives to assist parents getting back into the work force.

**Collaboration:** We believe we can assist children, families, and staff best when we work in collaboration with other community agencies and organizations. We develop a strong network of relationships with community agencies that meet the needs of families and make referrals as necessary.

**Learning:** We believe that children, parents, and staff can teach and learn from each other. We value and promote an environment that is culturally sensitive, enhances awareness and refines skill and understanding.

**Advocacy:** We believe that social and economic factors can negatively affect the lives and promise of children and families. We promote personal responsibility in advocating for change.

**Wellness:** We believe that basic health needs for children, families and staff must be met. We implement practices that monitor and maintain wellness, prevent future illness or injury, and promote positive, culturally relevant health care that enhances lifelong wellbeing.

**Nurture:** We believe that all aspects of a child's development are important (physical, social, emotional, intellectual). We promote respectful, sensitive, and pro-active approaches to diversity issues within our program.

**Continuity:** We believe that continuity of care is critical to providing stable, uninterrupted support to families and children during the early childhood period, beginning with pregnancy and extending through age twelve. Our goal is to have infants and toddler stay assigned to a certain group for nine-month intervals. We understand that our facility is only a steppingstone to higher education. We have formed a partnership with the readiness council, and the board of education to minimize the anxiety of the family to kindergarten. Various activities, support networks, lines of communication and easy access to registration assist parents and children through this transition. We provide as much information as possible to the board of education to assist teachers in getting to know the development stage of the child. We work to provide a continuum of services for families.

**GI-4 Education:** Our teachers will provide children with meaningful, active, play-based learning experiences that will nurture their growth in all aspects of development, social, emotional, intellectual and physical needs. Every child is viewed as a unique individual who has interests' strengths and needs that generally differ from others. Teachers observe children carefully, gather information from families, and conduct assessments in order to create educational programs that are developmentally, culturally, and linguistically tailored to the individuals in their group. Teachers understand that growth development among young children varies greatly and offers acceptance and respect for children at all levels of development. Every attempt is made to create a physically and psychologically safe learning environment where children are gently nurtured in curious, eager and active learners throughout all aspects of their day. Teachers arrange and implement a consistent schedule of activities so children can predict their day, anticipate enjoyable activities, and help to guide their own behavior.

## PROGRAM GOALS

### Our Goals

Our overarching, long-range early childhood goal is to provide a warm, responsive environment that supports respects and accommodates children's individual learning styles, abilities/disabilities, gender, culture, language, ethnicity and family composition and as such, builds social competence. Within this broad goal, we work to help all children and family achieve the following sub-goals:

### Emotional Development:

- To feel comfortable and trust the school environment.

- To develop a unique and positive self-image, a sense of self-worth, and take pride in one's ethnic group as well as one's own gender.
- To do things for oneself and experience success.
- To develop self-control.
- To develop a positive attitude toward life.

### **Social Development**

- To make friends and play cooperatively with others.
- To feel accepted and appreciated as an important member of the group.
- To develop a caring attitude and respect for the feelings and rights of others.

### **Intellectual Development:**

- To become enthusiastic and confident learners.
- To take risks, try out ideas and experience success.
- To develop the ability to make decisions, reason, solve problems, ask questions, and use words to describe ideas, observations and feelings.
- To organize experiences into meaningful learning and understand concepts such as color shape and size.
- To develop age-appropriate literacy and number skills
- To express themselves creatively.

### **Physical Development:**

- To be safe, free from physical harm.
- To maintain good health and well-being in an environment that supports the development of strong, healthy bodies.
- To increase large and small muscle skills and feel confident about what their bodies can do.

## **THE FAMILY PARTNERSHIP PROGRAM**

- To build a relationship of mutual trust, respect, and open communication between families and staff of the early care and education programs.
- To welcome and encourage family involvement in all aspects of the program.
- To identify family goals, strengths and interests in order to provide meaningful and responsive training, resources and referrals to families.
- To encourage and provide opportunities for parents to participate in the development of their child's early care and education curriculum.
- To provide opportunities for parents to enhance their parenting skills, knowledge and understanding of the educational and developmental needs of their children, and to share concerns about their child's development should they exist.
- To provide opportunities for families to participate in literacy services.
- To assist families in understanding how to enroll and participate in family health care systems.
- To encourage parents to become active partners in their children's medical and dental health care program and to understand the principles of preventive care.



- To assist families in the selection and preparation of food to meet family needs and food budgets.
- To provide families with a variety of group and/or individual opportunities to discuss issues related to children's mental health.
- To provide parents with information about community-based services that are available to them.
- To support parent's participation in community-based activities to make them responsive to their interests and needs.
- To assist parents in understanding their role, rights, and responsibilities as their child's advocate, especially upon transition from preschool to elementary school.

### **THE COMMUNITY PARTNERSHIP PROGRAM**

- To establish ongoing collaborative relationships with community-based organizations
- To promote the access of community services to children and families.
- To ensure that our Early Care and Education programs are responsive to the needs of community-based agencies.
- To perform outreach to encourage volunteers from the community to participate in our programs.
- To make specific efforts to develop relationships with local agencies that enable effective participation of children with disabilities in our programs.
- To collaborate with the Readiness Council to guide planning, operating, and evaluating the health services/education program provided to children and their families
- To establish and maintain procedures that support successful transitions from home into preschool, and from preschool into elementary school.

**H-5 Our Staff:** Time and again, research shows us that *the* main component of sound, quality childcare is the trained, sensitive adult who is the caregiver. We carefully select staff trained in early childhood development who value, respect, and sensitively respond to the unique needs of children. We feel that children learn best with highly trained staff. The time that they are away from Mommy and Daddy must be a blossoming time. We respect parents as the most significant providers of care and nurturing. We are pleased to serve as extended family members.

S.Y.O.T. employs people who are mature, warm and nurturing, who understand children's development, who can apply their knowledge in the classroom, and who respect each child as an individual. We seek employees who reflect the cultural and racial make-up of the children in our classroom. They must also value working as a team with parents, colleagues, and volunteers for the complete development of your child.

**H-5** We select our staff carefully in order to provide the best possible care and education for the children. The Director has a minimum bachelor's degree in E.C.E or B.S degree in another field with at least 24 credits in E.C.E. and has met the State of Connecticut and N.A.E.Y.C Director's Credentials. Our lead teachers are selected for their levels of expertise with children and adults. Management supervises the teaching staff and is available to parents by appointment. Our goal is for teachers to have bachelor's degree in E.C.E. or B.S. in other concentrations with early childhood education courses. Assistant teachers have A. S. degrees in E.C.E or enrolled in

coursework working towards meeting state and N.A.E.Y.C. educational requirements. They all demonstrate competence with young children. All staff must have at least a high school diploma and be at least 18 years of age. All qualifications of employees are verified by the State of Connecticut Office of Early Childhood.

Each staff person and volunteer have on file three references as well as local police, FBI record check, and proof of a physical examination/TB testing.

**H-5** Continuing education is an important part of working at Silva's Youth of Today. A professional development plan is outlined for each employee to assist them in obtaining required training outlined in state, and national standards. Each staff person attends training in first aid, recognizing communicable diseases, recognizing and preventing child abuse, child development, and teaching methods. All staff members are required to have CPR and First aid training.

## **OPERATION OF CENTER**

**This handbook** provides you with the basic facts concerning the operating of Silva's Youth of Today Childcare Learning Center. It should answer many of the questions that arise during the school year. It is very important that you review this handbook periodically. If you have any questions in the future, please contact the Director (Manuel Silva, @569-8300 ext115).

**Access to Facility: G-5** We have an open-door policy for parents and guardians. All visitors are required to report to the front desk. Guests, volunteers and parents will sign in and out in the daily log book, located at the front desk. The Center was designed to meet all local and State codes and ADA guidelines. There are four bathrooms in the center that are handicap accessible. Telephones are located for emergency contacts in areas in which children play and adults work. The building was designed to meet the needs of the children and staff members. The large outdoor play spaces include a separate area for infants and toddlers. Preschool and before and After School children enjoy contemporary play equipment and also have opportunities for traditional bike riding on their trail or gardening in the warmer months. Indoors, there are 14 classrooms, roomy lobbies, kitchen, laundry area and several offices, conference room and a staff lounge for staff planning and relaxing as well as of newly multi-functional room where parents can hold conferences and different events. **G5**

**Admittance:** Entrance to the building is by buzzer/doorbell only. All doors remain locked at all times for security purposes. Doors are easily opened from the inside in case of emergency. Parents and staff members are to be aware of others at the door that may "slip in" behind them. Parents and employees are asked to never admit an unfamiliar person. Camaras are positioned in all entry ways

**GI-2 Operating Schedule:** The Center is open from 7:00am to 5:00pm, Monday through Friday except for scheduled closing for holidays or emergency closing. "**Note: Weekly payments will remain the same.**"

**Scheduled, 'Closed' Days: Christmas Day,** (and the day or two after, depending on the day the Holiday falls on). New Year's Day, Martin Luther King Day, President Day, Good Friday, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Veteran Day, Thanksgiving Day and the day After. A calendar accompanies the orientation package as well as post closings well in advance.

**Enrollment:** The center serves children from 12 months – 12 years of age. We offer a before and after school program. Our goal is to provide quality childcare services for the children and their families regardless of racial, ethnic and socioeconomic background. **GI-3, F-2**

The enrollment package has the following forms that must be filled out completely and signed in order to enroll a child: No child may be in the program until the parent has submitted a completed enrollment package. Parents must attend an orientation with the office manager before starting the program. Families are encouraged to visit the center frequently before the day of admission as the center staff and families begin building a collaborative relationship early. All documents are stored in a locked area to insure confidentiality. Required documents are as follows: **F-2**

- 1. Health Record ED 191 form (signed by physician showing exam within the past year and updated immunizations. Immunization and Flu vaccination must be current at all times).**
- 2. Silva’s Youth of Today Child Care Learning Center Enrollment form (including emergency contact and pick-up authorization).**
- 3. Development History (for teacher information)**
- 4. Parent Agreement (includes permission for transportation and field trips)**
- 5. Fee Payment Contract**
- 6. Transportation form**
- 7. Plan of action form**

### **CENTER RATIOS AND GROUP SIZES**

Infants	4:1 licensed for groups no larger than 8
Toddlers	4:1 licensed for groups no larger than 8
Preschoolers	10:1 licensed for groups no larger than 20
School-ages	10:1 licensed for groups no larger than 20

Minimum Class size is dictated by the 35sq ft per child indoors space and minimum outdoor space is 75 sq ft per child for each child in outdoor play area at one time per OEC. Ratio must be always maintained.

### **THE CURRICULUM **GI-4, J1****

**Our curriculum is strongly influenced by School Readiness, CT State Department of Education and the East Hartford Board of Education. We utilize Creative Curriculum, the Connecticut Early Learning Development Standard (CTELDS) to support our curriculum and CT Documentation and Observation for Teaching Systems (CT DOTS) is utilized as our assessment tool.** Staff have been trained by representatives from the department of education or CREC on the CT DOTS state child assessment tool and CT ELDS curriculum framework. They were also trained by a Creative Curriculum representative. The staff utilizes these tools to evaluate and plan individual learning experience for each child. Staff are also required to attend a minimum of twenty training hours per year.

Within the child’s first 90 days of enrollment staff assess where a child is developmentally. Evaluating the child’s language, physical, cognitive and social and emotional development

utilizing the CT ELDS, CTDOTS and enrollment forms. This will also identify their interests, strengths, and passions. Staff use these tools to assess where a child falls in each learning progression. Staff utilizes antidotal, observations and lesson plans to develop an individual plan to assist each child to meet all goals

Staff continue to assess children weekly with opportunities for family input. Children are observed in multiple diverse ways; photos, videos, voice recordings, art or writing samples as well as very descriptive notes taken by classroom staff. Children may also be observed in a natural state or during a planned experience. Staff will use these observations to continue to compile evidence that the child has met the goal or needs continued support. Staff will then plan experiences to the interests and areas where child needs continued support all while considering each child's beliefs and culture.

Staff members have been trained in the documentation process and can explain this evaluation process to the parents. Staff meets with parents three times a year to review their child's progress and coordinate efforts to assist the child in meeting goals. In accordance with the East Hartford School Readiness Council and the E.H. Board of Education, at the end of each year our staff may forward these evaluations to the child's Kindergarten teacher with consent from the parents to continue the developmental process.

Our staff is not qualified to perform norm reference or standardized testing, but we collaborate with the East Hartford Board of Education and birth to Three to performing testing if staff and parents believe a child might need additional developmental support.

**Please Note:** If your child is on the Readiness Program, he must attend every day for at least 7 hours a day.

**Teachers May Not Accept A Child Who Appears Ill Upon Arrival:** If children show symptoms of illness during the day, they will be isolated on a cot in the isolation area of the room. A staff member will supervise the child providing books, blankets or comforting as needed until parents arrive.

**C-5 Health:** To ensure the health of our children and meet all health documents requirements, parents must have a current Ed 191 immunization form filed out as well as Health Screening before your child will be allowed attendance. The child immunization must be kept up to date and the form will be monitored by our nurse quarterly through our Pro-Care automated software. Our nurse comes in weekly and is available to parents for consultation. We provide vision, hearing and dental screening at our center and collaborate with East Hartford Inter-Community Health Care Inc to provide health services on a sliding income scale fee and provide late office hours. Husky Health program comes periodically to enroll parents for insurance. Because of HIPAA laws we can only share health records to authorized persons specified by parents. The state authorized personnel may have access to records during inspections or investigations.

Our center operates for the wellness of children and staff only. Children who are mildly ill (e.g. minor cold symptoms) may remain at the center only with the manager's approval. Children should be fully able to participate in all activities, including outdoor play. Parents should provide appropriate changes of clothing so children do not become either chilled or overheated. Snow pants and boots are needed for snowy days. Light sweaters or jackets should be made available, as well. "Jellies", "flip-flops", and sandals are not appropriate for wear at school. Sun screens or

diaper lotions may be applied by staff with the written permission of the parent on a center-supplied form.

Children with symptoms of communicable disease remain with a staff member until the parent or designated family representative arrives for the child. We take temperatures two times to assure accuracy. We make every effort, including cell phones and e-mail, to reach the parents when a child is ill, but after 30 minutes, we will attempt to reach the emergency contacts indicated by the parents.

***We will not serve children with:***

- Vomiting two or more times within a 24-hour period
- Vomiting one time with another symptom
- A fever between 100 – 101, axillaries, if combined with another symptom
- A fever of 101 or higher, axillary's
- Unusual spots, skin rashes or untreated, infected skin patches
- Diarrhea two or more times in a day
- Evidence of head lice, scabies or another parasite
- Severe coughing that causes a “whooping” sound
- Rapid or difficult breathing
- Yellowish skin or eyes
- Redness of eye with obvious discharge, matted eyelashes, burning or itching of the eye
- Unusually dark urine and/or gray or white stool
- Sore throat or difficulty swallowing
- Stiff neck with elevated temperature
- Excessive fatigue
- An infant or toddler may not remain with an open sore in or around the mouth

Children who show these signs are separated from other children, supervised, provided a cot and made comfortable until their parent or family representative arrives to take them home

**Plan of Care for Sick Child:** It is the center policy that children are kept at home at the first sign of illness, including a fresh cold, a fever, a rash, diarrhea, vomiting or a communicable disease. Children with conjunctivitis, strep throat or other illness requiring medication must remain at home for 24 hours after they have begun medication.

It is difficult for a child to be in the center when he/she is not up to par. We ask that you notify the center if your child is sick and keep him/her at home until he/she feels well enough to resume full activities including outdoor play.

If your child becomes ill during the day, we will call the parents and expect them to pick up the child within 45 minutes. If parents cannot be reached, we will contact someone on the child's emergency list and expect them to pick up the child. If the child seems very ill and parents cannot be reached, staff may decide to consult the child's doctor, call 911 or call the medical consultant. An accident/illness report will be filled out. Please keep in mind your child cannot stay at the center sick. If your child has not been picked-up within two hours after contacting you, we are mandated to notify DCF.

**Calling when a Child is Sick:** Given the nature of our business, we worry when a child is absent from school. A simple phone call helps to dispel our worries and lets us know what is happening with your child. Please give us the courtesy of phone call when your child will not attend school.

**Illness and Contagious Disease:** In the case of a communicable disease in our center you and the local health official will be notified of the disease so that appropriate steps may be taken to assure your child's health. Childhood disease is a part of growing up, and we routinely will distribute information regarding health issues as we receive it. Please have your child released by his or her pediatrician before returning to the center following a contagious disease. Our center nurse, who visits twice each week, is available to answer questions as needed. Please refer any questions or concerns to the Director. (Manuel Silva, 860-569-8300 ext. 115).

**Children may be readmitted:**

With a physician's statement that the child is free from communicable disease and that returning poses no risk to the child or others. If visibly free from communicable disease, fever-free without benefit of fever reducing medications for 24 hours, and free of vomiting/diarrhea for 24 hours while on a normal diet.

The center retains the right to continue to exclude a child despite a physician's statement if that statement contradicts the center's policies or does not seem to be in the child's best interest. When any child in your child's class has a communicable disease, parents are informed in writing within 24 hours.

Our staff members have special training in recognizing communicable diseases. The staff rely on their training, as well as the disease chart posted in the lobby to determine indicated diseases. We follow strict hand washing and disinfection procedures. The disinfection policy is posted in each classroom and reviewed with any adult working in that space.

**Medical emergency;** one staff member will remain with the child and administer emergency first aid as necessary (each staff member is required to have first aid certification). The other will dial 911, call parents and supervise the remaining children. If a third staff member is available, they will take over the children's supervision. If the child must be transported to a hospital by emergency transportation and the parents are not available, one of our staff will accompany the child with emergency personnel to the hospital designated by parents on emergency form. The Staff member will bring the child's emergency form with signed parental release for treatment, medical history and remain with the child until parents arrive. If parents cannot be immediately contacted our staff member will call a person from your emergency list, as well as contacting your child's pediatrician.

**Allergies:** Please take time to alert the Director or the Teacher of any allergies that your child may have. Allergies are common in children, and we want to take any necessary precautions to assure your child's health and safety.

**Children's Medication:** Under normal conditions, our staff will not administer prescription or over-the-counter medication of any kind in our facility. If diaper cream or ointment is to be administered parents must fill out and sign authorization form. The form will give instructions as to where, when and how it should be applied. The date application started and ended. The ointment must be in its original container with the child's name on it. EpiPen or other pre-measured injectables and approved asthma treatment will be allowed: however, they must be in

original container with child name, doctor name and instructions on the label. Parents must fill out and sign authorization forms. The form will give instructions as to where, when, dosage and how it should be applied. The date application started and ended. All medication must be locked in a secure area away from the children.

**F-2 Confidentially:** To respect the privacy of each family's information, child's evaluations, and development assessments, records are kept in a locked cabinet in the main office available to authorized personnel, parents and staff only. Records will not be shared without side agencies or regulatory authorities without parental permission.

**Up-Dating Emergency/Medical Information:** Experience tells us that parent circumstances change, when this happens, the parent's emergency contact information that they supplied upon enrollment of their child becomes wrong, and we become unable to contact parents in the event of a real emergency. This is a very serious and dangerous situation. We rely on you to update our emergency contact and medical information as often as you need to. **All enrolled children's physicals and immunization must be up to date at all times per state regulations. Failure to comply may result in your child being dis-enrolled**

**Clothing: Dressing** children properly for school is important. While we know that most parents enjoy seeing their children dressed up, when it comes to school, we encourage parents to dress their children down! Young children love to play actively and get messy as they explore our world of paintings, play doh, goop and more. Proper shoes for running and climbing, elastic and waists on pants for easy toileting, and Velcro-closures on shoes are clothing features that allow children to be comfortable, independent, and totally involved in the wonderful, exciting and often messy work of school. Please send a full seasonal change of clothes with your child's name on it that will remain at school in case of an accident. Remember to replace your clothing as it is taken home. Please dress your child properly (hats, mittens, boots, etc.) for outside play in winter and protective clothing from sun in summer-we go outside daily!

**GI-3 Toileting:** Self-toileting is a developmental milestone for preschoolers. Each child is different and knows when he/she is ready to achieve this milestone. We will assist parents to help their children achieve this milestone. Please inform the teacher if you are following any training program so training can be consistently followed while your child is in our care.

**Diapering:** Our facility requires parents to supply commercial disposable diapers, pull-ups, wipes, and extra clothing for their child. If a child requires cloth diapers, a medical note must be provided by a physician. The cloth diaper must have an absorbent inner lining completely contained by an outer covering made of waterproof material that prevents the escape of feces and urine.

**Naptime:** In programs where children stay longer than 5 hours, naptime is part of the program day. To make this a homelike experience, we request that you provide a crib-size blanket. Bedding should go home weekly to be laundered. Infants will be placed on their backs and if infant arrives asleep or falls asleep at program in equipment not specifically designed for sleep, (example bouncy seat, infant seat, swing chair stroller jump chair or highchair) the infant is removed and placed on back in equipment that conforms to approved CPSC standard crib sleep equipment. Infants should be moved in a reasonable timeframe at the teacher's earliest opportunity. Preschool children will be placed three feet apart.

**Parents: This is Very Imperative:** Upon arrival, please hold your child's hand when entering the building, classroom, and hallways. And when you are exiting the building, classroom, hallways, and the parking lot, this will prevent your child from running and getting hurt. It is

your responsibility to ensure the safety of your child while entering and exiting the premises. Do not leave vehicles running and unattended in the parking lot. **Under no circumstances are parents to leave children unattended in their vehicle. Infant parents we ask that help us keep the floor clean for your child by taking off your shoes upon entering the infant room.**

**Arrival:** All children are expected to attend preschool at their regularly scheduled time and parents should call (see center directory for phone numbers) or make prior arrangements if a child is going to be late. Arrival time may vary in some cases from time-to-time parents should notify their child's teacher for the correct start time. Please be prompt-the children and the staff are depending on you! Walking in late to start school leaves children feeling confused about the day's activities. Parents must always deliver the child directly to the teacher and sign in. When the day is over, children expect you to be there. Parents must inform staff that the child is leaving for the day. Please remember to sign out. Reliable parents help children to develop the most essential ingredient in all relationships, a sense of trust - please be there!

**Parents:** Please share any information they should know (such as parent not at normal workplace, who is picking child up, change in routine, etc.) If someone who is not on authorized list will be picking up, parents' must give a written note, signed and dated and a description of person picking up.

**Release of Children:** Children's safety and well-being is of utmost importance to us; therefore, we will not release a child to an unauthorized person, and parents are required to sign their child, in and out. Parents/guardian's must authorize in writing, people who can pick-up their child from school; photo I.D. is required. In the event of an unanticipated emergency, parents may telephone the center and verbally authorize another adult to pick-up their child; photo I.D. will be required. Also, children will not be released to a person under the age of sixteen (16). Parents who wish to pick-up their child at an earlier hour should notify the teacher, in advance.

**Changes in authorization for release of children must be up-dated by the parent and/or guardian as necessary.**

**Departure:** Parents are expected to pick-up children promptly at the regularly scheduled departure time. If a child is left at the center ½ hour after closing time and we are unable to contact the parent(s). We will contact the East Hartford Police Department. When a child is not picked-up, on time, this is viewed as serious neglect of parental responsibility. There will be an additional charge of \$10. For the first 5 minutes after 5:30 and an additional \$10:00 for every 10 minutes or fraction thereof. If parents are late more than 3 times, they will be asked to withdraw their child from the program.

Each child must leave the center with a parent, guardian or authorized person. Each child must be signed out in the daily logbook located in your child's classroom. If the staff member has not met the parent or authorized pick-up person, a picture I.D. must be shown and the name compared to the list. If there is any question, if the child seems uncomfortable with this person, or this pick up was not expected the parent(s) will be contacted for confirmation. In case of an emergency, when parent cannot pick up their child, it is your responsibility to notify your child's teacher and for you to make other arrangements (see child left at closing policy).

**Transition;**

We understand that transition can cause high anxiety for children and parent. Our staff will try to assist in any way possible to minimize this feeling. On your child's first days, staff will greet



children and families in a warm inviting manner. Children are invited to bring a familiar object from home to assist in the transition. Parents may stay for a while to assist their child adjustment to the new environment. As your child develops, they will have to transition to other groups. Our goal is to keep infant and toddlers in a stable group for a 9 month period. We transition our preschool once a year in September. One of the ear marks of a quality Childcare Program is that young children have consistent teachers on a daily basis. This is important so they can establish a trusting relationship with someone other than their parents. Prior to the transition the child is exposed to their new teacher and room by visiting with their friends. Parents are notified of the changes in writing and are asked to assist in the transition by speaking to the child or visiting the new room with the child. We understand that continuity is vital and will try to keep your child within the group in the time frame indicated. Kindergarten transition is also a freighting experience for children and their parents. **G 1,2,3,4** We collaborate with the East Hartford Board of Education and their teachers to lessen the anxiety. We try to arrange for a visit to the appropriate school and meet the teachers and principle. A common object is implemented in both the preschool class and kindergarten class to promote familiarity. We arrange for onsite registration with school officials. Children and parents are invited to a special open house just for incoming Kindergarteners. Parental approved paperwork will be supplied to your child's school to aid their teacher in preparing for your child.

#### **TYPICAL DAYTIME SCHEDULE**

Although each classroom's daily schedule varies, activities alternate between quiet and active, free play, and total group experiences. Daily lesson plans are posted in classrooms of the oldest groups of children. Infant schedules are at the baby's preference. An example of a daily schedule for older groups is:

<b>7:00 – 8:00</b>	<b>Arrival, warm greeting, play with parents and staff, free play</b>
<b>8:00 - 8:30</b>	<b>Wash hands, breakfast</b>
<b>8:30 - 8:45</b>	<b>Wash table space, brush teeth, Transition to outdoors</b>
<b>8:45 - 9:30</b>	<b>Outdoor play</b>
<b>9:30 - 9:50</b>	<b>Language or music activities in Whole group</b>
<b>9:50 - 10:00</b>	<b>Transition to free play</b>
<b>10:00 - 11:15</b>	<b>Self-selection in all learning areas</b>
<b>11:15 - 11:30</b>	<b>Preparation for lunch, washes hands</b>
<b>11:30 - 12:15</b>	<b>Lunch in small groups</b>
<b>12:15 - 12:30</b>	<b>Wash hands, brush teeth, toileting</b>
<b>12:30 - 2:30</b>	<b>Soft music, back rubs, naptime</b>
<b>2:30 - 3:00</b>	<b>Toileting, wash hands, snack, some departures</b>
<b>3:00 - 3:45</b>	<b>Self-selected activities</b>
<b>3:45 - 4:15</b>	<b>Outdoor play</b>
<b>4:15 - 4:45</b>	<b>Group time (songs, stories)</b>
<b>4:45 - 5:00</b>	<b>free choice of activities or music; transition to parent</b>

Note: Attendance sheets are kept with the children throughout the day to assure that all children are accounted for.

**Outdoor Play** The center provides outdoor play two times each day if the weather and air quality is suitable. In such time it is not, staff is advised to bring children indoor into the multi-functional room for physical activity. The outdoor area is fenced to protect children from potential hazardous elements and has shaded areas for children to play on hot sunny days.

**PARENT INVOLVEMENT:** Parents are their child's first and foremost teacher; therefore, we want, need, and appreciate parental involvement in all aspects of our program! Parents are strongly urged to spend time in their child's classroom and have the right to always visit the classroom. We urge you to visit several times throughout the year. **GI-5**

**B 1-2** Parents may serve on the Center's PTO to help guarantee a setting designed to reflect the needs of today's families. They usually begin by attending and contributing ideas at Parent Teacher meetings held here at the center. Parents are also urged to become active members in the decision-making policy process, the program's evaluation process and express their voice on issues, concern or complaints. They can recommend new/changes to policy to management by opening dialogue to discuss these issues. If meetings are scheduled at inconvenient times, please let us know; we will make every effort to rectify the situation, and the decision-making process that respond to their interests.

**B-3** Silva's welcomes parents to share their interests, talents and occupations with other parents. These resources serve as a network pool for parents to have access to various needs in their lives. **E-2,3** We promote family literacy by working in conjunction with East Hartford Board of Education and various agencies that can assist families in literacy and empowerment for their children. We urge families to utilize the library to promote literacy in the family.

**GI-6** In a confidential setting, teachers meet with individual parents to assess each child's progress throughout the year. Parents and staff work together to assist children achieve all standards goals. During these meetings staff advises parents of all the literacy programs available to them and their family. We utilize this opportunity to identify family structure, cultural and literacy needs. Conferences may be scheduled at any time. Parents of our children receive daily and real time electronic information regarding their child day.

Rosters of names and telephone numbers of parents, custodians, or guardians of children attending the center are available. The rosters will not include the name and telephone numbers of any parent, custodian, or guardian who requests not to be included. Social and educational events are held throughout the year to encourage interaction between staff and families.

If parents have concerns or need assistance with problems related to the child development center, they may discuss the issue with the staff involved. If they are not satisfied, they may discuss their concerns with the head teacher or director. Parent surveys are completed regularly in order to measure satisfaction and to gain ideas for improvements.

**Field Trips and Walks: Children** are well prepared for trips through relevant classroom activities and conversations. Field trips provide children with concrete knowledge about the world; therefore, we take children on field trips regularly. Although most field trips are to local places within walking distance, sometimes we board buses and go to special places. **Parents must sign a permission slip for each trip.** This form includes the child's name, date and destination of trip, as well as parent signature and date signed. The ratios maintained on trips vary according to the means of travel, destination, and the "personality" of the class. For example, a ratio of 3:1 ratio may be determined for a trip to the firehouse.

***A lack of adequate staff and chaperones to meet the stated ratio will cause the trip to be postponed.***

**Transportation for Field Trips:** A majority of the trips transportation will be provided by public transit or yellow bus. A staff person trained in first aid goes on all trips, taking a complete

first aid kit, wireless phone and emergency permission forms for each child. Children wear tags that include the center's name, address, and phone number. Attendance sheets accompany each outing. If a problem arises with transportation, staff must first secure the children in a safe area then contact the daycare. The bus company will be immediately notified to get replacement transportation to site A.S.A.P. If this is not feasible, the local police will be notified to help secure children.

**Transportation for school age:** Transportation is provided by First Student (yellow buses) for our before and after school students who attend certain schools. Students are expected to exhibit proper behavior and observe safety precautions while on the the yellow bus. and/waiting for or boarding. Failure to do so will result in suspension of bus privileges or other punishment as deemed appropriate by the Head Teacher.

**D-3 Nutrition:** Parents must provide breakfast, lunch, and beverages from home for their child. We recommend parents provide balanced, healthy, nutritional meals. We provide nutritionally balanced snacks in the morning and afternoon for our preschool program. Menus are posted in each classroom and copies are made available to parents on Friday afternoons for the coming week. We encourage parents to follow the five food groups and bring fresh fruits, dairy products, sandwiches, and meat. Soda and other sweet drinks are not allowed. Meals should be packaged safely and labeled to be heated and stored properly. All food must be cooked at home. Teachers will not prepare uncooked pastas or frozen meals. Staff monitors children's meals from home and provide literature and examples to parents of nutrition meal/snacks. We facilitate an in-service for staff and parents sponsored by the Department of Public Health Food Stamp Nutrition Education Program each year and coordinate with W.I.C to insure we follow recommended USDA guidelines that allows children to have access to nutritious food. Staff members monitor and provide literature giving healthy food tips to parents for meals and snacks. We partnership with Husky Bites and Husky Reads to provide children, parents and staff with healthy nutritional information and examples. We are requesting your assistance in introducing your child to tooth brushing by supply them with a toothbrush for after meal brushing.

**The Center does not provide food, formula, milk or breast milk or juice to infants or toddlers. This must be provided by parents only. In cases in pre-school were a parent forgot lunch or child refuses to eat lunch provided we will provide a nutritious lunch.**

**Silva's attempts to limit nuts in our environment and ask parents to refrain from sending in nut base snacks. The Center does not provide food, formula, milk or breast milk or juice to infants or toddlers. This must be provided by parents only.**

The center supplies **2% milk and 100% fruit juice**. Parents must provide breast milk or formula for their infant and toddler children. Please provide ready-to-drink bottles for your child. There should be the number of bottles you want your child to consume for the day, as we cannot wash bottles out for reuse in our center. The bottles must be labeled with the child's full name and the date the milk was expressed (for breastmilk) cow's milk is not recommended for children under the age of 12 months. We welcome parents that breast feed children by providing a comfortable area in our infant room.

Parents, please refrain from sending food that may be a choking hazard. Children under three should not eat certain foods because they present a choking hazard. Hot dogs, and peanuts are the

most frequent, however other foods such as raw carrots, raisins (and similar dried fruit), popcorn, whole grapes, blueberries, whole olives, corn, cooked peas, crumbled cookies or crackers, jellybeans, pretzels, peanut butter, and hard candy are a hazard. Parents and staff should monitor food to assure it is cut into ¼ inch pieces for infants and ½ inch pieces for toddlers.

Adults eat seated with the children, except the infant staff. Mealtimes are relaxed times, rich with conversation and fellowship. Parents may join us for lunch if you like. Parents are sometimes asked to donate a snack item, or special food for holiday parties, or classroom gatherings. These snacks must be in original containers, not homemade, and nutritious.

Food is never offered as a reward or withheld as punishment based on children's behavior. Food allergies are noted and cultural preferences for foods are respected. Any remaining food and outdated food will be discarded daily.

**Safety** We ask that parents closely supervise their children in parking lots and lobbies and elsewhere on the premises. It is recommended that as children exit from cars, they be offered a hand to hold. Sticking together seems to be a reasonable safety request. When going to the classroom, the family is asked to stay together. Sending the child to the center by themselves while a parent waits in the car is against State Regulation. If you have young children with you when you enter the building it is your responsibility to keep them with you and never leave a child unattended in your car.

**Children must be signed in and out each day in the classroom.** This is extremely important since this list is used to check attendance during emergency drills or events. Children are released only to people for whom they have written permission from the parents. Parents should provide us with the birth date of or special identifying information of any persons designated to pick up a child. We ask to see photo identification, which also indicates date of birth. We may release children to any biological parent legal guardian unless there is a restraining order or custody arrangement of which we have a copy.

**No child is ever left alone or unsupervised.** On arrival, parents are expected to help the child settle into play, which may require ten minutes or so per child. Parents complete a portion of the daily report form before departing for work or training. Employees must always accompany a child. Staff should inspect areas where the children are present to verify that no hazards exist of the area. Supervision ratios and policy must be always met

**Aerosol sprays** are not used when children are present. **Smoking or vaping is not permitted on the premises.**

**Housekeeping** is provided professionally. Most cleaning is done after 5:30 p.m.

**Silva's Youth of Today is responsible** for maintaining the equipment and facility. We have a full-time maintenance person on staff to ensure our facility is safe and clear of any hazards. In cases of emergencies specialists are called in for certain repairs.

**All center employees** are required under section State of Connection to report any suspicion of child abuse or child neglect. All our teaching staff have been trained to recognize signs of neglect and abuse. We will report any suspected child abuse or neglect to the appropriate authorities.

**Firearms:** Bring firearms, knives, explosives, or any dangerous weapon on premise is strictly prohibited.

**Baby Walker:** Unfortunately, parents, baby walkers are not permitted in our facility.

**No Smoking:** as a basic safety and health practice, all of our early care and education environments are smoke-free setting. Smoking is not allowed on the premises.

**Pets:** No animal is allowed on the premises without the approval of the director. All visiting animals must appear to be in good health and must have documentation from a veterinarian or an animal shelter to show that the animal is fully immunized. All visits must be supervised by staff and caretaker. Teaching staff must supervise all interactions between children and animals and instruct children on safe behavior when near animals. The Director along with teaching staff will make sure that any child who is allergic to any type of animal is not exposed to the animal.

**Parents, please note that reptiles are not allowed**

**Environmental Hazards:** Our facility has been tested for lead, asbestos, radon, toxic water and approved by the local department of health and building inspectors. The HVAC system is regulated to move air in accordance with regulation for proper air flow to minimize stagnant air and the spread of germs. The facility is tested periodically in accordance with local health requirements.

The facility is maintained by professional pest control and landscaper to ensure application of chemicals is done when children are not present and in accordance with state and local regulations. We utilize the IPM techniques for pest and chemical control at our facility.

**Incident or injury reports** are completed whenever first aid is given or an incident occurs. Also, whenever 911 or emergency medical services are contacted, or any unexpected event has occurred which jeopardizes the safety of others.

**Accident:** First aid boxes are kept in every classroom as well as in the Director office and the Assistant office. Emergency and contact numbers for children are in the child's room and in the Assistant director's office in a locked filed cabinet for confidentiality. All staff have first aid training and CPR training. Children not requiring emergency treatment or observation remain supervised. Staff will administer first aid. Any incident or accident which occurs on the center premises or while the child is in our care, will be reported to the parent in written form and/ through LifeCubby. A copy of the form is placed in the child's file at the center.

**Medical Emergency:**

In a serious emergency, one of our staff will remain with the child to comfort and administer first aid if necessary. The second staff member will call 911 to alert emergency personnel of the situation and oversee the remaining children until assistance arrives. Once the situation is stabilized parents will be notified. Upon arrival of emergency personnel, staff will provide them with parental consent, hospital preference, any medical history and insurance information.

If necessary, a staff member will accompany the child when transported by emergency vehicle to hospital and stay with the child until the arrival of their parents. If parents aren't accessible, staff will contact the next available emergency person on the emergency contact list.

**Lockdown:** In the event of a security attack, natural disaster, or other exterior threat, Staff will be instructed to keep children in the building. All exterior doors will be secured, and children grouped together away from the windows. The local authorities and parents will be notified.

### **Emergencies Evacuation Procedures**

In the event of an emergency the Director will initiate procedures to evacuate the facility. If the director is off site the person next in line of command (Asst Director, Supervisor, etc.) will assume the duty. Fire drills are held monthly at varying times and emergency evacuations/lockdowns will occur twice annually and documented by Silva's Youth of Today. Staff members remain calm and reassure the children. Staff members escort children to the designated meeting place. The infants are placed in a single crib and wheeled outdoors. The staff members take attendance forms which are compared to the daily sign-in sheets. The manager and/or services coordinator checks classrooms, bathrooms, kitchen, playground, and all other areas. Plans for evacuation are posted in each classroom. In the event Silva's Youth of Today Child Care learning Center must be evacuated due to fire, natural disaster, utility failure, etc., The Head Teacher from each classroom will take the emergency cards of the children and will follow the fire drill procedure out of the building.

1. Exit routes are marked and plans attached in each room. Please familiar yourself with it.
2. Each staff person knows the location of fire extinguishers.
3. The teacher leading the group at the time of the fire drill will lead the group quietly out of the building to the designated holding area.
4. The second staff member will bring the emergency forms, attendance sheet and cell phone and visually check to make sure all children have left the building.

In the event we cannot return to the building, everyone will proceed to the bowling alley, either by walking or by transportation. All staff members will inform their child's parent A.S.A.P. of the incident. Parents with transportation will be asked to pick up their child.

**Guests/Visitors in the Centers:** Each door and gate is securely locked at all times.

Guests must be buzzed in by our receptionist to gain access. All guests, visitors or non-staff members must be signed in at the front desks before being allowed to enter. When non-staff members enter the center, they should be directed to identify themselves, asked the reason for their visit, and their destination in the building or premises. Guests should be welcomed in a friendly manner and directed to their desired location within the building.

**Weather Alert:** In the case of a weather emergency, the staff members remain calm and reassure children. Children are escorted to the inner hallways as far as possible from potential flying window glass. Staff may bring books or manipulative games for the children. Parents who arrive to take their children are strongly encouraged to remain at the center until the weather alert has been lifted.

**Weather Related Closing Delay:** We are dedicated to servicing the working parent. Delays and closing will be announced on **WTIC-AM** Radio at approximately **6:00 am** and **WFSB Ch 3**. We will also post all closings and delays on our website, face-book and electronic media. Please take into consideration, staff must be able to get to work and we must be able to always maintain ratio.

If inclement weather is expected during the day, staff are asked to notify parents when arriving of the possibility of early closing and should leave a contact number. Only the Director/Assistant Director can make closing decisions. The safety of children, parents and staff is the focus of the decision-making process. Be mindful that we service the working parent and must supply daycare service in time of need.

**Emergency closings** occur when the weather is so severe that the Governor issues a travel ban, if there are problems with our physical plant, or if the Board of Health orders closure for disease control or other reasons. We will contact parents immediately via phone or electronically. The center has policies for managing emergency preparedness due to national disasters, acts of terrorism, explosion or entrapment in area of the facilities. These are available on request.

**Center Closing:** Our closing schedule will always be posted, and your child's teacher will also notify you. The center will issue a calendar and a specific policy on center closing procedures. Silva's is open 51 weeks of the year. In the unlikely event we must close for unexpected extended time, we will reimburse you the fee school readiness allows for that time period.

**Emergency Transportation** The center obtains written emergency transportation authorization from each parent or guardian before the child begins attending the program. We will not accept any children whose parents or guardians refuse to grant permission for emergency transportation.

If a child is seriously injured and needs treatment immediately, the center will call 911 for emergency personnel for assistance transporting the child. A staff member from the center will go the hospital with the child and will take the child's records. The parents will be called to meet the child and staff person at the hospital. The staff person remains at the center until the parent arrives or longer if possible.

**Lost or Missing Child:** The director or supervisor on duty should be notified immediately of a lost or missing child. The local authorities will be immediately notified. Staff will be instructed to group their children and take attendance. One staff member should attend to the group while the other searches the room. All exist will be checked to insure all are secured. All management and available personnel will do a thorough search of the facility and the surrounding area until child is located or local authority arrives. We will review all recordings to determine location of child.

**Financial Information:** We offer full-day service for children from 12 weeks -12 year. Fees are due whether the child is present or absent. The only exceptions is in the case of extended (2 weeks or more) illness with doctor's note and approval of the Director or approved vacation. The center allows one week vacation per year with a 2 week notice.

There is a \$50 non-refundable enrollment fee due with the enrollment form. **Readiness parents do not have to pay this fee.** There will be reimbursements given for unforeseen center closings to Readiness parents only for the amount equal to the daily rate of readiness fees. All others must pay for unforeseen closings and for center holidays. There are miscellaneous fees for field trips, insufficient funds, additional meals, late tuition and late pick-up.

The Business Director is available to clarify policies of a financial nature and offer assistance to obtaining supplemental assistance (Care for Kids, D.S.S.). If you are applying for School readiness the financial director will review the calculation of the fee using the OEC school readiness sliding fee scale, have parents sign the copy of the fee calculation form and give the

parent a copy. School readiness parent must supply the appropriate documentation to determine correct fee. Parent will also have to supply documentation every 6 months for re-determination. **I I1, I2, I3 I4**

Children who have not departed the building by 5:35pm are considered “late pick-ups”. After closing hours, if a child has not been picked up”, staff members make all possible efforts to reach the parents and secondary contacts. Family’s pay late fees of \$10.00 every 10 minute which is paid directly to each inconvenienced staff member. Payment is due the night of late pick-up or the next business day.

**Tuition:** Childcare fees are due by closing each Friday. If you miss one-week payment you will be responsible for the week you missed plus the next week.

**Childcare Payment Sheet**

- Infants between 6 weeks – 2 years (6 weeks to 23 months) \$250.00
- Toddlers between 2 years – 3 years (24 months to 35 months) \$225.00
- Pre-School between 3 years – 5 years (36 months to 5 years) \$155.00
- Before and After School – 5 years thru 12 years \$ 75.00
- Just “after” school \$ 70.00
- Just “Before” school \$70.00
- P/T Kindergarten/Program \$85.00

**In the unlikely event, if a situation arises that we feel that the relationship with the parent, child or family is detrimental to either party, Silva’s Youth of Today reserves the right to terminate enrollment of your child at any time.**

**Behavior:** Silva’s Youth of Today believes that the transition into our daycare can be difficult for the child and parent: However, we must also be considerate of the other students and out staff. If your child is having a problem adjusting to the environment, we will make every attempt to make them comfortable, if after the initial first 2 weeks your child cannot adjust, it may be in the best interest of both parties to terminate this agreement. GI-8

**DISCIPLINE POLICY:** All those associated with our child-care program must follow the discipline policy as stated in the State of Connecticut Child Day Care Center and Group Day Care Home Licensing Regulations. GI-8

*It states, “The policies, plans and procedures shall include, but not necessarily be limited to... (2) Discipline:*

- (A) including but not necessarily limited to positive guidance, redirection, setting clear limits, continuous supervision by staff during disciplinary action;*
- (B) Specifically prohibiting abusive, neglectful, corporal, humiliating, or frightening punishment, and physical restraint, unless such restraint is necessary to protect the health and safety of the child or other people; (Section 19a-79-3a. Administration).*



Discipline is an important component to child development and should be utilized appropriately. Please ask staff about appropriate discipline techniques in child guidance. **G8**

### **PARENT COMPLAINT PROCEDURES**

Parents who are dissatisfied with our service, dispute with staff or another parent you have the right to voice their opinion. Please comply with the following complaint procedures, allowing three working days between each step. For staff to respond:

- (A) Discuss the complaint with your child's teacher. If the complaint is resolved, stop here. If the complaint is not resolved proceed to step B.
- (B) Discuss the complaint with the Head Teacher, the Floor Supervisor, Business Manager, or Office Manager. If the complaint is resolved, stop here. If the complaint is not resolve, then proceed to step C.
- (C) Come to the office to see either Mr. Manny or feel free to call him at (860) 569-8300 x 115 or see Ms. Cheryl or call (860) 569-8300 x 117 to discuss the complaint.

**Our Disciplinary Approach:** Management at our center will not condone physical punishment. Children who have conflicts or problems with others while at our center will be encouraged to verbalize their feelings and concerns. Even infants without verbal skills will hear their caregivers' describing problems, solutions and logical consequences. The role of the adult at school is to be a helper to positive problem solving. Our staff members view discipline as guidance, not punishment. We want children to value cooperation and teamwork. We help them to learn peaceful approaches as ways to get along. **GI-8**

Our spaces are set up with preventative measures in mind. Multiples materials are provided to prevent conflicts. Verbalizing feelings, redirection and explaining to children what they may do are some of the techniques we use.

Children whose behavior endangers others will be supervised away from other children. The child will be encouraged to process the problem with a staff member and any other concerned parties. Staff rarely use "time out" unless a child is emotionally out of control and needs private time to regain composure. Verbal processing is our preferred approach. Discipline, i.e. guidance, will always be positive, productive and immediate when behavior is inappropriate. Many of the staff members have had extensive course work in Effectiveness Training and utilize techniques in assisting children with problems.

No child will be humiliated, shamed, frightened, or subjected to verbal or physical abuse by an employee or by parents or any other person on the premises or during field trips.

Every employee of Silva's Youth for Today understands and follows our disciplinary approach as well as the standards on guidance and management in state licensing rules.

**CHILD ABUSE:** Law to report any suspected child abuse mandates all childcare Center staff. The public policy of this state is to protect children whose health and welfare may be adversely affected through injury and neglect. At Silva's Youth of Today childcare Learning Center, we strive to provide a safe and nurturing environment for children at all times.

In cases of suspected child abuse an oral report shall be made immediately to the Connecticut Department of Children and Families. This oral report will be followed by a written report within

**twelve (12) hours.** All law enforcement officials, courts of competent jurisdiction, and all appropriate state agencies providing human services in relation to preventing, identifying, and treating child abuse and neglect shall cooperate toward the prevention, identification, and treatment of child abuse and neglect.

Agencies receiving reports of child abuse shall investigate and take such measures, as it deems necessary to protect the child and any other children similarly situated.

**Termination of Services:** A parent's right to withdraw a child from Silva's is respected. Our center has specific advance written notice requirements. Information regarding termination is included as part of each center's financial policy.

Good attendance in all early care and education programs is required. When an unexcused absence exceeds 10 consecutive days, the child may be dropped from the program and replaced with a child on the waiting list. The child who was dropped may return only after the Director and the parent/guardian discusses the situation.

There may be situations in which termination of service to an individual child or family is initiated by the center management. In many instances, efforts will be made by the parties concerned to improve the situation prior to a termination decision; However, we reserve the right to terminate enrollment immediately for any reason. Should termination by the parent become necessary, a two-week written notice should be provided.

**Program evaluation: J-2** Silva's continues to reevaluate itself annually through parent and staff surveys, complying with the OEC 11 quality components and readiness self-evaluation process. We comply with monitoring visit recommendations from these and other agencies. We also must maintain accreditation standards and recognition. Management utilizes these tools to plan and measure its quality and effectiveness in the development of our children, staff and program.

**Parking:** Please follow the one-way yellow arrows located on the ground and park in the designated areas. **No parking in the fire lane.** There are many vehicles and buses that enter our facility especially during peak hours. This traffic pattern reduces the risk of accident during parking, and inclement weather. The speed limit in the parking lot is 0-5 miles per-hour.

Also, please do not leave your cars running while bringing your child in. We ask that you do not leave cars idling while on our premises, as this is an environmental hazard. Parent's that do not follow the parking lot rules child will be disenrolled. We take the parking lot safety seriously.

**Fire/Evacuation Emergencies:** A fire drill will be scheduled monthly and emergency evacuations are scheduled annually to practice exit routes and procedures with the children.

1. Exist routes are marked on the attached plan
2. Each staff knows location and operation of fire extinguishers
3. The teacher leading the group at the time (or nearest to the exit) will lead the group quietly out of the building by the designated route.
4. The second staff person will bring the emergency forms, attendance sheet and cell phone and visually check to make sure all children have left the building.

Thank you for your continuing interest in quality child care in our community. Important Phone Numbers, area code 860 and our e-mail address is Silva's PTO @att.net or cmyot@aol.com

Main Number	569-8300
Director	569-8300 x 115
Assistant Director	569-8300 x 117
Business Director	569-8300 x 101
Head Teacher	569-8300 x 109
Supervisor	569-8300 x 100
Business Office	569-8300

**Closing Statement:** We hope that visitors and participants will sense that we have created a home away from home for our children. We appreciate feed-back from any visitor or family member. We are pleased to elaborate on any facets of our program. Tours are available by prior arrangement to small groups or persons wishing to see our quality programming for children.