

WELCOME TO
Making A Difference Step By Step LLC
Child Day Center
Parent Handbook



Making A Difference Step By Step
2695 Azalea Garden Road
Norfolk, VA 23513
Phone#(757)937-0308 & Cell#(757) 300-6765

Table of Contents

| | |
|--|------------|
| Welcome Letter..... | Page 3 |
| Philosophy Statement..... | Page 4 |
| Purpose of Objects..... | Page 5-6 |
| Days & Hours of Operations..... | Page 7 |
| “Holiday and Closure” Program Polices..... | Page 7 |
| Inclement Weather Closings..... | Page 7 |
| Transportation..... | Page 7 |
| Fees..... | Page 8 |
| Arrival & Department..... | Page 9 |
| Late Pick-up..... | Page 10 |
| Child Day Center Policies..... | Page 11-12 |
| Safe Sleep..... | Page 13 |
| Parents Rights..... | Page 13-15 |
| Parents Guide to Health Care Policies..... | Page 16 |
| Health & Emergency Procedures..... | Page 17-18 |
| Accidents and Emergencies..... | Page 19-21 |
| Policy for Referrals..... | Page 21 |
| Termination/ Suspension Policy..... | Page 22 |
| Child Day Center Staff List & Numbers..... | Page 23 |
| Established Lines of Authority for Center Staff..... | Page 23 |
| Other Telephone Numbers You May Need..... | Page 23 |

Dear Parents,

We would like to take this opportunity to welcome your family to Making A Difference Step by Step.

The Parent Handbook is intended to serve as your guide throughout your child's stay in our Child Day Center. Its purpose is to explain our program, as well as answer any questions you may have concerning our policies and procedures.

Please take the time to read through the handbook and keep it handy for future reference. We hope that you will feel free to contact us in the event that a question or concern should arise.

Thank you for choosing Making A Difference Step By Step.



My Professional Philosophy Statement

My values and belief around teaching and learning are that I play a big part in the children's life. I am the main resource for these children. By preparing myself with furthering my own education and attending many trainings in this field I will have the tools I require to prepare the children in my care for a better and more successful future. My role in a child's learning experience is to have a positive, welcoming environment, where they can come and learn and grow. I am one of the most important people in the children's life. They spend a good part of their young life with me. What I do plays a big part in their future. So, getting a child ready for the real world is my job.

I believe children learn at their own pace. They also learn best through play. By having a variety of projects available and encouraging the children to learn by exploring, I am able to see their interest, and build a curriculum around their individual needs. Allowing the children to create the curriculum gives them ownership and they will be motivated to work.

When creating a curriculum around the children's interest they retain the information, and they learn to find answers to their questions. I am able to see their growth and development through their own discoveries. Having a theme for two to three weeks helps the children understand the material better.

A positive environment also plays a role in how children learn; I provide a welcoming safe, loving, and fun environment. By modeling all these things to the children, they learn to care for others in their classroom and their families.

Family involvement is very important as well in a young child's life. I believe it is important to maintain an open relationship with parents and to stay involved in the child's life outside of my care as well as to involve the parents in what is going on in the classroom. I believe that being involved in the community and being an active child and family advocate helps me to provide them with support and a safe learning environment for children and their families.

As a Child Day Center Director, I take pride in what I do. I love working with children, watching them grow and develop emotionally, intellectually, physically, and socially. Knowing that I have a part in children's lives gives me a great pleasure to continue in this field. When you love what you do, you enjoy it more.

Purpose and Objectives

As a developmentally appropriate program, serving children from 3 weeks to 5 years of age, we believe the process of learning is more important than the product. As educators we are aware that a child's learning process cannot take place without fully developing self-esteem. Our primary goals are to foster a child's self-worth, emotional happiness, enjoyment of learning, and age-appropriate social behavior within a community. By working in large groups, small groups, and individual situations we provide opportunities for children to interact with peers and adults to develop the foundation of his/her learning.

In developing the "SELF" we devise activities for:

- Imagination
- Thinking process (acquiring strategies for learning)
- Reasoning skills
- Language
- Creativity (non-product-oriented art, use of materials)
- Music/ Songs
- Literature/ Story telling
- Dramatization of roles (family, self, community)

Children will be practicing how to ask and answer questions, think critically/ independently and how to work cooperatively. In conjunction with the development of "SELF", the physical well-being must also be developed. In doing so, we address the physical development of children with:

- Health and their body
- Total coordination
- Large/ Small motor skills
- Eye-hand coordination
- Spatial awareness
- Music movement
- Outdoors play (climbing, jumping, running, etc.)
- Self-help skills
- Toilet skills
- Appropriate nutritional activities

Child Day Center's curriculum may include the following areas:

- Language development and literacy
- Math skills

- Science & Exploration
- Social Awareness of Diverse World Cultures

“Whole Language” is an integral part the learning process which is touched upon in each of the preceding areas. Whole language is incorporated into every activity in which the child is involved. To promote whole language development, support child participation in the following areas:

- Development of a print rich classroom environment, including books, magazines, signs, and labels.
- Engaging children in extensive conversations about their interest, their families, their friends, their daily activities, and their reflections on the world around them.
- Development of listening skills, through teacher and parent modeling.
- Developing of an emergent curriculum which includes child chosen ideas and activities
- Encouraging children to experiment with ideas in classroom activities.
- Receiving positive, specific feedback from teachers, peers and parents

Child Guidance

When it comes to interactions and the guiding of children’s behavior, the goal of all Educators is to maximize the growth and development of children, as well as keep them safe. Making A Difference Step By Step’s Child Guidance Policy is as follows:

At the Child Day Center we will always maintain a positive attitude. We will help the child by understanding their individual needs. We will have them focus on a solution and guide them to make good choices. At the Child Day Center there will be more than one space available for the children to play and learn in throughout the day to avoid confinement.

Parent/Guardian initials: _____

Days & Hours of Operation

Making A Difference Step By Step is open: Monday – Friday 6:30am – 6:00pm

“Holidays & Closings”

There will be NO CHILD CARE on the following holidays:

- New Year’s Day
- Martin L. King Day
- President’s Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Veteran’s Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day
- Last Week of December

Inclement Weather Closings

In the event of severe weather, Making A Difference Step by Step will make every attempt to have childcare services available for any parent who requires childcare. The Director of the Child Day Center will determine the delay or closures based on weather condition and or if a state of emergency is declared. If such event occurs Parents/Guardians will be contacted immediately. If Parents/Guardians are unable to pick up their child/children or unreachable, the Child Day Center will contact the emergency phone number provider until someone comes to pick up the child/children. If not picked up, see **Late Pickup page 10**.

Transportation – (Field Trips)

Due to the safety issue that may occur during Transportation on a Field Trip, the program will cancel transportation service in the event of severe weather warning. The Coordinator/Director of Transportation makes such a decision in the early morning.

Cancellations are announced on:

- WAVY 10, ClassDojo, ELV CORE & By phone call/Text Starting @ 6am

In the event of server weather such as Hurricane, Tornado, and or serve Winds and the Child Day Center is mandated to close, Parents/Guardians will be contacted immediately. If Parents/Guardians are unable to pick up their child/children, the Child Day Center will contact the emergency phone number provider until someone comes to pick up the child/children. If not picked up, see **Late Pickup page 10**. **PLEASE MAKE ARRANGMENTS TO BE HOME AND TAKE SHELTER.**

Parent/Guardian initials: _____

Fees

Fees are determined upon enrollment into the program according to VDOE sliding fee scale. Scheduled time frame shall not exceed 10 hours per day. For those Families who are Subsidy “**Remember No Swipe, No Care**”. All schedules must be maintained, any changes to **Drop off and/or Pick up**, you must notify us immediately.

The Child Day Center requires an Initial Enrollment Fee of **\$125.00** plus first week's Tuition Payment prior to the child's entrance into the program.

Your Annual Registration Fee of \$95.00 is due annually in January.

Parents will be billed on a weekly basis. Payment is required at least 1 week in advance. Payment will be due Monday for that week of care. A **\$45.00 Late Fee** (*effective July 1, 2034*) will apply if payment is not received by Tuesday. You may discuss alternative arrangements and payment plans with the Director of the Child Day Center.

You will be allowed two-weeks vacation at ½ price of your weekly Fee per year. A **two-week notice will be required**. Any additional vacation will need to be paid in full to hold your child slot.

The Child Day Center requires payment of all fees and assessed fees until termination of service. Parents must give a **two (2) week notice of termination**. Parents are responsible for payments for all holidays, scheduled closures, sick days (**including COVID**), vacation days, and when a child is absent for no reason.

Three (3) Days of **No Show/ No Call** your child will be terminated and will have to be reregistered. Parents may also be responsible for fees if the Child Day Center is not notified in advance of termination.

Payment for your child's care fees may be paid by **Cash, Square (Credit Card- 3.5% service fee), Check (there will be a \$50 charge for bounce checks), and/or Money Order** made out to *Making A Difference Step By Step*. You can also submit payment through **Zelle & Apple Pay** using phone# **(757) 300-6765**.

Thank you for your cooperation!

Parent/Guardian initials: _____

Arrival and Departure

In order to ensure a comfortable transition from Home to The Child Day Center, we have established the following arrival and departure procedures:

- Daily Routine becomes very important to your child's learning experience. Therefore, all children must be in childcare no later than 9:30am. **Please keep in mind that cut-off is 9:30am (Breakfast cut-off time is 8:45am).** A Doctor's note must accompany your child if arrival is past cut off time or you must have prior approval given by The Director. If not, you will have to make arrangements for alternative care.
- Please accompany your child inside the Child Day Center. This allows enough time for a comfortable goodbye. This helps to ease the anxiety of separation. We ask that Parents stay at the front office as to keep all outside germs from entering the facility, and to make the AM transition easier. Also use this time to speak to the Director/Teacher/Staff about any special or unusual happenings at home (medication given, accidents and/or injuries, and if there will be a change in their schedule). Keeping the Director/Teacher/Staff informed it helps in working through difficulties with your child if they occur.
- If your child is to be picked up by anyone other than the usual person you must notify the director, teacher and or staff. The person picking up your child must be at least 18 years of age must be listed on the authorization to release form and your child's file. Positive identification will be required before the child can be released.
- To ensure the safety of each child, it is the law that you buckle up each child and a seat belt or restraining seat and drive cautiously when entering and exiting the vicinities of The Child Day Center.
- Please be considerate to your child and The Child Day Center by picking up your child at the designated time. If for any reason, you need to change your hours of care for a day, please notify the director of The Child Day Center. If your hours of care are changing due to a change in your schedule, you need to speak with Director and the changes will be documented in your child's file. **This is needed to make sure proper Staff is available at the time.**

Parent/Guardian initials: _____

***Reminder* All schedules must be maintained, any changes to Drop-Off and/or Pick-Up, you must notify us immediately.**

Late Pickup

The Child Day Center director/teacher/staff will try to contact parents or emergency persons starting a half hour after assign time. If the child still has not been pick up within a half hour after the usual time, The Child Day Centers director/teacher/staff will initiate the calling process with the Department of Social Services hotline as outlined below.

After the ½ hour interval:

- Making A Difference Step By Step director/teacher/staff will contact the Department of Social Services hotline number +1-800-782-5200
- The hotline personnel will be informed that the child has not been picked up and the director/teacher/staff has been unable to reach any of the emergency persons.
- The child will remain with the director until DSS Personnel are able to make arrangements. If any authorized person or parent does arrive staff will inform the hotline personnel.
- If DSS picks up the child, Making A Difference Step By Step director/teacher/staff will file a 51-A for abandonment, the following day.

***The Child Day Center Closes Promptly at 6pm. A \$5 Late Fee will apply for every 5 minutes your child is not picked by their scheduled pickup time.**

Parent/Guardian initials: _____

Child Day Center Policies

Nutrition

1. Making A Difference Step By Step will offer well-balanced and nutritious meals that follow meal patterns and serving sizes that the USDA. has set. Making A Difference Step By Step is registered with a food program. We will have a written menu for each day, and it will be posted for your viewing.
2. **Making A Difference Step By Step will not allow any out side food or beverages due to risk of allergies and illness.**

Service

1. All clothing worn or stored at the child day Center (boots, coats, extra clothes, Etc..) **must be marked** with your child's name to void any mix up at the end of the day. We cannot be responsible for lost articles that are not marked.
2. An extra change of clothing, possible more for infants, toddlers or children potty training must be provided. This change of clothes must be appropriate to the prevailing weather. Extras should include diapers, underwear, socks, shirt, pants, and tennis shoes/sneakers **(NO Open Toe Shoes are ALLOWED)**. It is also required that 8 extra diapers be kept on hand. Extra clothes will be stored and used when needed for accidents. When clothing gets soiled or wet, parents need to bring in a dry Supply the next day. Also, clothing need to be changed as seasons change or as your child grows.
3. In order to keep our facility free from most germs, we ask that all children bring only their necessities into the center. **No toys** from home will be allowed in the facility unless a Teacher asks for children to bring in items. In the case that a child cannot nap without a comfort toy, an exception will be made, but the toy will not be allowed during any play times.
4. Parents should provide Making A Difference Step By Step director/teacher/staff with the following:
 - Changes of address or phone numbers at residence or workplace.
 - All emergency phone numbers kept updated.
 - Special dietary directions or help restrictions or limitations.
 - Any special information about your child, (new baby, divorce, death in the family, Etc.)

5. Toileting/diapering:

- Each child is brought to the toilet or diapered on an individual basis, as needed. Diapers are checked every 30 to 60 minutes and are change if soiled or wet.
- Changing facilities are available for those children who need them. Parents are responsible for providing an adequate number of disposable diapers and or training pants per day.
- When appropriate, each child is shown the proper way to use the bathroom. They are shown how to take care of their clothes, undoing, and doing them up, and how to use the toilet and how to wash their hands.
- The teachers will provide only assistance when needed and encourage the child to do his or her own toileting without help. The staff is present at all times when a child is using the bathroom facilities.
- The toilet training will occur when requested by the parents, method to be determined by parents and staff member.

6. Bedding:

- Each child has his or her own mat, which is used only for him or her. Parents are encouraged to supply two blankets and a crib sheet if applicable, to be used at naptime. **(We recommend a Padded Nap Mat)** Blankets are sanitized on a weekly basis by parents unless they are soiled in which case, the soiled clothing and blankets are bagged and sent home to be washed by the parent. Please be sure to replace clothing and blanket for the next day. Mats are sanitized weekly by the child day center.

7. Clothing:

- Parents are required to provide extra changes of clothes for your child. When soiled clothes are sent home, it is asked that a replacement of that clothing be given at next day of care. Extra clothes is kept within the facility, if your child is sent home in CDC clothing, you will be asked to return it the following day of care or **you will charged \$5 to replace the clothing.**

****Safe Sleep****

Supervision of children is equally important during the times that a child is sleeping at the program, particularly when that child is an infant. VDSS has very specific regulations around safe sleep practices. All infants are placed on their backs to sleep, unless a child's physician orders otherwise (such an order must be given in writing to the Director). Teachers/Staff will check on children every 15 minutes during naptime. If your child is less than six months old, they will be directly supervised during naptime for the first six weeks they are in care. For more information regarding Safe Sleep, please feel free to review the VDSS regulations.

Parent/Guardian initials: _____

Parent Rights

The following are reminders to all parents Guardians regarding their rights while their child or children are enrolled in Making A Different Step By Step. Please review them and you have any questions, please be sure to reach out to the Director of your Child Day Center.

Parent Visit: Making A Difference Step By Step allows unannounced visits by parents/guardians to the Child Day Center while your child is present. If there is an ongoing restriction to who is allowed inside the facility, parents may be asked not to visit, unless picking up for the day.

Parent Input: If any parent/guardian wishes to make suggestions about the Child Day Center and its policies it will be accepted for review. It may be either in writing or verbal form and the Child Day Center will respond in writing to the parent within one (1) months' time.

Parent Participation: We strive to have parent participate as much as possible in their child's education. One way that we ask parents to participate is through **homework and take home packets**. At any given time, Teachers may assign homework to be completed outside of the center. This not only allows for parents to see what their child is working on, but to also help reinforce the learning process and what your child is learning in our center.

ASQ/Progress Reports: At intake, parents will be provided with an Ages and Stages Questioner (ASQ) evaluation (except in the case of School Aged children).

This will allow for Teachers/Staff to know where your child's skills and abilities are.

Every six months for all children over the age of 1 year, and every three months for all those under one, but also any child that Staff or parents may see struggling.

Progress reports can be either weekly or monthly, depending on requests from the parents. If a physical copy is requested either weekly, or even daily report parents will need to ask the Director, or their child's teacher to provide one.

Code of Behavior: If at any time during your child's enrollment, issues regarding behavior become apparent, there is a strict policy that we follow. Parents are notified verbally of ongoing behavior issues (**ex: hitting others/themselves, biting others/themselves, verbally abusive, physically abusive to staff or other students, hitting or breaking/destruction of property**) with their child. If behaviors still continue, without any change in the child's behavior, written notifications will be given to parents. Students that continue to have ongoing behavior issues will be subject to a three-strike policy. Parents will be notified via written notifications to when they have been given the first, second, or third strike. After a third strike, if parents have not sought out resources to help with their child's behavior, a termination of care may be given. Parents may be asked to pick up their child outside of their regular pickup time, if their child's behavior becomes a danger to themselves or others, and or is disruptive to the point that it impedes learning for themselves or others. Recommendations will be given to parents for outside resources that may be helpful.

In the event that a termination of care is caused by this three-strike policy, **no fees will need to be paid (no two weeks notice pay is required), nor will any refund be made for the week's tuition.** If behavior improves, in six months the three-strikes will be set back to zero strikes.

Parent Conference: The Director and Teachers are available for individual conferences at parents request and/or scheduled by the Child Day Center Director/Teacher/Staff. Teachers/Staff make it an effort to talk with parents at drop off and pick up to ensure that communication is delivered and received.

Children's Records: All paperwork filled in at the time of intake and subsequent reassessments for each child will be kept by Making A Difference Step By Step while the child is enrolled in the Child Day Center. Also maintained in the file will be periodic progress reports, medical reports, including prescribed medication, and all pertinent correspondence concerning the child. All this information shall be

privileged and confidential. Only with a written consent form the parent/guardian has signed will any information be released to any individual, group, or organization other than Making A Difference Step By Step staff directly related to implementing the Child Day Center plan. Request for information, either in whole or in part, will be maintained in the file as a log note listing the name of the individual/ group to whom the information was given.

Parents/Guardians may have all or some of the information from their child's file within 2 days of the written request. If the copies are requested from the parent, they will be made available within 2 days of the written request and they will be made available at no charged. Files are maintained for a period of two years after the child has left the program. Requesting for information from these files will also be made available on request from a parent or Guardian. Written notification is to be logged in the file.

Amending Children's Records: Parents have the right to amend or add any additional information to their child's file.

If a parent request deletion of information they may do so by:

- Asking for additional information or clarification of information found objectionable. This may be done verbally, in written or by request of a conference.
- Within one (1) week of the conference a written decision, complete with reasons, will be rendered to the parents. If the decision is in favor of the parent, immediate steps will be taken to delete the objectionable information within one (1) week's time.

Parents have the right to initiate services for their child by contacting the department of special needs (speech therapy, physical therapy, and behavioral therapy) and their local school system. If you need assistance in the process Making A Different Step By Step Director/Teacher/Staff can advise you.

Note: The Department of Social Services and Sate Licensing Agency, has the right to the availability of any information contained in the child's file but not to be removed without written permission from the parent/guardian. Confidentiality of information is maintained.

Parent/Guardian initials: _____

Parent Guide to Health Care Policies

It is the intentions of Making A Different Step By Step to provide a safe and healthy environment for all family served. Still, illness and accidents will and do occur.

The following is a healthy and safety guide for parents to help understand the procedures used at Making A Different Step By Step in an emergency situations. Please read it and follow through on its guidelines. It is for everyone's benefit.

Emergency situations at the Child Day Center:

The Director, Teacher and Staff go through periodic trainings in Standard First Aid and CPR training.

If a life-threatening injury occurs 9-1-1 will be called and the parents will be informed, as well as the Licensing Department.

If the parent cannot be reached, the emergency contacts listed in the child's file will be contacted. This why it is very important to complete the Emergency Card completely and updated as the information may change.

Children's illnesses:

At the Child Day Center the Director/Teacher/Staff make every effort to keep their facilities free of germs, which lead to illnesses. Unfortunately, this is not always enough, and children do get sick.

If a child gets ill while he/she is at the Child Day Center, their symptoms are noted, and their temperature taken. If the symptoms are severe enough for the child to go home the Director/Teacher/Staff will contact a parent or emergency persons.

Reasons for sending children home are outlined and Signed by parents, on the Sick Child Policy in your child's file.

Parent/Guardian initials: _____

Health and Emergency Procedures

Treatment of Illness:

It is expected that when you or an emergency person are contacted, your child will be picked up from the Child Day Center within one hour or as soon as possible. Your child will be made comfortable, kept quiet and away from others until that time.

In cases when children are *mildly ill* in the Child Day Center the Director/Teacher/Staff will monitor the child. A *mildly ill* child will be kept quiet and given a few washable activities to use away from others. Water and Crackers will be substituted for meals until child is able to rejoin the group or if symptoms worsen and a child needs to leave the Child Day Center. If conditions worsen the parent will be notified.

If symptoms of illness last for more than 24 hours or if a contagious condition such as chicken pox, head lice, flu like symptoms, COVID – 19 etc... is suspected, your healthcare provider needs to be notified and your child seen by them. A doctor's note is needed for them to return to the Child Day Center.

If your child has a fever of 101^oF or over, diarrhea and or is vomiting, your child must stay home until symptoms have resolved for 24 hours.

If your child is sick more than 3 days and absent from the Child Day Center, a doctor's note is needed for them to return to the Child Day Center.

When there are other children who may have a contagious condition and have exposed your child to it, you will be notified with a medical alert, which is information as to what the condition is, what the symptoms are, what you should do if your child shows the same symptoms. Please notify the Child Day Center Director/Teacher/Staff if your child has been identified with a contagious condition so we can control its spread.

This is subject to change based on CDC, State & Federal Regulation, and or Virginia Department of Social Services.

Parent/Guardian initials: _____

Children's Medication:

When a child requires medication, a medical release form must be completed and signed by the parents/guardian. This authorizes Making A Difference Step By Step Director/Teacher/Staff to administer the medication while at the Child Day Center. Medication **MUST** have your child's name, instructions with a doctor's name and be in its original container with the prescription label. Making A Difference Step By Step Director/Teacher/Staff encourages all medications to be given at home if possible.

No nonprescription medications such as Tylenol or cough medication will be given to any child unless accompanied by your Healthcare Provider's note requesting our staff at Making A Difference Step By Step to give it. **There will be no exceptions to this rule.**

Topical ointments and sprays such as diaper ointment, petroleum jelly, sunscreen, and bug spray will only be administered to the child with written parental permission. The signed statement from the parent will be valid for 1 year and indicated a list of topical non-prescription medications.

All products labeled "**Keep out of reach of children**" may not be brought to the Child Day Center. These products include but are not limited to lotions, hand sanitizers and lip balms. Please note that this policy is for the protection of all children and in accordance with Virginia Department of Social Services.

In any case of illness please do not send your child sick to the Child Day Center. If they have a temperature, diarrhea or vomiting, a very runny nose or eyes please keep him/her at home until the symptoms are better or under a doctor's care. Sick children should be kept home for at least 24 hours after treatment has begun.

Important- If the Director/Teacher/Staff notices symptoms of illness when you arrive with your child, you will be asked to wait while they perform a quick health check. If illness is noted and the child has a temperature or other severe symptoms, you will be asked to keep your child at home for the day. This is for your child's protection and comfort.

Parent/Guardian initials: _____

Accidents and Emergencies

It is very important that telephone numbers and address be kept current (up to date) in the child's file.

Fields Trips

While on a field trip the Child Day Center will carry a portable First Aid Kit, a fully charged cell and emergency sheets for the children in the class that include signed permission for medical treatment if necessary.

When an incident occurs, your Child Day Center will administer immediate First Aid, assess the situation, call the appropriate authorities, and ask for assistance if necessary. The same procedures as outlined in emergency procedures will be used in contacting the parent.

In case of necessary evacuations of the Child Day Center, the Director/Teacher/Staff will lead children in a single line to the nearest exit. Fire drills are to be conducted every month. Evacuation plans are posted at each exit.

Compliance with this Health Care policy will make Making A Difference Step By Step a healthier environment for all. Please keep this as a guide for further reference. If you need more information, please contact our Director/Teacher/Staff members for assistance.

Emergency Procedures

In the event of evacuation requiring leaving the immediate Child Day Center area or other situation where the Child Day Center needs to be closed during the workday, please read the following:

Water emergency- In the event that the Child Day Center has a loss of water the following procedures will be implemented:

Prior Notice Given- In the event where the city needs to shut off the water supply and informs the Child Day Center it will close for the day. The Child Day Center Director will notify parents in person or by telephone. Notices should be posted on all exits.

Without Prior Notice- If there is an emergency situation and no prior notice is given, the Child Day Center will have to enact an emergency closure. All parents/guardians will immediately be notified by telephone. They will be informed of the nature of the emergency and informed that the children must be picked up as soon as possible, within an hour.

If unable to reach the parent/guardian, emergency persons listed in the child's file will be used.

Electrical Difficulties- Constitutes no electrical power to the Child Day Center and it is too dark to see safely or there is danger of electrical fire. The procedures will be the same as for water emergencies.

Heating Difficulties- No heat in the Child Day Center during the colder months so that the temperature and the Child Day Center is less than 65 and there will be no heat within an hour. The opposite for cooling difficulties where the Child Day Center is hotter than the outside temperature during the summer months. Check with VDSS standards/regulations for further information on temperature ranges. The procedure will be the same as for water emergencies.

Pandemic/State Shut-down- If the Child Day Center is asked to close due to a state shut down, or a global health emergency, parents will be notified by the Director as soon as possible. In the event that the center is closed by any state/federal agency, parents will not be asked to pay any fees during the closure. Please refer to the Fees section of the handbook for a reference on what the policy is if the center is still open, but parents choose to keep their children at home.

Child Day Centers must have running water, heat, electricity, and a working phone in order to care for children. If a problem occurs during Child Day Center hours parents/guardians will be notified by telephone. You will be informed that the child must be picked up as soon as possible. If unable to reach the Parent/Guardian, emergency persons listed in the child's file will be used.

If the Child Day Center needs to be closed the next day, due to the emergency, Parents/Guardians will be informed by telephone.

Procedures for Reporting Child Abuse & Neglect:

- In cases where suspected abuse and or neglect, the Director/Teacher/Staff will follow appropriate reporting procedures including filing a 51-A with DSS. All staff are mandated reporters and required by law to file a report.
- It is our commitment to protect our children from abuse and neglect while in the Child Day Center. Any report of suspected abuse or neglect of a child while in care will be immediately reported to the Department of Social Services and to the Department of Licensure. The Child Day Center staff in

question will be suspended immediately from the Child Day Center, pending the outcome of the DSS screening, in accordance with DSS and Licensing policies. If the report is screened out by DSS and the Child Day Center staff member may be reinstated.

- All parents are required to inform the Staff of any injuries, accidents, and/or behavior issues at the time of drop off to avoid any miscommunications. Parents sign our Sick Child Policy and Emergency Plan Policy (attachments) at the time of intake. The guide to Healthy Care Policy is indicated in this handbook.

Parent/Guardian initials: _____

Policies for Referrals

Referrals may be intended by any concerned adult who has contact with the child and/or family.

Specific referrals for behavior, mental health, physical or educational services will be made as a team effort through communications with the following persons: The Director/Teacher/Staff and Parents/Guardian.

When a child is identified in need of special services:

1. Child Day Center Director/Teacher/Staff will complete and submit an overview of the concern and support provided to the Resource Teacher.
2. The Resource Teacher will then make a series of observations, review the child's record and discuss concerns with your Child Day Center Director/Teacher/Staff and social worker.
3. Parent will be notified, and a meeting will be scheduled to discuss reasons for referral summary of observation and efforts to accommodate the child's needs.
4. The Resource Teacher will be responsible for coordinating service, documentation, implementation, and follow up.

Parent/Guardian initials: _____

Termination - Suspension Policy

Termination of a child at the Child Day Center will occur if it is deemed necessary and appropriate that the Child Day Center no longer provide care for the child and or family. Reasons may include:

- Geographic relocation
- Being age appropriate for public school Programs.
- Family is ineligible to receive Child Care Services
- Family dissatisfaction with a Child Day Center
- Failure to pay Child Day Centers Fees
- Requested paperwork not returned by due date including physicals and immunizations.
- Excessive absence as outlined in the Attendance Policy.
- Program unable to meet access needs of child or family.
- De-funding a Child Day Center by the Government
- Additional circumstances that may arise which alters the ability to provide adequate Safe Childcare services.

In some instances, suspension of childcare services may occur prior to termination. Suspension may occur any of the same reasons as termination listed above and is at the discretion of the Director Child Day Center in order to investigate the child's needs.

Advanced termination may not be issued in the severity of a situation that could endanger the other children in any form.

Please make sure you have your signed copy of the Attendance Policy to refer to: a two (2) week advance notice of termination is required.

Parent/Guardian initials: _____



Making A Difference Step By Step

Staff List

Director: Mrs. Brenda & Ms. Ana

Assistant Director/Lead Teacher: Ms. Rosalee

Lead Teacher: Mr. Ulyssis, Ms. Sierra,

Co-Lead Teacher:

Teacher’s Assistant/Aide: Ms. Moryma

TA-Floaters – Staff Support.....Mrs. Erin

Property Management.....Mr. Felix

Maintenance & Grounds Keeper.....Mr. Felix & Mr. Victor

Emails:

Mrs. Brenda Director/Owner: makingadifferencestepbystep@gmail.com

Ms. Ana Director: madsbs.teachers@gmail.com

Ms. Rosalee Assistant Director: madsbs.norfolk@gmail.com

ESTABLISHED LINES OF AUTHORITY FOR CENTER STAFF

In general, Center staff fall into the broad categories of Teachers, Assistant Teachers, Floaters, Support Staff, and Administration. The Administration (Owner, Director and Assistant Director) is responsible for the daily operation of the Center and Supervision of all the staff.

Necessary Emergency Phone Numbers

| | |
|---------------------------------------|----------------|
| Fire Department..... | 911 |
| Police Department..... | 911 |
| Ambulance..... | 911 |
| Poison Control..... | (800) 222-1222 |
| CHKD..... | (757) 668-4648 |
| DePaul Hospital..... | (757) 889-5000 |
| Sentara Norfolk General Hospital..... | (757) 388-3000 |

Revised 6/20/24



Making A Difference Step By Step
Child Day Center
Holiday Closures and Early Dismissal Schedule
September 2023 - August 2024

| | | |
|-----------------------|---------------|----------------------------|
| September 4, 2023 | Monday | Labor Day |
| November 10, 2023 | Friday | Veteran's Day |
| November 23, 2023 | Thursday | Thanksgiving Day |
| November 24, 2023 | Friday | Day after Thanksgiving Day |
| December 25, 2023 | Monday | Christmas Day |
| Last week of December | Monday-Friday | Center Closed |
| January 1, 2024 | Monday | New Year's Day |
| January 15, 2024 | Monday | Martin Luther King Day |
| February 19, 2024 | Monday | President's Day |
| May 27, 2024 | Monday | Memorial Day |
| June 19, 2024 | Wednesday | Juneteenth |
| July 4, 2024 | Thursday | Independence Day |

**Parents are responsible for payments for all holidays and scheduled closures.
Refer to Parent Handbook page 8.**

****If any changes are made, you will be notified at least 30 days in advance****

Thank you



***Making A Difference Step By Step
Child Day Center
Holiday Closures and Early Dismissal Schedule
September 2024 - August 2025***

| | | |
|-----------------------|-----------|----------------------------|
| September 2, 2024 | Monday | Labor Day |
| November 11, 2024 | Monday | Veteran's Day |
| November 28, 2024 | Thursday | Thanksgiving Day |
| November 29, 2024 | Friday | Day after Thanksgiving Day |
| December 25, 2024 | Wednesday | Christmas Day |
| Last week of December | TBD | Center Closed |
| January 1, 2025 | Wednesday | New Year's Day |
| January 20, 2025 | Monday | Martin Luther King Day |
| February 17, 2025 | Monday | President's Day |
| May 26, 2025 | Monday | Memorial Day |
| June 19, 2025 | Thursday | Juneteenth |
| July 4, 2025 | Friday | Independence Day |

**Parents are responsible for payments for all holidays and scheduled closures.
Refer to Parent Handbook page 8.**

****If any changes are made, you will be notified at least 30 days in advance****

Thank you



MAKING A DIFFERENCE STEP BY STEP DAILY SCHEDULE



| | |
|-------------------|---|
| 6:30am - 8am | ARRIVAL/HAND WASHING/FREE PLAY |
| 7:00am - 9:15am | BREAKFAST/CLEAN UP/TOILETING (8:45am BREAKFAST CUT OFF TIME & 7:20am – FOR SCHOOL AGERS) |
| 9:15am -10am | CIRCLE TIME/STORY TIME (9:30am ARRIVAL CUT OFF TIME) |
| 10am - 10:30am | CREATIVE ART/GAMEACTIVITIES/CHOICE OF AREA |
| 10:30am – 11:15am | OUTSIDE TIME - (WEATHER PERMITTING) |
| 11:15am -11:20am | HAND WASHING/TOILETING |
| 11:20am-12:15pm | LUNCH/CLEAN UP/TOILETING |
| 12:15pm-3pm | QUIET TIME/ RESTING |
| 3pm-3:15pm | PUTTING BLANKETS AWAY/TOILETING/HAND WASHING |
| 3:15pm-4pm | SNACK TIME/CLEAN UP |
| 4pm-5pm | CIRCLE TIME/STORY TIME/CREATIVE ART/ OUTSIDE (HOMEWORK- SCHOOLAGERS) |
| 5pm-6:00pm | ART/MUSIC/CENTER PLAY/OUTSIDE TIME/DEPARTURE (6PM IS PICK UP CUT OFF) |