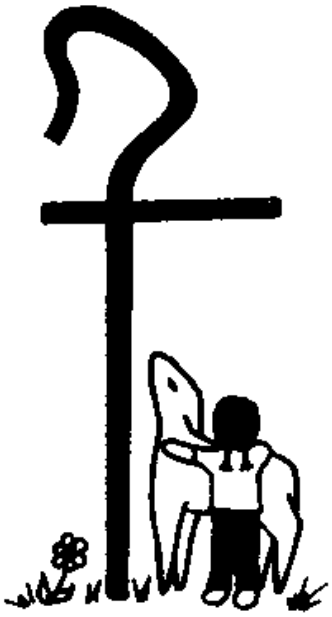

Faith Child Care and Nursery School
2576 Browncroft Blvd., Rochester, NY 14625
385-2360, Fax 385-6491
FCCNSchildcare.com

Parent Handbook

Where your child can grow in body, mind, and spirit.

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Revision History:

Revision Number	Revision Author	Description of change	Approval Date
1.0	V. Arcieri	Revised due to FCCNS model change – phase out of nursery school	8/17/2015
1.01	L. Connolly & J. Deutsch	Revised due to New York State Regulations updates which were put into effect June 1, 2015, and to clarify portions that were hard to understand.	9/28/2015
1.02	L. Connolly & S. Davenport	Revised to remove nursery school, update with Brightwheel.	8/21/2017
1.03	MJ Stark	Revised to include accreditation information and Brightwheel Billing update	4/16/2019
1.04	MJ Stark & L. Connolly	Revised to update behavioral policy for children, add mealtimes, COIVID-19 update, Finder's Fee increase	7/13/2021
1.05	D. Van Auken	Updates from Sharon Davenport & others, in general	12/7/2021
1.06	D. Van Auken	Updates from Lori Connolly & Mari-Beth Schembri • Updated hours of operation – change made 5/2020 • Genericized electronic app • Updated Registration and Enrollment process • Updated COVID – per CDC guidelines • Immunization record update for infants • Late payment fees change – approved by FCCNS BOD 1/2022	3/11/2022
1.07	D. Van Auken	Update to domains of learning in 1. Mission, 3.2 Goals, and 4. Program	3/16/2022
1.08	D. Van Auken	Inclusion of Anaphylaxis Policy, update to 8.12 & 8.13	4/22/2022

Revision Number	Revision Author	Description of change	Approval Date
1.09	D. Van Auken	Updates per Board of Director's input: 4.4 – eliminating sentence stating there was no fee for music 7.1.1. – elimination of statement that we are seeking NSLA accreditation.	6/3/2022
2.00	D. Van Auken	Approved version by Board of Directors	7/27/2022
2.01	D. Van Auken	Added policy statements to be in compliance with OCFS 418-1.6 (transportation) Section 4.8, & 1.12 (prevention of childhood obesity) Section 8.17 Nutrition	9/15/2023
2.02	L. Connolly	Updates from Lori Connolly, Mari-Beth Schembri • Update Calendar – days closed • Remove pro-rate fee • Add Alumni to waitlist status • Change electronic app to brightwheel • Update website • Change Accident to Incident • Change sibling discount to 10% • Change holding fee to calendar year	12/15/2025
3.00	L. Connolly	Approved version by Board of Directors	1/23/2026

Documents are considered to have three different states:

- "**Draft**" is a document created by controller of the document. Documents remain drafts until all revisions and edits are completed and the document is approved by Human Resources. The first draft of a document will be Version 0.01.
- "**Revision**" is a document created by a collaborator by modifying a draft using the track changes feature. Revisions are then used to create new drafts. Subsequent drafts will have an increase of "0.1" in the version number, e.g., 0.02, 0.03, 0.04 …0.09, 0.10, and 0.11.
- "**Final**" is a document that has been approved for use and distribution. No further edits or revisions are considered on finalized documents. Final documents undergoing revisions will be Version X.01 for the first version of the revisions. While the document is under review, subsequent draft versions will increase by "0.01", e.g., 1.01, 1.02, 1.03, etc. When the revised document is deemed final, the version will increase by "1.0" over the version being revised, e.g., the draft 1.3 will become a final 2.0. Subsequent final documents will have an increase of "1.0" in the version number (1.0, 2.0, etc.)

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1. Mission Statement

The purpose of Faith Child Care and Nursery School is to serve and support families in our church and community. Our goals are to protect each child's uniqueness, to nurture **Spiritual, Social, Emotional, Cultural, Educational, Language, Physical, Recreational Development, and Cognitive needs**, and to enjoy and appreciate one another.

The children receive a blend of secular and spiritual training that provides an outstanding opportunity for them to begin the process of learning and developing social consciousness in a truly Christian setting.

2. Hours of Operation

Our program is open **7:00 a.m. to 5:30 p.m.**, Monday through Friday, year-round.

2.1. Calendar

Please see the current FCCNS calendar for specific details; generally, we will be closed the following days:

- New Year's Day
- Good Friday
- Memorial Day
- July 4th
- One week in the summer (typically late July/early August for Faith Lutheran Church's Vacation Bible School)
- Labor Day
- Thursday and Friday of Thanksgiving week
- Christmas Eve
- Christmas Day
- Day after Christmas, if Christmas Day falls on a Thursday (see the current FCCNS calendar.)

You will be notified in advance of any changes to our schedule.

2.2. Emergency or Unplanned Closing

FCCNS will be closed at our discretion if an emergency occurs or if a situation that could jeopardize the safety of the children develops. These closings will be announced on local radio and television stations. We will use brightwheel in case of emergency to announce any delays or closures. Parents are signed up for this system upon entering our program and will receive notification if we need to close the center or in case of emergency. When a state of Emergency is declared for Monroe County and the school District of Penfield, we will close the building within two hours of that announcement.

On days that Penfield Central School District declares a snow day and we are open, we will provide full-day care for all ages, including School-agers. If your school-aged child will need to come on a snow-day, please call the office by 9 a.m. at 385-2360 or send a message on brightwheel, to let us know that he/she is coming. The full-day fees will apply for those School-agers who attend FCCNS on school snow days.

3. Program Philosophy and Goals

3.1. Philosophy

FCCNS, in all aspects of its programs – **Spiritual, Social, Emotional, Cultural, Educational, Language, Physical, Recreational Development, and Cognitive** - seeks to strengthen and support the child and family. Whether a family seeks part-time experience or the support of full-time education and care, we provide many enriching learning experiences in an atmosphere of love and respect. Within this atmosphere, our children receive the Christian message that Jesus is their Lord and Savior who loves them, helps them, and is always their friend. Knowing each child is a unique individual known best by parents, we encourage parent involvement and regular communication. We do not discriminate, but rather welcome all children and families who want to be in a

Christian, Faith-based childcare program. Our staff works to make sure all children learn God created each of us to be unique and special, and that everyone should be treated with care and respect.

To ensure a quality experience, we provide a carefully planned program designed to meet the needs of the whole child – spiritual, physical, social-emotional, and cognitive with an emphasis on the development of language skills. The basis for our program planning is extensive research into child and brain development leading to criteria accepted by national accrediting agencies. Careful consideration and planning assure we are doing our best to meet the New York State Early Learning Guidelines and the new elementary standards which in turn helps us ensure we are doing our best to ready your child for kindergarten. Our program considers the developmental level of the group as a whole and each child individually.

3.2. Goals

It is our belief that the combined efforts of parents and teachers working together will stimulate the interests and develop the skills and talents of every child. Our goals reflect the New York State Early Learning Guidelines for children from birth through age five.

3.2.1. Spiritual

- Know they are loved by God
- Learn Jesus is their Lord and Savior
- Learn Christian songs
- Learn Bible stories

3.2.2. Social/Emotional/Cultural

- Develop a sense of community and belonging
- Gain self-control
- Increase awareness of own feelings and abilities
- Cultivate ability to express emotions appropriately
- Develop positive relationships with peers
- Build relationships of trust and respect with adults
- Develop ability to relate cooperatively within a group
- Recognize and respect the feelings and needs of others
- Understand and respect social and cultural diversity

3.2.3. Educational, Language and Communications

- Effectively communicate needs, feelings and resolve conflict through language
- Develop the ability to respond to verbal directions
- Develop a sense of story
- Develop a knowledge and understanding of a broad vocabulary for thinking and communication
- Understand the correspondence between spoken and written language
- Develop reading readiness skills
- Develop early writing skills
- Perceive themselves as listeners, speakers, readers, and writers
- Appreciate varied forms and uses of language
- Express themselves through creative media such as music, movement, dance, and the visual arts

3.2.4. Physical/Motor/Recreational development

- Maintain a desirable level of health and fitness

- Develop basic gross and fine motor skills
- Increase knowledge about care of their bodies

3.2.5. Cognitive

- Know their personal information
- Know about community, celebrations, and social roles
- Begin to recognize conventional symbols including numerals, letters, warning labels, road signs, etc.
- Develop learning by acting on objects and observing results
- Understand and construct logical relationships such as classifying, sequencing, seriating and one-to-one correspondence.
- Develop a concept of time and space
- Develop concept of numerical relationships
- Represent and understand ideas and feelings through imaginative play

3.3. Notice of Non-Discriminatory Policy

FCCNS does not discriminate based on race, color, national, or ethnic origin, sex, age, or disability in the administration of our educational policies, admissions policies, scholarships, or other school-administered programs. FCCNS admits students of any race, color, national or ethnic origin, sex, age, or disability and consistently applies the rights, privileges, programs, and activities generally accorded or made available to all students at the school.

3.4. Non-Violent Play

Our center has a policy of nonviolence relating to children's play. We ask that NO WEAPONS or TOYS be sent with your child that would encourage aggressive play and/or hurtful behavior among the children. As part of our Christian program, we teach children to treat all people with love and respect. We do not tolerate teasing or bullying and expect parents to support our efforts in this area.

3.5. Program Descriptions

Full-time and part-time program options are available for infants, toddlers, preschool, and school-age children. Permanent scheduling is required. Parents are asked to let us know in writing of any change in schedule at least 2 weeks in advance. Minimum enrollment is two days per week.

3.5.1. Early Education and Care

Infants and Toddlers: Our multi-age program for children beginning at age 8 weeks, is where children are primarily grouped with a single teacher to encourage consistent, caring relationships in one of three classrooms (infant room, young toddler room, older toddler room.) Teachers and caregivers work with parents to move each child to their next stage of development.

Preschoolers: A separate preschool classroom is available for three and for four-year-old children. Children are primarily grouped with a single teacher to encourage consistent, caring relationships. Teachers and caregivers work to foster each child's social skills and prepare them for kindergarten.

3.5.2. School-Age Care

Two separate programs for children entering Kindergarten through age 12.

The School-Age wrap program is a 10-month program that begins at the start of the school year and concludes at the close of school in June. FCCNS provides full-day care for school-agers based on the Penfield Central School District calendar, i.e., break weeks, holidays, early dismissals, and emergency closings. Minimum enrollment is at least two mornings or two afternoons per week. Teachers provide a suitable environment after school for children to relax, have snacks, do homework, socialize, and play with friends.

When Penfield schools are closed periodically throughout the school year, we will send communication asking whether your child will need care on those days. If we do not hear from you, we will assume you need all day care on your child's normally scheduled days and you will be charged the full day fees.

For one week each year, you may request to use a holding fee, which means if there is a week (Monday through Friday) that you will not be here at all, you may request to pay 50% of your normal fee.

The Summer School-Age program begins on the Monday following the close of school in June and ends the Friday before the start of the school year. Minimum enrollment is two -days per week. During the summer session you will only be charged for the weeks you sign-up for. Two weeks' notice in any change of schedule is required, or you will be charged the normal rate. A structured fun day is planned to include crafts, science, devotions, games, sports and a quiet D.E.A.R time. Cooperative play and learning to respect others are some of the goals we strive for every day.

3.6. Curriculum

Our program is Christian-based, and the message of God's love permeates our days and influences all we do. Our curriculum addresses all areas of a child's growth – spiritual, social/emotional, language, creative, cognitive, and physical – using materials developed to meet the needs of each age group. The New York State Early Learning Guidelines and their five Domains, which we have integrated into our curriculum include:

- Physical Well-Being, Health & Motor Development
- Social & Emotional Development
- Approaches to Learning
- Cognition and General Knowledge
- Language, Communication and Literacy.

3.7. Discipline

Young children are not experienced enough or emotionally mature enough to oversee themselves over long periods. They need adults to protect them, guide them, and teach them socially acceptable ways to express their needs and wants. Our discipline process is designed to positively guide children to the development of their own inner control while keeping them safe and teaching them to treat everyone with respect. Manners, positive ways of interacting and sharing with others, and asking to have a need met are all a learning process that each child needs to be shown, taught, and practiced. This takes support and guidance from caring staff and parents. We work hard to foster a sense of respect for others and a sense of independence in each child.

No corporal punishment, yelling, or methods that frighten, demean, or humiliate, will ever be used on any child in our care. Harsh discipline by parents within the center is strictly prohibited. We believe in the effectiveness of consistent, positive interactions with children linked with positive guidance techniques. As a staff, we strive to model the types of behaviors we expect from children and expect parents to promote positive interactions by maintaining calm, respectful communication with their child.

As per New York State regulations, we do not use the Time-Out System of behavior management here. Instead, we offer children supervised breaks of quiet time away from the group. We give them a quiet space to regroup, relax, and speak with the teacher about a better way to solve the problem or tell the teacher that they need a break. Drawing, puzzles, books, and playdough are some of the quiet activities offered in this quiet setting. When the child is ready to apologize (if needed) and is in control of their bodies, they are welcome to join in group play. Constant supervised care and modeling appropriate behavior is key to a child's success in the classroom. Teachers will be in communication with parents about any behaviors observed in the classroom.

There is no single approach that works for all children. Our staff, together with parents, works with each child whose behavior is disruptive or unacceptable to match the best approach to that individual child. To limit the number of behavior problems we use constant competent adult supervision and may change small groups around in each class to promote positive interactions between the children. Throughout our center we:

- Design the daily program to provide a sufficient variety of age-appropriate activities and materials. Ensure children have many opportunities to make choices throughout the day.

- Carefully teach and regularly review classroom and school rules. Our rules are clear and consistent, and we make sure children understand what acceptable behavior is and what is not as well as the consequences of their behavior.
- Expect all adults (staff, parents, volunteers) to model the behaviors expected of children.
- Allow plenty of time for transitions and provide warnings before they occur.
- Provide reminders about what is expected and what is acceptable behavior.
- Remove children from inappropriate activities and redirect them to a more appropriate activity (before they become frustrated and out of control whenever possible).
- Recognize when children demonstrate positive behaviors and reinforce or reward them.
- Encourage children to use language to solve problems. As they become developmentally able, teach them to use a peaceful problem-solving process.
- Provide a safe, well-supervised place in the classroom for upset or out of control children to regain self-control when necessary. Children who are unable to regain self-control in the classroom may be brought to the office for a short time, to aid in this process. Children having a tantrum may need to be temporarily given a break from the group to have a quiet space to calm down and talk with a teacher about their feelings. We also discuss positive ways to handle the situation the next time the problem occurs. We use each problem that occurs as a learning experience for the children.
- Talk to children in a calm manner about inappropriate behavior and help them to find acceptable alternatives.
- Build good communication and partnerships between parents, staff, and administration to support appropriate behaviors.

If an individual child consistently displays unacceptable and/or disruptive behaviors, the teachers, parents, and administrators will work together to develop a Functional Behavior Plan. The goal of the plan is always to eliminate the disruptive unacceptable behaviors and replace them with appropriate behaviors while respecting and supporting the child in a loving, Christian manner. Any or all the following actions may be implemented:

- Have parents meet with the lead teacher to identify the problem behavior, try to identify probable causes, and decide on a course of action that includes both school and home.
- Develop a written Functional Behavior Plan from this meeting that includes the plan of action, who is responsible for what, how the behavior will be tracked, the expected timeline, and a date for a follow-up meeting. The plan will be signed by all parties, approved by the Executive Director, and placed in the child's file. All parties will receive a copy.
- In some cases, we may recommend outside evaluation for the child to determine if there is an underlying developmental delay that needs to be addressed. If so, parents are expected to initiate and follow through on this action in a timely manner. Professional evaluation is usually available at no cost to the parents through Early Intervention Services or through the child's home school district (depending upon the age of the child).
- If evaluation is necessary, we try hard to keep the child in the program until the process is completed, if we can do so without danger to the child or others or compromise to the program. We actively support the early diagnosis of developmental delays or other problems and work with outside consultants on a regular basis. We prefer that all or some of the evaluation takes place here to provide the evaluators with the opportunity to observe the child in a group setting and meet with teachers and parents. Many children with a special need can receive services here at FCCNS and remain in our program.
- Assess the effectiveness of the Functional Behavior Plan at the follow-up meeting. If the plan has not succeeded in improving the behavior, the Executive Director will also attend this meeting. A revised plan will be developed, if appropriate.
- The revised written Functional Behavior Plan will follow the same format as the initial plan and will be placed in the child's file. All parties will receive a copy.

FCCNS has a no tolerance policy for combative or violent behavior. Our staff members are not trained to handle these types of behaviors, nor do we have enough staff to maintain a 1:1 ratio with any child. If an individual child consistently displays behaviors that place our staff or students in harm's way, parents will be called to pick up the child immediately. FCCNS realizes that our program may not meet the needs of all children. A child may be terminated from the program at the discretion of the administration if it is believed that continuation in the program would be detrimental to the child or other children and staff and/or that the program cannot meet the child's needs without undue accommodation. The final decision as to termination rests with the Executive Director and the Board of Directors.

4. Program Components

4.1. Chapel and Community Outreach

One of the many things that make our program special and unique is our weekly chapel time. Members of the church's pastoral staff, Director, teaching staff or volunteer present a short Bible lesson and lead all our children, except the infants, in prayer and song. Center-wide and in individual classrooms, we are also involved with various service projects throughout the year including joint projects with the Sunday school classes of Faith Lutheran Church.

4.2. Holiday Celebrations

Holiday celebrations create a unique community link as people come together to mark special events. They form an important tool for helping children learn about their own culture and help them begin to learn about other cultures. Here at FCCNS we mark holiday events together but endeavor not to duplicate family observances. We stress the spiritual base in all holidays first and foremost. Secular aspects of holiday observations (e.g., Santa Claus and the Easter Bunny) are left to individual families to acknowledge as they wish. Our staff will refer children to their parents when questions arise about these issues.

We choose not to celebrate Halloween out of respect for the religious belief of some of our families and in recognition of the developmental level of many of our children who are not yet ready to enjoy costumes, masks and dressing up. Instead, we mark the fall season with a Harvest Festival at the end of each October.

4.3. Birthdays

Birthdays are a special time for children and food often is a part of any celebration. While we love being a part of your child's special day, allergy issues now restrict the food that we can serve. **Parents are welcome to bring any store-bought treat that does not contain nuts and is not made in a facility that also processes nuts or nut products**. Some options include ice cream cups, popsicles, Oreo cookies, Jell-O cups, goldfish, applesauce, or non-food treats such as stickers, coloring books or bookmarks. If your child has food allergies, we encourage you to provide an appropriate substitute that can be kept at school for these occasions. It is our policy to distribute birthday party invitations via children's cubbies only when everyone in the class is invited.

4.4. Music Enrichment

Music enrichment classes, provided by a qualified music teacher, bring the joy of music to our infants, toddlers, and preschool children during the school year. Children develop a basic understanding of music concepts while enjoying music and movement. Classes for all ages are held weekly.

4.5. Drama Enrichment

The Drama Enrichment program builds Childrens' self-confidence, promotes self-control, and helps them to express emotions in appropriate ways. Additionally, it builds expressive and receptive language skills and encourages creative problem solving. It is also a safe space to be silly!

The program encourages teamwork and cooperation and can help kids work through big world problems by acting them out. This time also promotes fine and gross motor skills.

4.6. Outdoor Play

All children attending FCCNS are taken outside to play every day that weather permits, including during the winter as is required by New York State regulations. If the temperature is 20 degrees Fahrenheit with wind chill or lower,

we do not play outdoors. Likewise, we do not take the children outside if the Heat Index is too high and/or if the UV index is at a dangerous level.

4.7. Rest Time

With children as young as 8 weeks in our program, we have a variety of sleeping and resting needs. New York State regulations require that all children have a daily rest period. Some children are fine with a brief rest and some children need to sleep more than 2 hours. We believe it is in the best interest of the child to sleep until they wake up naturally whenever possible. Scheduled rest times for toddlers and preschoolers are included in the class schedules posted in each room. For toddler and preschool children who do not sleep, a rest period of approximately ½ hour is provided, after which quiet table activities are provided.

As required by NYS regulations, ***a quiet time*** will be provided.

All parents are asked to provide rest time bedding. Due to limited storage space, we ask that you send in only small blankets and a sheet. Per New York State regulations, all children must have a covering for their cot, so a sheet provided from home is appreciated. A single stuffed animal or doll is also acceptable. Please, no large comforters or large sleeping bags. All parents need to take home bedding weekly for washing. Bedding should not be left at FCCNS over the weekend.

4.8. Field Trips and Special Visitors

Field trips and special visitors related to our curriculum are scheduled throughout the year. Children enjoy meeting special visitors who help enhance our program curriculum including storytellers, musicians, police officers, firefighters, health care professionals, etc.

On occasion, groups may take neighborhood excursions to experience nearby sights such as the firehouse, nature pond, etc.

FCCNS complies with NYS DCC 418-1.6 regulations for Transportation by requiring all students who are being transported for FCCNS sponsored events to be given the OCFS-6020 Transportation Plan and have a completed, signed OCFS-6013 Transportation Consent Form prior to being transported. We contract with chartered bus companies to transport school-age children to and from field trips. For safety reasons children will wear FCCNS-provided name tags while on field trips.

If your child has a special need or health concern that may impact his ability to participate in a field trip, please discuss the specific field trip with your child's teachers. A Medication Administration Training (MAT) certified teacher will accompany those groups with children who may require medication.

Due to their stage of development, our infants and toddlers usually do not participate in off-site field trips.

4.9. What to Bring to School

All items must be labeled with your child's name.

- A complete change of clothing, suitable for messy play, allows children to dress and undress independently including underwear, socks, pants/shorts, shirt/sweatshirt appropriate for the season are needed for all children regardless of their age. New York State regulations do not allow plastic bags to be accessible to children so please DO NOT send extra clothes in plastic bags.
- A sheet and a blanket for rest time.
- Well-fitting, non-slip, closed-toed footwear with a strap on the back for outdoor play. We highly recommend sneakers.
- Outside wear that is appropriate for the season: bathing suit, closed-toed water shoes (or old sneakers) and towel in a non-plastic bag for warm weather; jacket or long-sleeved fleece for cooler weather; snowsuit, boots, hat, and mittens for winter weather.
- Avoid jewelry and clothing with ties or strings at the neck due to choking hazards.
- Diapers, wipes, and creams for children who are not yet toilet trained.
- Sunscreen, hand lotion, Vaseline, Desitin, A&D, Chap stick, or other lotions or ointments (in original containers, labeled with your child's name) that your child may need. Your written permission is required

for us to apply these items on your child, which is one of the forms completed upon registering and once per year.

- Special food items to be kept on hand due to allergies or other special needs.

4.10. Program Placement and Transitions

4.10.1. Program Placement

Children are placed in a classroom based on available openings, chronological age, and developmental level. As a rule, children are placed with those children with whom they would enter kindergarten. In NYS, children must have turned 5 years of age by December 1 to enter kindergarten that year.

We believe that a familiar peer group linked to stable long-term adult relationships is the most desirable option for young children. As a result, children almost never move to a new classroom singularly. Instead, children move to their new classroom with the rest of their classmates who are age eligible to move. For children moving from the infant room into the toddler room and from the older toddler classroom into the younger preschool rooms, these moves happen when they come of age. Younger preschoolers who are moving to the older preschool room and older preschoolers who are moving into the school-age program, these moves happen at the start of the summer program in late June during Moving-Up Week. In the weeks preceding the move, the children will spend time visiting their new classroom and getting to know their new teachers and new classmates before Moving Week.

Occasionally, a child may have special needs or developmental delays and are not yet ready to make a move when they are chronologically expected to do so. In this situation, the teachers, parents, and director develop an individual plan to meet the needs of the child while still meeting regulations. If you believe this situation applies to your child, please discuss this and any other concerns with your child's primary teacher. We will need a note from the child's primary physician to hold a child back from the infant to toddler classroom.

4.10.2. Transition Into the Program

Parents must schedule a Welcome Conference prior to their child's first day in the program. At this time, they will meet with the teacher, review all paperwork, discuss the needs of the child, and spend time visiting the classroom with their child. Parents can help set the tone for their child's transition into the program. It helps to talk about the upcoming enrollment and the new teachers and friends as an exciting new experience. Use terms like "your new school" and talk about FCCNS in a positive manner so that the child begins with a positive attitude. A positive, relaxed manner on the part of the parents goes a long way toward helping the child relax and feel comfortable.

Initially on your child's first day, you are welcome to stay until you feel comfortable leaving your child. However, once you decide it is time to leave, say goodbye to your child, and assure him/her that you will return at the end of the day, give hugs and kisses, wave goodbye and then leave. If, instead of leaving after the first goodbye, you come back and forth when the child cries, it prolongs the whole leave-taking process, and makes it more difficult for everyone each time. By setting a predictable, daily routine with your child, they will soon learn to trust that their parents will pick them up as promised. Our teachers can offer suggestions if you would like and provide comfort and support for children who need it.

Upon arrival, please remember:

- Park in the back parking lot and enter through the main double door entrance at the rear of the church. For the safety of our children, please do not park at the curb and do not leave your car running. Per New York state law, do not pass school buses in our driveways or parking lot if the red lights are flashing.
- A handicapped entrance is available for those parents with handicapped conditions. Please talk to one of the administrative staff for details.
- Upon entering the building, push the button on the brick wall to your left to activate our screen for the security system. If masked, please show your face to the camera. Someone from the office will verify your presence and allow you to enter the building. Visitors will be asked a reason for visit and will be met and identified before being taken to the child's classroom. If you are sending a new person to visit or to pick up your child, please alert the office staff. Anyone picking up your child our preferred practice is to have

written permission on file in our office. If there is a special occasion, we will accept a call to the office, identifying who will be picking up the child.

- Ensure that your child stays with you rather than running ahead of you. This is our building rule, and everyone is expected to follow it to keep children safe. **No child can be left alone at our facility, so please make sure that they always stay with you during drop-off and pick-up.**
- Apply your child's sunscreen if you have not already done so.
- Help your child wash their hands as they enter their classroom.
- Contact a staff member so that we are aware of your child's arrival before you sign your child in, being sure to use your check-in code on brightwheel.
- Inform the staff of any physical or emotional changes in your child (e.g., bumps or bruises, lack of sleep, loss of a pet or friend, changes in family situation, etc.). Your input will help us to maintain quality care.
- Put labeled coats, backpacks, extra clothing, etc. on your child's hook or in their cubby.

At the time of departure:

- Park in the back parking lot and enter through the main double door entrance at the rear of the church. For the safety of our children, do not park at the curb and do not leave your car running. Per New York state law, do not pass school buses in our driveways or parking lot if the red lights are flashing.
- A handicapped entrance is available for those parents with handicapped conditions. Please talk to one of the administrative staff for details.
- Come to the group to get your child and contact a staff member so that we are aware of your child's departure.
- Sign your child out being sure to use your check-in code on brightwheel.
- Check the dry-erase boards as well as the classroom and parent bulletin boards for, newsletters, notices, and other information pertaining to your child's program.
- Check cubbies and hooks. Be sure to take home daily projects, soiled clothing, and bedding, etc. Since plastic bags cannot be accessible to children, each classroom has a designated shelf area for items that need to be stored in plastic bags. Check with your child's teachers for the location.
- Have children remain with you once you have signed them out. For safety, children must be visually supervised by parents while in the building during childcare hours.
- Do not be shocked if your child cries when it is time to leave. Making the transition from school back to home can be difficult for some children. He or she may just be involved in a favorite activity and may need a minute or two to finish up.
- If any person picking up your child is unfamiliar to the staff, photo identification will be required. Please refer to section 8.2.5, Who Can Pick up Your Child, if someone other than a parent is picking up your child.
- Check the monitors in the concourse for center and church activities and announcements.

4.11. Registration & Enrollment

Communication between the FCCNS office and you will continue throughout the process of Registration and Enrollment. Priority of enrollment for our program is first given to FCCNS families. Changes to children's enrollment, if challenged by new families, will be discussed with the FCCNS family before filling the opening.

Before entering our program, parent and child must complete both of these processes:

4.11.1. Registration

Registration process includes:

- Completion and return the registration form.
- Family attends an initial tour for the child's assessment and fit within the program.

4.11.2. Enrollment

Enrollment in the program means we have availability and you have accepted the spot. Timing of enrollment is critical.

- Once spaces are available that meet your requested days and program, you will be notified and given 48 hours to accept the opening.
- Enrollment fee is paid, and enrollment materials returned to FCCNS office.
- Parents and child(ren) attend a welcome conference with classroom teacher.

4.11.3. Early Education

Registration is ongoing with priority given to siblings of currently enrolled children and members of Faith Lutheran Church.

- Any child who has withdrawn from the program at any time must reapply for admission. Re- enrollment will be subject to availability.
- If you reduce your child's schedule, the days you drop will be offered to families on the waiting list. Any future requests for an increase in schedule will be granted subject to availability.
- The only way to secure a child's spot is to pay the weekly fee in full, whether or not the child attends.

4.11.4. Before/After School

Registration occurs annually in the spring. Priority is given to currently enrolled children, their siblings, members of Faith Lutheran Church and Alumni.

4.11.5. Summer School Age

Registration occurs annually on a first-come, first-served basis. Children may register for one or more weeks of the summer camp program.

4.12. Termination of Services

FCCNS reserves the right to terminate services. Reasons for termination could include, but are not limited to:

- Inappropriate behavior (when the health, welfare and safety of others are at risk)
- FCCNS not being able to meet the special needs of a child.
- Chronic tardiness at pick-up time
- Account in arrears

5. Communication

Most written communication in our program is handled via brightwheel. Parents can designate one or more e-mail addresses at the time they complete enrollment materials to be included on our email distribution list. Two household families should provide us with e-mail addresses for both households. We distribute our Parent Handbook via brightwheel, it is also located on our website under the Forms & Links tab. Our newsletters and calendars are uploaded to our website monthly. Statements, receipts, year-end statements, etc. are provided on our electronic system. We ask that you check your email and brightwheel regularly to make sure that you have not missed any communication from FCCNS.

5.1. Confidentiality

Information relating to an individual child is confidential and cannot be disclosed to anyone other than the staff of FCCNS, the New York State Department of Social Services or its designees, or a social services district unless a parent of the child has granted written permission for such disclosure.

5.2. Parental Concerns

From time to time, there may be issues or concerns regarding your child. Be sure to talk to your child's teacher about the matter as soon as it arises. Together you will usually be able to find a solution or strategy to address the issue. However, if there is something that cannot be resolved in the classroom, please see either the Executive Director or the Director of Finance and Operations as soon as possible. In addition, the Parent Representative of our Board of Directors stands ready to address any questions or concerns regarding FCCNS. An email address to reach our parent representative is available at parentrep@fccnschildcare.com. We appreciate open communication at the center level so that we can address your concerns firsthand. Our door is always open, and we appreciate all feedback, as it helps us create the best center that we possibly can for your children. In the event your concerns are not addressed you have the right to contact the Child Care Complaint Line at 1-800-732-5207.

NYS Regulations can be found at: ocfs.ny.gov/main/childcare/daycare_regulations.asp

5.3. Absences

Please notify the Center (385-2360 or brightwheel) as soon as you know that your child is going to be absent. This is particularly important in the case of School-Age children who come to us by bus. We ALWAYS assume your child should be here, if scheduled, unless you let us know differently. When your child is absent due to illness, please let us know the nature of their illness so that we can track sicknesses throughout the Center. There is no fee adjustment for absences.

5.4. Daily

brightwheel is used throughout our program. Parents are signed up for this app when your child enters the program. When you download the app, you will be able to see photos, videos, daily events (food/potty/nap), updates and what your child is learning during the day ("Your Child's Day delivered in real-time"). You can also use it to let us know any information about your child, or to let us know if your child will not be at school. You will also sign your child(ren) in and out each day with this application.

Parents should confer with teachers regarding their child's health issues and other pertinent matters.

Parents should use brightwheel to leave information for teachers/office staff if they are unable to speak to them directly.

Please review the Welcome Center, and classroom bulletin boards, posters, and dry-erase boards for news about our center and your child's program.

Our website https://faithpenfield.org/about-us/ contains important information about our programs, staff members, activities, lunch menus, and newsletters. We update our website periodically to show the fun experiences and learning that happens here every day.

5.5. Weekly

A menu is posted on the main bulletin board and in the classrooms, so you will know what food your child is being offered. This information is included on our website under the Newsletters/Calendars/Menus option and hard copies are available in the Parent Resource area outside the office for you to take home.

Lesson plans are posted in the classrooms. Teachers meet weekly to prepare goal-oriented lessons for the children in their classroom.

5.6. Monthly

The FCCNS monthly newsletter and calendar are available on our website at the beginning of each month and a link to our website is sent via brightwheel to parents. These items provide important happenings like special holiday celebrations, field trips, and special visitors. Please use this tool to add our special days to your calendar.

5.7. Annually

Parent conferences are scheduled once each year for all infants, toddlers, and pre-school children. Conferences can always be scheduled as needed for any child, including school-age children.

Several opportunities for social interactions with other families are held each year. To create a family environment here at FCCNS we are asking each family to commit to coming to at least one event each year to help support our program! In the past, these activities have included:

- FCCNS Picnic
- Bill Gray's fund raiser
- Movie night
- Saturday morning Playscape clean-up

A parent questionnaire is used to help evaluate the FCCNS program.

5.8. Social Media

Many parents utilize social media to share information and stay connected with friends and family. Please remember you may not post pictures of children or staff taken at FCCNS without permission. FCCNS does post pictures periodically on Facebook or on our website. It is our policy to not post pictures of children without written permission from a parent. Children's names are not mentioned, and names are never used on any social media.

6. Parental Specifics

6.1. Parent Participation and Rights

Parent participation is viewed as an integral part of the FCCNS program. Parents and teachers must work together to provide a positive learning and caring environment for young children. We rely on you to provide as much information as possible about your child and participate in conferences and other opportunities to share information about your child.

Our Volunteer Group is a parent group that plans social and fundraising events throughout the year. A newsletter will be sent to your email address periodically. We invite you to read up on this information and help wherever you can.

We also ask that parents participate in at least one fundraiser throughout the year. Any fundraising that we do helps keep our costs down and enables us to purchase new toys and equipment for our center.

Parents are welcome to visit FCCNS to observe or to participate by scheduling time to share their special talents or interests such as storytelling, music, crafts, or interesting facts about other cultures. Parents are invited to help with birthdays.

The parent of a child receiving care has the right to have access to the child at any time that the child is in care and has the right to inspect all parts of the building used for childcare. Parents will have reasonable access to the teacher or administrator during the normal hours of operation, as well as access to written records concerning their child, except where access to such records is otherwise restricted by law.

6.2. Parent Responsibilities

Parents are expected to read this handbook and to follow our policies and procedures. We expect you to read notices and to keep our records current with correct information. Most of our correspondence will happen via brightwheel, so we ask you to be diligent in checking the app regularly.

Staff members are to be treated as professionals who provide education and quality care for your child. Inappropriate language and behavior with staff members, children, or other parents will not be tolerated.

If you ever have any comments, questions, or concerns about any of our staff members, please direct them to the Directors. We do our best to help solve problems and be open to concerns and suggestions from our parents, but we cannot help if we do not know about the concerns in the first place. Our office is always open, and we appreciate any comments, both positive and negative. Thank you as always for your support of our program.

6.3. Rights of Non-Custodial Parents

By law, we cannot refuse to release a child to either of his/her parents unless we have an Order of Protection or other legal document on file in our office specifically limiting access. If there are custody issues relating to your child, please discuss the situation with the FCCNS administrative staff to ensure that we have the necessary documentation in our file.

7. Administration, Staff and Supporting Personnel

7.1. Administration

Faith Child Care and Nursery School, an outreach ministry of Faith Lutheran Church, is governed by the FCCNS Board of Directors, which sets the policies and establishes the annual operating budget for the program. Our Executive Director and Director of Finance & Operations administer these policies and help facilitate the daily functioning of FCCNS.

7.1.1. Accreditation

FCCNS is committed to quality early learning standards as exemplified by national accreditation. The accreditation process involves an extensive self-study that looks at our staffing, board of directors, administration, physical environment, and program content followed by an on-site inspection. We are currently looking at different accreditation standards.

7.1.2. Licensing

FCCNS is licensed by the New York State Office of Children and Family Services (OCFS). A copy of our license is in our lobby. The latest copy of the NYS regulations and Compliance History is hanging in our lobby.

7.1.3. Accident Insurance

All students are covered by a basic accident policy should an accident occur while your child is in our care. Details are available in the FCCNS office.

7.1.4. Lost or Stolen Items

FCCNS cannot take responsibility for any lost or stolen items.

7.2. Staff Members

FCCNS teachers and staff members are professionals who are hired based on their education, training, experience, and dedication to providing a safe, nurturing Christian environment for children. All Faith Child Care & Nursery School employees are screened and cleared through the New York State Central Register of Child Abuse and Maltreatment and are fingerprinted for prior criminal offenses. All FCCNS staff members, including volunteers, must complete required New York State OCFS requirements for staff licensing.

In addition, FCCNS staff members are certified in First Aid and CPR. FCCNS staff information is available on our website (https://faithpenfield.org/about-us/) and is posted in the classrooms. Faith Lutheran Church staff information is available on the church's website (www.faithpenfield.org).

7.3. Floats, Substitutes, and Volunteers

FCCNS uses floats, substitute teachers, and volunteers in the classroom when the assigned teachers are out of the room for various reasons. Our teachers help to mentor our additional personnel in the best ways that they can help both the children and the teachers in each classroom.

If you have a special skill or time to share, please contact the FCCNS office to request a volunteer information packet.

7.4. Board of Directors

FCCNS is governed by a Board of Directors that meets monthly to set policies and standards for the center. It consists of the Director(s) of FCCNS and additional members, including church members and parents of children enrolled in our program, one of whom is the designated Parent Representative. The Parent Representative is available to discuss any ideas or issues you may want brought to the Board. A list of the members of the Board

of Directors is available on our website and is posted in our lobby. The Board is responsible to the membership of Faith Lutheran Church and reports to the Faith Leadership Board. Please let us know if you would be interested in serving as a board member or on a board committee.

8. Health and Safety

8.1. Accidents

When a child sustains a minor injury, staff members will treat the injury then complete an Incident Report and place it on the Sign-In/Sign-Out clipboard. At pick-up, the parents should sign the Incident Report and take the yellow copy. The white original of the report will be placed in the child's file. A phone call regarding the injury will be made to the parents if warranted**.**

8.2. Building Security

8.2.1. Entrance Doors

During FCCNS operating hours, all exterior doors except the center door at the main entrance, will be locked and inaccessible without a key to prevent unauthorized access to the building. All exit doors operate for egress to meet fire codes.

8.2.2. Sign-In/Sign-Out

Each class has a tablet with brightwheel that travels with the class. It is very important that parents sign children in and out each day upon arrival and departure on the sign-in/sign-out sheet **and** with the app. In the event of an emergency, the sign-in/sign-out sheet is our record of everyone who is here.

8.2.3. Staff Identification & Screening

All FCCNS staff members wear photo ID tags or an FCCNS uniform shirt for easy identification. As part of the hiring process, at least two references and all educational credentials are checked. Candidates must complete at least two interviews and a classroom visit. All Faith Child Care & Nursery School and Faith Lutheran Church employees are screened and cleared through the New York State Central Register, “six-thousand series.”

8.2.4. Visitors

All visitors to the program must come to the office to sign-in and sign-out and must wear a Visitor badge while in the building.

8.2.5. Who Can Pick Up Your Child

If your child is going to be picked up by anyone other than a custodial parent, written notice to the office or through brightwheel is required. Any person picking up your child may be asked to provide photo identification. The staff will not release a child to anyone except a parent unless we are authorized to do so.

8.3. Child Abuse Policy

According to New York State law, all employees of a licensed facility are mandated reporters who are required to report to the New York State OCFS if they know or have reasonable cause to suspect that a child is being abused or maltreated. FCCNS operates in accordance with this law and in accordance reports any case involving a child in our care. In addition, if any staff member is suspected of abuse or maltreatment, they will be subject to one or more of the following actions: dismissal, suspension, transfer, increased supervision, counseling, demotion, and training.

8.4. Diapering and Toilet Training

Parents are responsible for providing diapers, wipes, and diaper creams for their child. (Please make sure that all packages are labeled with your child’s name.) Diapers will be changed whenever wet or soiled. Appropriate diapering procedures are followed to reduce the risk of infection in the program.

When children show readiness to become toilet trained, we work closely with the parents to ensure a positive and supportive experience. When it is time for your child to work on toilet training here at school, you will need to provide at least three complete changes of clothing (including an extra pair of shoes), pull-ups (preferably the

type with re-attachable sides) and/or training pants. Here at school, training pants or underpants alone are not suitable in our environment until a child is having only an occasional accident. Since toilet training is about independence, please be sure your child has elastic waist pants and other easy to remove clothing that they can handle on their own.

Our preschool rooms do not have their own diaper changing facilities, and we prefer that all children registered in these programs be out of diapers and mostly toilet trained to participate.

8.5. Emergencies

8.5.1. Medical

In the event of a medical emergency or serious injury, we will contact 911 for instructions and then call parents to inform them. If an ambulance is required, we will provide them with your designated hospital of choice as listed on your child's emergency card. A member of our staff will accompany any child taken for treatment by ambulance if a parent is not available to do so.

8.5.2. Weather Related

Detailed emergency procedures have been developed to protect children and staff in the event of weather-related emergencies such as tornadoes, earthquakes, and severe storms. Procedures are detailed in our staff handbook and are reviewed annually with staff.

8.6. Emergency Contact Information

It is **vital that our records be accurate in case of an emergency**. Information on Emergency Contact cards should be updated any time a change of address or telephone number occurs. New York State mandates that Emergency Contact Cards be updated every six months.

8.7. Fire Drills & Evacuation

8.7.1. Monthly Fire Drill:

Monthly fire drills are required by New York State regulations. Evacuation signs and procedures are posted in each room by the exit. Should the fire alarm sound when you are in the building, please go directly to the nearest exit, and make your way to the upper parking lot. In the event of an emergency that prevents us from returning to the building, plans are in place to evacuate children to a nearby site and parents would be notified by brightwheel.

8.7.2. Primary Evacuation Plan:

In the event of an emergency, where we would be unable to stay in our building, our primary evacuation site is Browncroft Community Church 2530 Browncroft Blvd, two doors down from Faith Lutheran Church. **In the event of an evacuation, you would receive a message, on** brightwheel**, letting you know what the situation is, loss of power, flood, etc. and you would receive a second message saying where we are located and that we are safe.** If able, we would send a message giving you a contact number to call us if needed. We would ask that you only call if you need to let us know that a person who is not a typical person is picking up your child. Browncroft Community Church (**Phone = 585-586-0930)** has many rooms that we would be able to spread out in, but we would give you a time that we would appreciate your child to be picked up by. It may not be necessary that you drop everything and come that minute. **Our messages will let you know what is needed. The phone lines will be jammed if everyone calls the given number at once, so we would ask that you only call if extremely necessary.** Our secondary evacuation site is the Fire Department on the corner of Qualtrough and Browncroft Boulevard, should Browncroft Community Church not be available. We do have extra food and supplies that we would bring with us in either case (if able) and would continue to keep your child(ren) safe in their teachers' care the entire time.

8.7.3. Shelter-In-Place Drill

Twice a year we will hold a Shelter-In-Place Drill required by New York State regulations. We do this drill to practice in case there is a situation where we must remain in our classroom for a period. We are required to let you know when we are having these Shelter-In-Place Drills.

8.8. Head Lice

FCCNS has a no nits policy regarding head lice. Having a proactive approach is the best way to prevent and control head lice. In our program, we check children for lice and nits as warranted. In addition, we strongly recommend that parents regularly check their children at home.

Should lice or nits be found on a child, parents would be contacted to pick up the child to take them home for treatment. If your child is sent home, we recommend you call your doctor so that they can prescribe the most effective and safest treatment for your child. **All nits must be removed before a child can return to FCCNS.** Once the child returns to school, the child must be brought to the FCCNS office for a head check before they can return to their classroom. They will also need to be rechecked after 7, 10, 14, 21, and 30 days to ensure that they have not become re-infested.

Parents should contact FCCNS if a sibling of a student has lice or nits, so that we can monitor them.

8.9. Health and Safety Programs

To protect the children in our care, FCCNS has established policies and procedures that include:

- Health Care Plan approved by NYS OCFS (copies available in the office)
- Allergy and Anaphylaxis policy and plans as recommended by OCFS.
- Medication Administration Guidelines conforming to NYS law.
- Infection Control Procedures
- Sick Child Policy (see section 8.11, Illness)
- Emergency Procedures for injury or severe illness
- Fire Drills
- Daily health checks performed by the classroom teachers and/or the Health Advocate
- Safety Rules of the Classroom, Playground and Big Room
- Discipline Policy (see section 3.7, Discipline)
- Child Abuse Policy (see section 8.3, Child Abuse Policy)
- Providing staff training in first aid, emergency procedures, CPR, and in recognizing and reporting suspected incidents of child abuse.
- Ensuring that all employees are screened and cleared through the New York State Central Register of Child Abuse and Maltreatment and are fingerprinted for prior criminal offenses.
- Our facility is inspected by:
    - New York State OCFS
    - Monroe County Health Department
    - New York State Department of Health
    - New York State Fire and Safety Inspector
    - Penfield Fire Marshall

8.10. HIV/AIDS Disclosure Policy

In compliance with New York State law, it is the policy of FCCNS to keep all information regarding a student or employee's health completely confidential. No student or employee known to have HIV/AIDS shall be suspended from the program until the infected person's doctor recommends removal from the program or the determination is made by the Executive Director in collaboration with the Health Advocate. This may occur at

the point in which the infected person's health needs cannot be met or the infected person poses a health risk to employees, volunteers, or students.

8.11. Illness

Your child's illness affects us all. To keep everyone healthy and reduce illness and absenteeism we need to know as much information as possible about your child's health. We follow the childcare guidelines developed by the American Academy of Pediatrics for dealing with communicable diseases. When a communicable illness is present in the classroom, information will be posted on the dry erase board.

If your child is slightly under the weather but does not have a high fever or is not showing any severe symptoms, you will most likely be given a "heads-up call." This is a phone call letting you know that your child is not himself/herself, but that we are doing our best to get them through lunch and nap time. That way, you can form a "plan b" with your day in case the fever increases later and then we need someone to pick up your child.

Children shall be **excluded** from group care when one or more of the following situations occur:

- Medical attention is needed.
- Child is not able to participate in the group setting.
- There are symptoms of acute or contagious illness such as:
- fever of 101^{o}F
- upper respiratory infection
- persistent cough
- obviously sick or in pain or discomfort
- suspicious rash
- recurring bouts of diarrhea and/or vomiting

Parents will be called and may be asked to pick their child up if one or more of the above symptoms develop.

Depending upon the type of illness, a note from the physician may be required prior to a child's return. Any child with a serious injury such as a broken bone or who has had any type of surgery must bring written instructions from their physician detailing any limitations or indicating that it is safe for them to resume normal activity. Verbal instructions are not sufficient.

Any child excluded with symptoms of communicable illness needs to be symptom free for 24 hours before returning to the Center. (Examples are no fever for 24 hours without fever-reducing medicine, and no diarrhea or vomiting for 24 hours without a special diet.)

During the span of COVID pandemic, hours are increased to 72 hours and fever decreased to 100^{o}F

Children with communicable diseases requiring medication need to be taking that medication for appropriate amounts of time before returning to group care. This time will be determined by illness and health policies regarding that illness. The following is a list of some of the communicable illnesses and the recommended exclusion time.

- Covid-19 –quarantine required and fever free without fever reducing medicine per CDC guidelines.
- Strep throat - 24 hours on oral medication
- Impetigo - 24 hours on an antibiotic or when lesions are dry.
- Fifths disease - no exclusion unless a fever is present, or symptoms exist.
- Head lice - may return after all nits are removed (see section 8.8, Head Lice)
- Ringworm - may return after treatment started; keep covered if possible.
- Scabies - may return after treatment.
- Pinworm - may return after taking oral medication.
- Conjunctivitis - on medication and free of discharge; no exclusion for viral or allergic conjunctivitis
- Chickenpox - exclude until all lesions are dry; approximately one week after rash appears.

8.12. Special Health Care Needs

Children with special health care needs such as allergies, asthma, diabetes, seizures, etc. must have a written Health Care Plan developed with parents, health consultants, and the child's physician detailing any special procedures or treatment. Allergies need to be documented by a physician. Your child's photo and allergy plan are posted in his/her classroom as a daily reminder to staff. Most of our staff are trained on using emergency medications such as epi-pens and asthma inhalers and nebulizers so that in an emergency they can spring into action.

As part of the enrollment and annual documentation updates for children, and in compliance with NYS any child with a known allergy must have the following documents on file when applicable:

- NYS OCFS form 7006 – Individual Health Care Plan for a Child with Special Healthcare needs or approved equivalent.
- NYS OCFS form 6029 – Individual Allergy and Anaphylaxis Emergency Plan or approved equipment.
- NYS OCFS form 7002 – Medication Consent Form or approved equivalent.

8.13. Anaphylaxis Policy

In compliance with NYS Day Care Centers (DCC) regulations, sections 418-1.11 (c) (2)(x), (e)(4), (h)(5), (h)(6), and (h)(8)(i), and NY Public Health Law Section 2500, Health Care Plans, and staff training, FCCNS is required to and has at least one trained staff member in the prevention, recognition and response to food and other allergic reactions and anaphylaxis. This includes but is not limited to the use of epinephrine auto-injectors, Diphenhydramine, when prescribed in combination with the auto-injector, asthma inhalers and asthma nebulizers when necessary to prevent anaphylaxis or breathing difficulty.

8.14. Infection Control

Infection control procedures are used throughout our center to help prevent the spread of communicable disease. Both staff and children practice frequent and thorough hand washing. This is the single most important procedure to prevent the spread of infection. Bedding is sent home at the end of each week since NYS regulations require parents to wash bedding at least weekly. Other good hygiene practices include providing for:

- sanitary food handling
- clean toilet facilities
- appropriate diapering procedures
- Universal Health Precautions when encountering blood.
- regularly sanitizing toys and equipment
- adequate and readily accessible supplies of soap, disinfectant, and protective disposable gloves
- proper receptacles for the disposal of contaminated materials, refuse and waste.
- following the guidelines set by the Infection Control Center of Monroe County Health Department for the use of gloves.

8.15. Medical Records & Immunization

The New York State OCFS require up-to-date medical records be on file for each child enrolled in our program. These medical records include:

- **Physical exam and immunization records** – must be updated every 4, 6, 9, 12, 15, & 18 months for infants, and annually for toddlers and preschoolers, and according to New York State standards for school agers. Failure to do so may jeopardize your child's placement in our program. Each child must be current in their immunizations upon enrolling at FCCNS and must remain current.
- **Individual health care plans** must be prepared for all children with severe allergies, asthma, or other special health needs.
- **Medication administration forms** must be updated every six months for children 6 weeks to 5 years old. For children 5 years or older, forms must be updated yearly.

8.16. Medication

Medication should be given at FCCNS only if it is impossible for all doses to be given outside of school hours. We follow the Medication Administration Training (MAT) guidelines required by New York State. If it is necessary for FCCNS to give medication to your child, written permission is required from both the parent and physician for all medication except non-medicated lotions/ointments. **Over-the-counter medication** must be in its original container and be labeled with the child's first and last name. **Prescription medication** must be in a childproof container and have the original pharmacy label. Forms are available in the office.

8.17. Nutrition

FCCNS participates in the Child and Adult Care Food Program (CACFP) and all meals served at FCCNS meet USDA nutritional guidelines in compliance with OCFS DCC 418-1.12 in prevention of childhood obesity. Prescribed CACFP portions are used per age-level classroom for all meals and snacks. A weekly menu is posted in each classroom, on bulletin boards throughout the building and on our website) (https://faithpenfield.org/about-us/) under the Menu option. The food offered to the children is chosen to provide a well-balanced diet, appeal to young children's appetites, and strive to increase fresh fruit and vegetable consumption. Fruit juices, due to their high natural sugar content, are only included on our menu about once a week. In addition, we include nutrition education lessons in our curriculum and provide opportunities for children to cook and prepare food in the classroom.

Our breakfast, lunch and snack items are purchased by FCCNS. They are prepared by a highly qualified staff member. Children may choose to bring a meal from home if they do not care for a particular menu item. Since **we are a nut-restricted center** and do not serve any food items containing nuts, nut oils, nut butters, etc., it is important that parents check the ingredient listing on any food item you are sending in with your child. Your child will typically be served breakfast between 7:30 am – 9:00 am, lunch between 11:30 am – 12:20 pm., and snack between 2:00 pm – 4:15 pm.

If your child has food allergies, be sure to inform us so that we can develop an appropriate plan to meet their nutritional needs while at FCCNS. In some cases, parents may need to provide some or all their child's food to ensure that they are not exposed to a potential allergen.

8.18. Playscape Safety

Children are more likely to be injured during gross motor activities such as bike riding, climbing, and swinging. For this reason, safety precautions are extremely important. To participate children must:

- wear well-fitting, non-slip, closed-toed footwear (preferably with a back on them) such as sneakers.
- refrain from wearing outerwear with dangling cords, strings, etc.
- follow the safety rules and always stay with their class.
- helmets are to be used while riding bicycles or scooters.

If children are using the Playscape after hours, parents must provide close supervision. Use of the Playscape is done at your own risk and Faith Lutheran Church/Faith Child Care and Nursery School assumes no responsibility for injuries that may occur.

9. Financial Policy

9.1. Fees

The Board of Directors sets FCCNS fees on a yearly basis. The fee schedule is effective from the first full week of January each year. Fee information is available in the FCCNS office. There is no fee reduction if your child is ill, or you choose not to send him/her to school. Fees for School-Age children during the summer depend upon how many days/weeks a child is registered. During the school year, School-Age children will have an additional charge on days when Penfield Schools are closed all day or half the day. Their weekly base fee, however, will remain constant.

9.2. Fundraising

The FCCNS Board of Directors holds fundraising events throughout the year. Proceeds from fundraising may be used for program enhancements, tuition assistance or other special budget needs. We ask that each family participate in at least one fundraising event per year. The funds raised through these events help our program keep costs down and purchase must-needed equipment and supplies for our classrooms. We would not be as successful in these endeavors without the support of our families.

9.3. Holding Fees

Holding Fees allow a parent to pay a reduced fee during a full calendar week when a child is enrolled but does not attend. One (1) Holding Fee week, at 50% off the regular weekly fee, is allowed during the calendar year (January - December) for all children except those in the Summer School Age program. Children in the School-Age program are allowed one holding fee week at 50% off the regular weekly fee during January – June and September – December.

9.4. Late Payments

Payment is due on Monday. A Late Fee of $**20.00** per family will be charged per week if payment is not received by close of business on Friday.

It is expected that accounts will be kept current. If an account should fall into arrears, the family will be contacted to determine a repayment strategy. Failure to bring the account current within the determined timeline may result in the discontinuation of services and/or the initiation of legal action to collect the unpaid fees. Services may resume only when all fees owed are paid and provided there is space available in the program.

9.5. Late Pick-up Fees

The late pick-up charge is $10.00 per child, for every 15 minutes past 5:30 p.m., or part thereof. Please call the center as soon as you realize that you will be late, so that we know you are on your way.

After one hour, if neither parent nor emergency contacts can be reached to arrange to pick up the child, Child Protective Services (CPS) will be contacted.

9.6. Payment Information

Place checks and money orders in the payment slot in the FCCNS office. Cash payments must be made directly to the office staff so that payment can be verified, and a cash receipt may be provided for you. You may also use our online payment system through brightwheel, to make your payment.

9.7. Referrals

Because word of mouth has always been our best advertising, we have a Finder's Fee for parent referrals. If you recommend us to a new family and that family enrolls their child with us on a permanent (minimum of 8 weeks) part-time or full-time basis, you will receive a Finder's Fee. Once the new child completes their eighth week your account will be credited $100.00. If more than one family recommends us to a new family, the credit will be prorated between the referring families.

9.8. Registration Fees

Registration/re-registration fees and deposits vary by program:

Program	Initial Registration Fee	Re-registration Fee	Deposit Due
Early Education (Infant, Toddler or Preschool)	$50.00	$25.00	None
Summer School Age (Children who are entering Kindergarten through age 12)	$25.00	$25.00	Last week of program fees is required with registration forms

Program	Initial Registration Fee	Re-registration Fee	Deposit Due
School Age Wrap (10 month) (Children entering Kindergarten through age 12)	$25.00	$25.00	First week of program fee is required with registration forms

9.9. Returned Checks

Any charge that FCCNS incurs due to a returned check will be passed along to the parent. After receiving two returned checks for insufficient funds, we will only accept payment in cash, money order, or certified check.

9.10. Schedule Reduction or Withdrawal from the Program

An Office Request Form is required at least two weeks prior to a schedule reduction or withdrawal. The regular weekly fee will be in effect for two weeks after the FCCNS office receives a completed Office Request Form for schedule reductions or withdrawals.

Please see section 9.8, Registration Fees, for additional information regarding the impact of withdrawal from our program.

9.11. School Break Weeks

Full-day care will be provided for School-Agers during school break weeks (President's Week and Spring Break Week). For children attending during these weeks, the Full Week attendance rates will apply. Parents of children who do not attend during these weeks are still responsible for their regular weekly fee. You may request your Holding Fee for one of these weeks. We are closed on Good Friday each year, which often falls on or near Spring Break.

9.12. Sibling Discount

For families with more than one child in our program, a Sibling Discount of 10% applies to the lowest fee(s).

9.13. Tuition Assistance

We can offer limited tuition assistance to families in need through money received from the United Way Designated Gifts Program, fundraising and miscellaneous donations.

Tuition Assistance Applications may be obtained in the FCCNS office and submitted at any time although most funds are awarded in August for the September to June school year period and in May for summer program. A committee of the FCCNS Board of Directors meets periodically to review applications and determine tuition assistance awards.