



With One Heart Early Learning Center

Family Handbook

211 North Main St

Concord, NH. 03301

603-717-0291

Center Information

Health Forms and Vaccinations Current immunizations must be on file before your child can start and must be updated annually. A health form completed by your child's physician must be on file within 30 days of enrollment.

Registration Forms Must be completed before your child can start. We require at least 1 emergency contact and work phone numbers where parents can be reached.

Brightwheel App With One Heart requires all new families download and sign up for Brightwheel. This step of registration is required before your child can start. Brightwheel is our filing, communication, and billing system so it is essential.

Medication Any child who requires medication must also have a completed and signed 'Permission to Administer Medication Form' on file, for each medication, including over the counter medications; (With One Heart will not administer any medication to reduce fever in order to allow a child to stay at daycare) All medication must be in its original container, prescribed to the child, have the prescription label attached, and must list the doctor's name, dosage, prescription date, and name of the medication. With One Heart will not administer any medication over the counter without a doctor's note and instructions.

Under no circumstances should any medication prescribed or not be put into a child's food or drink and brought to the center! Failure to abide by this could result in immediate termination from the program.

Sunscreen/bug spray With one heart will provide sunscreen and bug spray and use it according to the manufactures label. If parents do not want us to provide these items, they must provide us with another product that will be used.

Drop off/pick up No child should ever be drop off prior to opening (7:30am)! All children should arrive at the center prior to 10:00am unless the child has an appointment or special services provided. Photo ID is REQUIRED for anyone picking up until staff is familiar with those individuals (parents included). We need to be notified if pick up arrangements change. Families will be charged \$1 per minute for late pickups (5:00pm). This is to be paid to the attending staff that evening, or the following morning. Repeated offenses are not tolerated and could result in termination.

Health and sickness Child care personnel will observe each child each day upon arrival and throughout the day for injuries and symptoms of illness which: Impair or prohibit the child's participation in the regular child care activities; or Require more care than child care personnel are able to provide without compromising the health and safety of the ill, or injured child, or the other children in their care.

Symptoms may include but are not limited to following:

- More than one episode of vomiting in one day;
- More than one episode of diarrhea in one day;
- Uncontrolled coughing or wheezing;
- Unusual or extreme fatigue or lethargy;
- Skin lesions which have not been diagnosed or treated by a licensed health care practitioner; or
- An oral temperature of 101 degrees Fahrenheit or higher or an under arm temperature of 100 degrees Fahrenheit or higher combined with any of the following: diarrhea, rash, ear ache, sore throat or Vomiting.

If your child should become ill while in our care you will be notified promptly to pick up your child, if we are unable to reach you we will call emergency/non emergency contact. We ask that if you cannot make it in a reasonable amount of time (1 hour) you make arrangements for an alternate pick up.

***Parents must report all communicable diseases/illness to the center**

Nap All children are given the opportunity for a nap/rest period. In the Bigs program or when a classroom has children 2 years or older we may reduce the staff during this time for staff breaks

Birthdays We love to celebrate here and encourage families to bring in special treats to celebrate your child's special day. Please check with the teacher on numbers and allergies

Family arrangements/divorce/separation/guardianship With One Heart requires documentation from the proper agencies/courts if there are any custody agreements/issues with a child.

Social Media Platform With One Heart ELC is on Facebook; pictures, special events, closings, reminders and emergencies are posted on this page and Brightwheel. All families are welcome to join the page! Please see permission form in registration package.

Pictures and Videos The With One Heart staff would like to photograph your child experiencing different parts of the school day. We will share these pictures with you and at times may wish to post them, with your permission, to the website.

Allergies If your child has allergies, an allergy health form must be completed.

Emergency drills and practice drills With One Heart has emergency plans for natural, human-caused, or technological incidences including, but not limited to: Evacuation, both within the building and off-site, relocation, Secure campus, Drop, cover and hold, Lockdown, Reverse evacuation, Shelter-in-place and Bomb threat, scan. In the event of an emergency incident you will be notified via text and on the Facebook page. With One Heart will practice some of these

drills with your child during the year; you will be notified about a drill practice. Please see permission slip in this package.

Lunches/Food We asked all food packed for children be healthy and adequate; With One Heart does not allow candy, soda, or glass bottles or containers at the center. Children under 3 years of age cannot be served the following food according to the Childcare Licensing Bureau

- (1) Spoonfuls of peanut butter
- (2) Whole or rounds of hot dogs or sausage
- (3) Whole grapes
- (4) Hard candy and chewing gum
- (5) Raw carrot rounds, peas or celery
- (6) Chips or hard pretzels
- (7) Marshmallows
- (8) Nuts or seeds
- (9) Popcorn;
- (10) Other hard or cylinder shaped foods that may pose a choking hazard.

***With One Heart will not serve food that pose a choke able hazard to children under 3 years of age.**

Day To Day

All Children must be able to fully participate in the day to day activities, which does include outside play; (in compliance with weather advisories). If your child can not participate in the full day they should stay home.

First Day At The Center Your child must have all of the following for their first day at the center;

- A Completed Health Form (must be less than a year since last physical)
- A completed registration packet including all permission slips signed and reviewed
- 1st weeks tuition/cost share

Every Day at the center

- At least two Spare Changes of Clothes
- Weather appropriate clothing for outside play (keeping in mind the temps during morning and afternoon)
- Blanket for Rest Time and a special nap toy if needed
- Lunch, in an insulated bag
- Diapers (several) and Formula, for infants and toddlers

Move Up: Our Little's program ends at 3 years old. A few weeks before your child turns 3 we will introduce them to the Bigs room to visit. Once they turn 3, they will be become a permanent student in the Bigs program. Move ups can be delayed if parents or staff feel the child is not ready yet.

Playground: Children love to be outside and we all know they benefit being outside daily! Please make sure your child has close-toed shoes (preferably sneakers) and weather appropriate clothes to go outside every day.

Calendar

With One Heart ELC will be closed the following days for the school year

Presidents Day	Feb 20th
Memorial Day	May 29th
Independence Day <i>break</i>	July 3rd-7th
Labor Day and Friday prior	Sep 4th
Indigenous Peoples Day	Oct 9th
Thanksgiving <i>break</i>	Nov 23rd-24th
Christmas/New Years <i>break</i>	Dec 24th - Jan 1st

Snow Days we will follow the Concord School District

Chapel Time will be the 3rd Wednesday of every month.

Our first day of School will begin on the Tuesday after Labor Day for all children.

Expulsion policy

With One Heart ELC is committed to ensuring that all children attending our program have access to a quality early childhood program that provides developmentally appropriate experiences and nurtures positive learning and development. We will involve the child's family in our efforts to support his or her successful inclusion in our program. With One Heart ELC will make every effort to successfully include and maintain children in our program.

What are challenging behaviors? Any behavior that makes it difficult for a young child to be successful in a group environment. Such behaviors interfere with a child's ability to positively interact with others and may disrupt the learning process or even pose health and/or safety risks.

Steps With One Heart will take in order to avoid expulsion

- With One Heart will communicate with families about behavior concerns in order to develop a plan for inclusion in our program.
- With One Heart will include outside resources including but not limited to; workshops addressing behaviors and guidance, team meeting, advice from local agencies such as; Childcare Aware, PTAN (preschool technical assistance program), therapist, doctors and Childcare Licensing. If appropriate, there will be a recommendation of evaluation by professional consultation and/or recommendation of evaluation by local school district.

We ask families to help support us in dealing with challenging behaviors; in extreme situations when the child's behavior can't be effectively managed; (behaviors that jeopardize the health, safety and well-being or others) you may be asked to pick up your child.

In cases where our center may not be able to care for your child even after implementing the above steps, or your child is unable to safely remain in our program; With One Heart will make every effort possible to give you ample notice.

Trial Period/Withdrawal from program Not every center is right for every family; if for any reason we determine our care to not be a right fit for the child/family we will decline providing future care giving you a two weeks' notice to find alternate care. As a family you may decide our center is not meeting your child/family needs "With One Heart" requires a 2 week notice as well.

With One Heart may terminate a family for the following reason

- Disrespect demonstrated against staff, families, other children and confidentiality
- Lack of payment
- Disregard for the policies and rules of the center
- Repeated tardiness in picking up your child/children

Parent's Signature: _____ Date: _____

Payments

Payments are to be submitted electronically through the Brightwheel app. We offer weekly, bi-weekly, or monthly payment schedules and the option to split the cost with additional payers. With One Heart also accepts state childcare scholarship for eligible families (determined by DHHS). If **4 weeks** pass without payment, your child's service will be terminated. We understand that times are tough, we will always work with families to come up with solutions that maintain your child's services.

In the event your child is absent tuition payment is still required in order to retain your child's placement in our program.

- I have read and agree to the terms set forth by With One Heart regarding my responsibilities for tuition payments.

Parent's Signature: _____ Date: _____

Permissions

Permission granted to use **pictures/videos** of my child for:

- Classroom display, bulletin boards, and newsletters at the Center
- Local newspapers and media outlets,
- With One Heart web site, social media (Facebook), teacher projects, Bright Wheel, and other Center related public relations and marketing tools.

- Permission granted for my child to receive an application of **sunscreen** from With One Heart staff.

- Permission granted for my child to receive an application of **diaper cream, chap stick, and lotions** from With One Heart staff.

- Permission granted for my child to receive an application of **bug spray** from With One Heart staff

- Permission granted for _____ to take walks with staff of With One Heart in the North Main Street/Kimball park area.

Childs Name: _____

Parent(s) Name _____

Parent's Signature: _____ Date: _____

Acknowledgement and Signature

By enrolling your child/children here at With One Heart ELC you acknowledge the risk of playing with other children, exploring/experimenting new skills, testing limits and generally being a child. By enrolling your child here you understand the risk of minor injuries associated with play as well. It is common for children to get sick when being around other children (especially at first), and even with diligent cleaning measures this cannot be prevented.

With One Heart Is a mandatory state reporter and will report any signs of abuse or neglect!

Please sign and return this form acknowledging that you have received, read and understand the policies contained in the Parent Handbook.

- I have received, read, understand and agree to abide by the policies and rules in the With One Heart Family Handbook

- I agree to the release of my phone number and email address to With One Heart staff for necessary or special communications. This information will ONLY be shared with necessary staff members.

Childs Name: _____

Parent(s) Name _____

Address: _____

Phone: _____

Email: _____

Parent's Signature: _____ Date: _____

Director's Signature: _____ Date: _____