



We Accept Applicants From:

- ❖ Westchester Child Care Council
- ❖ Social Services
- ❖ Private Pay

Lending a Hand to the Future Inc.

18 Lorraine Avenue

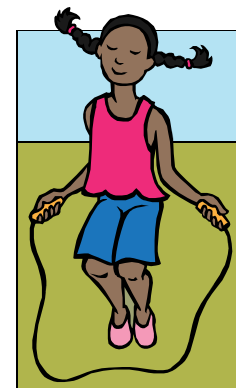
Mount Vernon NY

www.lendingahandtothefuture.com

Phone: 914-663-2790

Fax: 914-663-2791

Monday – Friday 3:00pm – 6:00pm



Parent/Guardian Handbook

Over 15 years of providing quality child care.
Dedicated, professional staff.

The Vision of Lending a Hand to the Future

The Child Care Center was established to promote its participant's growth in all areas – educationally, physically, socially, emotionally, mentally, and morally. It is our goal that when each child leaves our establishment, that they not only have reached their highest developmental growth in all areas, but to also have the feeling of achievement. Each child will become a better individual, aspire for, and attain higher levels of success because of the learning, nurturing and fun environment provided to and for them at Lending a Hand to the Future.



Mission Statement:

We exist to provide all children ages 5 through 12 years, regardless of race, color, religious creed, ancestry, national origin, sex, or disability with all-inclusive quality care and learning. We exist to service the community and ultimately the world. We are a non-profit organization.



Lending a Hand to the Future is a licensed child care center. We are licensed by the State of New York and the Westchester Child Care Council. The center is located at 18 Lorraine Avenue, Mount Vernon NY. Our Hours are Monday through Friday 3:00pm to 6:00pm, during the school year and 8:00am -6:00pm during the summer program. The center services children ages five years through twelve years old.



Staff Information

Our Director holds a Master's Degree in Organizational Leadership. The Assistant Director is a Registered Nurse. All staff members are mandated to attend annual trainings in Fire Safety, Water Safety, Food Safety, Emergency Planning, and Developmentally Appropriate Practices.

Child Care Programs

1. Our FALL and SUMMER programs follow the Mount Vernon City School District schedule
2. . We focus on education and assisting children academically. All homework must at the center. We assist with special projects upon request.
3. Tutoring and one to one assistance with assignments.
4. Daily reading is required for 20 minutes, whether the teacher requires it or not.
5. Arts and crafts- only after all work and reading is complete

Director will observe child and collaborate daily with the child to ensure their abilities increase and that they get the most from the program.

Security

For the safety of our children the doors to the center should be locked at all times. You will need to knock or ring the bell to gain entry to the center. Please make sure the door is securely closed behind you, and do not let anyone in on your way out. Children may only be released to persons indicated on enrollment paperwork with proper accompanying photo identification. Children must be signed in and out of the building.

Enrollment

1. The center will accept application for enrollment of children ages 6 weeks to 12 years.
2. Children ages 3 years and older may be eligible for admission to Pre-School dependent on their toilet training status.
3. Enrollment decisions will be made based on the age of the child and the availability of space in the appropriate classroom. Enrollment decisions regarding pre-school placement for children ages 3 years and older may be dependent on their toilet training status. Enrollment determination will not be affected or influenced by race, color, religion, ancestry, national origin, sex, or disability.
4. Any child who is unable to obtain admission at the time of application may be placed on our waiting list.
5. Returning students must submit their subsequent applications by the deadlines issued by the center. Other applications will be accepted on a first come first serve basis.
6. Children must be registered for **2 or more days**. Children must be registered for specific weekdays (no rotating or alternating schedules.)
7. Any day(s) that a child is in attendance outside their regular contract days will be considered extra day(s) and will be billed appropriately.
8. Enrollment is available in both full and part time contracts. Consideration for drop-in care will be made by the director on a case-by-case basis.

Registration

1. A non-refundable enrollment fee of \$25.00 is due for each new family enrolled in program. A non-refundable \$15.00 re-enrollment fee is due for each family's subsequent enrollments.

2. A security deposit equal to 1 week's tuition is due at the time of registration. This will be applied towards your final week of tuition when your two week withdrawal notice is submitted.
4. Any child's enrollment that has been terminated or withdrawn will be subject to new student registration fee.
5. All previous registration session balances must be paid in full in order to register for the next session. Applicants with outstanding balances will not be accepted and a secured classroom spot for your child will not be guaranteed.
6. All required paperwork, documentation, and tuition must be submitted prior to the student's start date.

Meals and Snacks

1. Meals and snacks are included in the cost of tuition providing that the annual food program application and enrollment forms are completed and submitted. This program is subject to audit.
2. If your child has a food allergy we must have a statement from your physician in writing indicating the nature of the allergy and recommended substitutes if applicable.
3. You may choose to send lunch or snacks from home.
4. You may send in food for special occasions (i.e. birthday) provided you send enough for the entire class. Food must be store bought with ingredient information available regarding allergens.

Smoking

Smoking is NOT permitted. Please extinguish all smoking material BEFORE you enter facility or facility property

Tuition

Current tuition rates are available by request.

1. Tuition rates are scaled by age group and attendance (part or full time) and are designated by session (summer or fall.) Rates are subject to change by session.
2. Multiple child tuition discount is available.
3. Tuition is billed one week in advance and is payable on Friday for the following week. **All balances must be paid in full every week.**
4. Two Weeks Written notice of withdrawal is required. Tuition will be due regardless of attendance until written submission of withdrawal is received.
5. Tuition and schedule is agreed upon at the time of enrollment. It is the parent/guardian's obligation to pay that amount each week. If your child care needs change, please notify us in writing so we may adjust your child's enrollment and billing(dependent on availability).
6. If tuition is in arrears more than one week, the center has the right to terminate the child's enrollment. Outstanding balances will be sent to a collections/Magistrate for perusal. Late fees will be assessed.
7. There is no reduction or refund of tuition for holidays, absenteeism, early dismissal or pick-up, emergency closings, or withdrawals without prior notification.
8. There will be a late charge of \$1.00 per minute, per child, when a child is not picked by 6:00pm. If a child is continually picked up late child care services may be terminated. Official time is determined by center time clock located in front entrance.
9. Tuition payments can be online or directly to one of the directors.
10. If you are receiving child care subsidy it is YOUR responsibility to maintain the appropriate communications with the subsidizing agency and follow their guidelines. Any fees, charges, or tuition incurred that's not covered by your subsidizing agency is your responsibility.
11. Receipt for cash payments will be issued upon request. Your personal bank statement will act your receipt of payment by check.
12. Annual statements for the preceding year for tax purposes will be issued by January 31st.

Holidays

1. The center will be closed for the following holidays:

* **New Year's Day** * * **President's Week*** * **Easter Week*** * **Memorial Day** *

* **Independence Day** *

* **Labor Day** *

* **Thanksgiving Day** *

* **Christmas Eve through New Year's Day** *

* **New Year's Eve (Early Dismissal)***

1. Tuition is due and payable for **all holidays**.

Inclement Weather

The center reserves the right to delayed openings due to inclement weather. If the Mount Vernon City School District is closed due to weather, the center . Please call the center to confirm operating status before venturing out with your child. A voice mail prompt will be available for further instruction.

Attendance

1. Parent or Guardian **must** call when a child has not attended to let us know the nature of the absence and the projected date of return.
2. Absences due to illness which last longer than 5 days will require a doctor's note for re-admission.
3. If a child is not in attendance for 1 week the center will attempt to contact the family to ascertain the nature of the absence. If these attempts are unsuccessful after 2 weeks the child will be withdrawn. Re-admission will be at the director's discretion and subject to new student registration constraints.
4. If a student's contracted schedule needs to be changed a new tuition agreement form must be submitted to the director. You will continue to be billed for the original schedule until the form is submitted.

Fire Safety

1. Children and Staff will participate in monthly fire drills.
2. Annual Fire Safety Training will be provided for children and staff by local fire fighting professionals

Child Abuse Reporting

All Center staff are state Mandated Reporters. They have been provided extensive training and are required by law to report all suspected incidents of abuse. Our first concern is the safety of the child and if there are any suspicions a report shall be filed. The State does not require staff or the center to inform a parent that a report has been made.

Emergency Relocation

In the event of an emergency evacuation the center students will need to temporarily relocate. If the weather is acceptable the relocation site will be the **14 North Columbus Avenue**. If relocation is necessary during inclement weather the center will relocate to the 2 Fisher Drive Community Room across from the fire house on Lincoln Avenue. Parents will be notified of relocation by posted sign and telephone contact.

Facility Rules

At Lending a Hand to the Future's Child Care Center rules are in place for the health and safety of our children. We also believe rules help in developing a child's sense of self control. We teach respect for people and property at all times through compassion and consistency. Please take a moment to review facility rules with your child.

1. No Running...we use our walking feet inside.

2. No Yelling...we use our inside voices.
3. Keep our hands and feet to ourselves.
4. Furniture is not for climbing or standing.
5. NO GUM.
6. Clean up after yourself...this includes materials, toys, and food/garbage.
7. We respect center and personal property...no mistreatment of toys and equipment.
Parents may be financially responsible for intentional damage to center property.
8. Children must remain seated while eating or drinking.
9. Children must accompany an adult when leaving center property...do not allow your child to run ahead or enter your vehicle without you present.
10. Only adults may operate doors and safety gates.
11. Use good manners...say excuse me, please, and thank-you. No foul language.
12. Listen to directions given by providers.
13. No roughhousing, wrestling, or bullying.
14. Children are not permitted in kitchen area.
15. Children must share all center materials, toys, and equipment.

Arrival/Departure

1. A parent, guardian, or designated adult MUST sign the child out and escort the child out of the center.
2. Please do not bring toys from home to the center. Unless given permission by the staff. NOTE; Center is not responsible for lost or stolen toys.
4. If it becomes necessary for your child to be dropped off or picked up at a time other than their regular contracted time, you must notify the center as soon as possible.
5. The center opens at 3:00 during the school year and 8:00am. There is no admittance to the building prior to this time. The center closes at 6:00pm. We offer extended care until 6:30 at an additional charge. Students picked up after this time will be subject to mandatory late fees.
6. A child will not be sent home with anyone other than parents, guardians, or designated adults as per your registration contract. Please do not send someone to pick up your child unless they are listed in their file in writing. If another adult has to pick up the child a written statement from the parent is needed. The adult must present photo identification to staff. **STAFF WILL NOT RELEASE A CHILD TO ANOTHER ADULT WITHOUT PROPER AUTHORIZATION.**

Discipline Policy

1. The philosophy of the center is to support and encourage positive behaviors.
2. The use of striking and/or verbal abuse is prohibited.
3. When a problem does arise the child is counseled regarding the unacceptable behavior he/she is engaging in and reminded of the consequences for unacceptable behavior.
4. If unacceptable behavior continues the child will have a "time away" or "break" in a designated area for a defined amount of time. They may also lose special privileges if appropriate.
5. Reward systems may be incorporated to reinforce good behaviors.
6. A phone call, disciplinary note, or parent/teacher conference request may be issued to parents.
7. For excessive disruptive/unsafe behaviors a parent may be asked to pick up the child.
8. Continued days of disruptive/unsafe behaviors may result in program termination.

Aggressive Behavior Policy

Children have aggressive behaviors for many reasons. These behaviors include biting, hitting, scratching, hair pulling, etc. The center understands that these behaviors in young children are typical in normal childhood

development. However, in the best interest of all the children in the center it is best to set limits regarding aggressive behaviors. If a child begins display aggressive behavior regularly the center and parents will work together to plan to correct the behaviors. If this aggressive behavior is not correctable after 2-6 weeks services may no longer be available for that child. If a child's aggressive behavior is unsafe for himself and others and redirection is not possible a phone call will be made to parent and student will have to be removed from program immediately.

Clothing (Required only for the Summer

1. Children are required to wear their camp shirts is everyday but, Friday
2. Please have an extra set of seasonably appropriate clothing for your child at the center. This should include socks and underwear. All clothing should be labeled.
3. Always dress your child suitable for the day's weather. Staff is REQUIRED to take students outdoors every day as long as it is below 90 degrees weather permitting.
4. Please send your child "dressed to play." Children will get messy during outdoor play and art times so please do not send your child in clothing you do not expect to be soiled.
5. Appropriate footwear is required. No flip-flops (Unless we're going to the pool) or "dress-up" shoes.
6. If a child soils their clothes it will be put in a bag and sent home for laundering. Please be sure to re-stock your child's extra cloths supply accordingly.
Center is not responsible for lost or stolen clothing.

Hand Washing

Upon entering the center a parent/guardian needs to encourage or help their child to wash their hands. Children will then wash their hands before and after each meal, after use of the toilet, re-entering the building from outside activities, or anytime germs can be transmitted. Hand washing consists of washing hands with running water and soap. Hand sanitizer may be used in the absence of running water and soap, or in lieu of until appropriate hand washing time is available.

Health

1. A child's health assessment or physical must be completed and signed by a licensed physician within **20 days** of admission. All children are required to submit an updated health assessment annually. Children who do not have a health assessment on file will be terminated, without refund, until a health assessment is provided. If you are unable to obtain an appointment within the allotted time the center MAY accept a statement from your health care provider indicated a future appointment. *HEALTH ASSESSMENTS MUST BE IN ON TIME.*
2. In order to protect the health of our children, and for the comfort of the child, please keep your child home if they show any of the following symptoms:
VOMITING *FLU-LIKE SYMPTOMS *FEVER *DIARRHEA *EAR/EYE INFECTION *RASH
A Parent/Guardian will need to pick up their child if any of these conditions occur. They may not return until they are symptom free for 24 hours or have a return notice from a physician.
3. Children who have any of the following conditions can only return to the center with a clearance from a doctor:
***STREP *POISON IVY/SEVER RASH *RING/PIN WORM *BRONCHITIS *PINK EYE
*SCARLET FEVER *COXSACKIE VIRUS* *CROUP/RSV *PNEUMONIA *CHICKEN POX
*CENTER RETAINS RIGHT TO ASK FOR DOCTOR'S CLEARANCE FOR ANY ABSENCE OR ILLNESS
THEY FEEL NECESSARY TO PROTECT CHILDREN'S HEALTH.**

4. Topical treatments such as sunscreen must be provided by the parent. They must be in their original containers and labeled with the child's name. Parents must sign consent form in registration packed for application of these products.
5. Parent/Guardian must sign consent to emergency medical treatment, CPR, and First Aid.
6. Failure to comply with our health policies may result in child's program termination.
7. All illnesses and injuries will be documented in writing and filed in center's event log.

Dismissal Policy

The center reserves the right to terminate child care for anyone whose account is not paid in full each week. We reserve the right to not provide service to any child that we believe we cannot adequately meet their needs. We reserve the right to dismiss/refuse service to any child we believe will pose a danger to himself or others. We reserve the right to refuse services to any family that is unable to consistently adhere to the policies stated in this handbook.

Transfer of Records

All student records are confidential and remain on file for at least 1 year after contract termination. All requests for transfer of records must be submitted in writing. Center Director or Bookkeeper will disperse records as requested within 15 business days of written request.

IEP/ISP

If your child has special needs and an IEP or ISP has been generated for them please forward a copy of this document to Lending a Hand to the Future's Director. Please indicate the existence of this document on the parent handbook acceptance statement.

Visitor Policy

All visitors must sign in the Visitor Log located at either entrance.

Observation and Assessment

Initial observation is conducted by director to assess the best way to meet your child's needs.

Transportation and Field Trips

1. All of the field trips taken in the summer will require consent and will be signed upon registration for the camp.

Policy Statement: All policies listed in this handbook are subject to change. Should a change or addendum to this policy manual become necessary it will be issued in writing along with the effective date. A new agreement page may be required.

Acceptance Statement

I, _____, Parent/Guardian of _____, attest that I have received and reviewed a copy of Lending a Hand to the Future's Parent Handbook. By signing this statement I agree to adhere to the policies indicated in the handbook. I further understand that failure to adhere to these policies may result in program termination for my child.

Parent/Guardian

Date

Director

Date

ISP / IEP Declaration

_____ Yes, my child has an ISP and a copy will be forwarded to the center.

_____ Yes, My child has an IEP and a copy will be forwarded to the center.

_____ My child does not have an ISP or IEP.