



Parent Handbook 2023/2024

This handbook contains policy and general information. It is very important that you read this handbook and keep it handy as long as your child is enrolled in our program. It will answer many of the questions you have about HumbleBee Childcare & Nanny's Multi Level Learning Center, Inc. Please sign and return the acknowledgement page at the end of this document.

Welcome!

We are ecstatic to have you as a part of our family. Here is some information about our administrator and about our program overall. We look forward to serving you in the near future.

About Our Administrator

Helaine Wilson is a native of Cincinnati, Ohio. She founded HumbleBee Childcare in 2011, and became the new owner of Nanny's Multi Level Learning Center, Inc. After raising her two children and sending them off to college she made a definitive decision to leave the corporate setting to make an impact in the community. Helaine knew by personal experience the gap standing between her children's early academic needs and being a hard-working parent pursuing a career. Her journey to jumpstart an early learning program began in her home and is growing beyond what she imagined. Helaine has two children, Alexis and Daishawn, both who are college students. Helaine comes from a huge family and genuinely believes in setting an atmosphere based on family values in the childcare setting. Helaine served for many years as a coach and vice-president in a community-based sports program for children 5-12 years of age. She learned that her passion was working with children, the future leaders of the world. She recognized that her impact would be greater in her interaction with children, so her journey began as an educator in the Early Childhood field.

Helaine is a graduate of Withrow High School (1992). She later obtained her Bachelor of Science degree in Business Management and Biblical Studies at Cincinnati Christian University. Helaine also obtained her Childcare Development Associate (CDA) qualifying her to expand our early childcare program and State of Ohio quality ratings. She has developed a program for early learners that the children enjoy and continuously become proficient, sharpening their literacy skills, mathematics, science, arts, health, wellness and more.

Helaine is proficient in many areas such as media marketing and business marketing strategies, graphic and website design, video, and audio editing. In such areas she serves community leaders in their causes to market and publish community events. Helaine prides herself in being technologically savvy while naturally possessing an innovative perspective in business & marketing strategies.

Helaine is also a breast cancer survivor and works to make an impact daily in a community of those fighting breast cancer. She is active in the community presently serving in her church and continuously working to positively impact her community daily.

Our Program

Our program continuously grows from the home-based early childhood program and is expanding, serving children all over the Cincinnati area. We have two locations: HumbleBee Childcare & Nanny's. We believe that children deserve the best educational experience while still enjoying their childhood. Our goal is to fill the gap from what children need academically while also meeting parent's needs while they pursue their personal career goals. We increase every child's experience making education fun, giving each child an environment that is exciting and conducive to learning.

OUR ACADEMIC PHILOSOPHY is grounded in love as is the philosophy of Marva Collins.

"I'm a teacher. A teacher is someone who leads. There is no magic here. I do not walk on water. I do not part the sea. I just love children." — Marva Collins

We believe that when you love a child you will inspire them to be their best intellectually. Our program builds character in children birthing empathy and building social and moral skills that breaks down many learning barriers.

We cultivate a child's interest by developing a learning plan in what our children desire to learn about. Our children's curiosity is nurtured and fed by inspiring them to learn more about what interests them. As educators our job is to highlight the learning opportunities in a child's area of interest. Teachers therefore introduce math, literacy, science, reading, arts and many more learning standards through child inspired learning plans.

We regularly **review** our teaching model, **observe** our children while learning, and **reflect** on how constructive and effective our teaching model is for each child's development process. Our staff cares about our families' ability to be successful overall and our children's desire to learn. Above all, WE LOVE TO TEACH!

HumbleBee & Nanny's are both 5-Star rated through Ohio's Step Up To Quality program. Additionally, we participate in the CACFP child nutrition program that assist us in healthier eating & menu planning for our children. Our program is also a proud partner of Preschool Promise!

License

At the end of the handbook, you will find an attachment about licensing and other valuable information. Please take the time to read this information. The most recent inspection and complaint reports for our center can be found at <http://childcaresearch.ohio.gov/>.

Admission

Enrollment is confirmed when the registration fee has been received, the administrator confirms the availability of space and the required paperwork is received. This includes basic enrollment, medical statement, food program information and family health information. Any change to this information must be communicated to the office immediately so that **current** information is always on file and signed off by the parent. This is for the safety of your child. A medical form signed by a physician or certified nurse practitioner is required to be submitted before enrollment. This medical must be updated every 12 months.

Hours and Days of Operation

The center will be in operation Monday through Friday 6:30am to 6:00pm.

Throughout the year, HumbleBee Childcare & Nanny's Multi Level Learning Center, Inc. will close for Holidays and for Team meetings. New Year's Day, Martin Luther King Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Day, and employee in-service or meeting days. Early dismissal or closures will occur on New Year's Eve, Good Friday, Thanksgiving Eve, and Christmas Eve. On these days the center will be closed at noon reminders of these holidays will be posted in the center. Team meetings will also be posted 30 days in advance.

Holidays that fall on Saturday or Sunday will be observed on the Friday before or Monday after the day those holidays that fall on. **10 HOUR POLICY:** Due to staffing children are not permitted to receive care for more than 10 hours per day. In the event that your child is expected to stay more than 10 hours per day we will need prior information from your employer or school that on these days you are working or in school more than 9 hours a day. Then at that time we will see if our program is able to accommodate your schedule.

2023-2022 HOLIDAY & CLOSURE SCHEDULE

TEACHER'S TRAINING DAY

LABOR DAY

THANKSGIVING EVE

THANKSGIVING DAY

BLACK FRIDAY

IN OBSERVANCE OF CHRISTMAS

NEW YEARS DAY
MARTIN LUTHER KING DAY
MEMORIAL DAY
JUNETEENTH
INDEPENDENCE DAY
LABOR DAY

*****CLOSURE DAYS ARE SUBJECT TO CHANGE. LAST UPDATED 7/28/2023**

Please be sure to check posted calendars in the center for updates and changes. This is a general holiday calendar. We also shut down for Teacher Professional Days. Calendars are published annually, and changes made to the calendar are made at least a month in advance to give ample time for planning alternative care.

PARENT/TEACHER MEETINGS

Parents who desire to meet with their child's teacher or the administrator regarding their childcare, request a parent/teacher meeting by emailing the director or administrator or calling to schedule the appointment at 513-671-2500 (HumbleBee) 513-281-4457 (Nanny's). Email address for a scheduling request at:

director@nannysmlc.com director@humblebeechildcare.com
Helaine@nannysmlc.com Helaine@humblebeechildcare.com

Staff/Child Ratios and Maximum Group Size Our ratios will not

exceed the following state required ratios:

1:5 or 2:12	Infants (0-12 months)
1:6 or 2:12	Infants (12 months-18 months)
1:7	Toddlers (18 months-30 months)
1:8	Toddlers (30 months to 36 months)
1:12	Preschoolers (3 years- 4 years)
1:14	Preschoolers (4 years until eligible for kindergarten)
1:18	School-age (Kindergarten-11 Yrs. old)
1:20	Older School-age (11 yrs. – 15 yrs.)

Ratios for toddlers and preschoolers may be doubled for 2 hours at naptime as long as all children are resting quietly on their cots and enough staff in the building to meet the regular required staff/child ratio if there is an emergency. Also please refer to our staff/child ratio signs posted in each classroom area:

The maximum group sizes are as follows:

12	Infants 6weeks-12months
12	Infants 12months-18months
14	Toddlers 18months-30 months
16	2 ½ -3 yrs. old
24	3 year old
28	4-5 yrs. old
36	School age children (Kindergarten-11 Yrs. old)
40	Older School age (11 yrs. – 15 yrs.)

Maximum group size is defined by the number of children in one group that may be cared for at any time. Limitations do not include ratios for naptime, or field trips.

Daily Schedules Sample

A typical **Infant** day would include:

<u>TIME</u>	<u>ACTIVITY</u>
6:00 am- 7:15 am	Arrival/ Free Individual Activity
7:15 am- 7:30 am	Diaper Change/ Hand Washing for Breakfast
7:30 am- 8:30 am	Breakfast
8:45 am- 9:00 am	Clean up/ Hand Washing/Diaper Change
9:00 am- 9:30 am	Circle Time, Music Time
9:30 am-10:00 am	Group Time, Finger Play, Tummy Time
10:00 am-10:30 am	Daily Activity (sensory, art)
10:30 am-10:45 am	Diaper Change/Hand Washing
10:45 am- 10:55 am	Outdoor/Indoor Play (Gross Motor)
11:15 am- 11:30 am	Hand Washing for Lunch
11:30 am- 12:00 pm	Lunch
12:00pm-12:15pm	Diaper Change/ Hand Washing
12:15 pm- 12:30 pm	Story Time
12:30pm- 2:30pm	Nap Time
2:30 pm-2:45 pm	Diaper Change/ Hand Washing
2:45 pm- 3:15 pm	Snack
3:15 pm- 3:30 pm	Hand Washing
3:30 pm-4:00 pm	Music Time
4:00 pm-4:30 pm	Group Time
4:30pm- 5:00pm	Diaper Change/ Hand Washing
5:00 pm-5:15 pm	Outdoor/Indoor Play (Gross Motor)
5:15 pm- 5:30 pm	Hand Washing
5:30 pm -6:00 pm	Story Time
6:00 pm- 6:30 pm	Departure/ Free play, Diaper Change/ Hand Washing

A typical **Toddler** Day would include:

<u>TIME</u>	<u>ACTIVITY</u>
6:00 am- 7:15 am	Arrival/ Free Play
7:15 am- 7:30 am	Diaper Changing and Potty Training/ Hand Washing for Breakfast
8:00 am- 8:45 am	Breakfast, clean up, Hand Washing/ Diaper Changing and Potty Training
8:45 am- 9:00 am	Signing Time
9:00 am- 9:30 am	Circle Time (Songs/ Finger Play)
9:30 am-10:00 am	Outdoor/Indoor Play (Gross Motor)
10:00 am-10:30 am	Daily Activity (Art/Science)
10:30 am-10:45 am	Hand Washing
10:45 am- 11:15 am	Group Time (Music/Finger Play Time)
11:15 am- 11:30 am	Diaper Changing and Potty Training/ Hand Washing for Lunch
11:30 am- 12:00 pm	Lunch
12:00pm-12:15pm	Hand Washing
12:15 pm- 12:30 pm	Story Time
12:30pm- 2:30pm	Nap Time
2:30 pm-2:45 pm	Diaper Changing and Potty Training/ Hand Washing for Snack
2:45 pm- 3:15 pm	Snack
3:15 pm- 3:30 pm	Hand Washing
3:30 pm-4:00 pm	Free Play in Centers
4:00 pm-4:30 pm	Outdoor/Indoor Play (Gross Motor)
4:30pm- 5:00pm	Diaper Changing and Potty Training/ Hand Washing
5:00 pm-5:15 pm	Story Time
5:15 pm- 5:30 pm	Free Play

5:30 pm -6:00 pm	Singing Time
6:00 pm- 6:30 pm	Departure/ Free play

A typical Preschool day would include:

<u>TIME</u>	<u>ACTIVITY</u>
6:00 am- 7:15 am	Arrival/ Free Play
7:15 am- 7:30 am	Bathroom/ Hand Washing for Breakfast
7:30 am- 8:30 am	Breakfast, clean up, Hand Washing
8:45 am- 9:00 am	Table tops toys/ Handwriting
9:00 am- 9:30 am	Circle Time
9:30 am-10:00 am	Group Time & Signing Time
10:00 am-10:30 am	Daily/Science Activity
10:30 am-10:45 am	Hand Washing
10:45 am- 11:15 am	Outdoor/Indoor Play (Gross Motor)
11:15 am- 11:30 am	Hand Washing
11:30 am- 12:00 pm	Lunch
12:00pm-12:15pm	Bathroom/ Hand Washing
12:15 pm- 12:30 pm	Story Time
12:30pm- 2:30pm	Nap Time
2:30 pm-2:45 pm	Bathroom/ Hand Washing
2:45 pm- 3:15 pm	Snack
3:15 pm- 3:30 pm	Hand Washing
3:30 pm-4:00 pm	Music Time/Handwriting
4:00 pm-4:30 pm	Free Play in Centers
4:30pm- 5:00pm	Outdoor/Indoor Play (Gross Motor)
5:00 pm-5:15 pm	Bathroom/ Hand Washing
5:15 pm- 5:30 pm	Story Time
5:30 pm -6:00 pm	Writing Time
6:00 pm- 6:30 pm	Departure/ Free play

A typical School-age Schedule Day would include:

Before School:

<u>TIME</u>	<u>ACTIVITY</u>
6:00 am- 7:15 am	Arrival/ Free Play
7:15 am- 7:30 am	Bathroom/ Hand Washing for Breakfast
7:30 am- 8:30 am	Breakfast, clean up, Hand Washing

8:45 am- 9:00 am	Depart for School
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After School:

3:15 pm- 3:30 pm	Hand Washing
3:30 pm-4:00 pm	Homework
4:00 pm-4:30 pm	Free Play in Centers
4:30pm- 5:00pm	Outdoor/Indoor Play (Gross Motor)
5:00 pm-5:15 pm	Bathroom/ Hand Washing
5:15 pm- 5:30 pm	Story Time
5:30 pm -6:00 pm	Writing Time
6:00 pm- 6:30 pm	Departure/ Free play

School-age: All Day

<u>TIME</u>	<u>ACTIVITY</u>
6:00 am- 7:15 am	Arrival/ Free Play
7:15 am- 7:30 am	Bathroom/ Hand Washing for Breakfast
7:30 am- 8:30 am	Breakfast, clean up, Hand Washing
8:45 am- 9:00 am	Table tops toys/ Handwriting
9:00 am- 9:30 am	Circle Time and Story
9:30 am-10:00 am	Music and Creative Performing Arts
10:00 am-10:30 am	Small Group, art projects and Centers
10:30 am-10:45 am	Clean up and Hand Washing
10:45 am- 11:15 am	Outdoor/Indoor Play (Gross Motor)
11:15 am- 11:30 am	Hand Washing
11:30 am- 12:00 pm	Lunch
12:00pm-12:15pm	Bathroom/ Hand Washing
12:15 pm- 12:30 pm	Story Time
12:30pm- 2:30pm	Nap Time
2:30 pm-2:45 pm	Bathroom/ Hand Washing
2:45 pm- 3:15 pm	Snack
3:15 pm- 3:30 pm	Hand Washing
3:30 pm-4:00 pm	Music Time/Handwriting
4:00 pm-4:30 pm	Free Play in Centers
4:30pm- 5:00pm	Outdoor/Indoor Play (Gross Motor)
5:00 pm-5:15 pm	Bathroom/ Hand Washing
5:15 pm- 5:30 pm	Story Time
5:30 pm -6:00 pm	Writing Time
6:00 pm- 6:30 pm	Departure/ Free play

Tuition/Fees and Payment Policies

Tuition for school year is as follows:

<u>Childcare Rates</u>	<u>Full-Time</u>	<u>Part-time</u>	<u>Hourly</u>
	25 to 60 + Hours	7 to 24.9 Hours	0 to 7 Hours
<u>Infants</u> 6 weeks-17 months	\$321.96	\$210.60	\$10.22
<u>Toddler</u> 18 months-35 months	\$280.80	\$189.54	\$16.59
<u>Preschool</u> 3 to 5 years old	\$252.72	\$159.12	\$8.78
<u>School-agers</u>	\$154.44	\$102.64	\$8.42
<u>Summer School-agers</u>	\$229.97	\$147.93	\$8.76

- **All checks/money orders are to be made payable to: HumbleBee Childcare & Nanny’s Multi Level Learning Center, Inc.** Tuition can be paid via the Procure App (a secured payment portal) or given to the administration in the onsite payment box. Year End Statements will be provided by Jan 31st with the company tax ID # available in the Procure App. In the event of illness full payment is expected, except for extended illness. An extended illness is an illness that keeps the child out of the center for more than 5 consecutive weekdays or if the child is hospitalized.
- **Vacations:** The center must be notified of vacation dates at least two weeks in advance. Each child is granted 5 free vacation days. If the child is on vacation for more than 5 days, the normal rate will be charged after the first week.
- **Holidays:** Full tuition is due for any periods including holidays.
- **Registration/Enrollment fees:** A \$35 nonrefundable registration fee must be paid before each child is able to start.
- **Summer/Fieldtrip fees, etc.:** May vary depending on the itinerary.
- **Delinquent Accounts/Returned Checks:** Tuition payments not received by the agreed time will be considered late and a \$50.00 fee will be assessed. Tuition is due regardless of the attendance of the child. A \$50.00 fee will be charged for any returned checks due to insufficient funds. The parents will be required to pay in cash until all account balances are settled.
- **Late Pick-up Charges:** If a parent realizes that circumstances beyond their control are going to delay pick-up, a phone call is required. After one warning the following late pick, up fees will be assessed of a \$1 per child per minute will be charged if a child is not picked up by closing time. **Repetitive late occurrences can be cause for termination.** This fee will be applied before any payments or co-payments are paid off.

- **TAP Machines: HumbleBee & Nanny's is a full-time center. All children must attend 25 hours or more per week.** All publicly funded families are assigned a code to check their children in and out of the tablet. This code keeps track of your child's attendance and pays your families tuition. If you neglect to check your child in or out and the state refuses to pay, the parent/ caregiver is responsible for childcare fees (according to market rates) for childcare during the missed period. Please be aware that it is your responsibility to keep up with checking your child in and out, and anything else that the Department of Jobs and Family Services may require for them to assist with funding your childcare. Please remember that you and only you are responsible for this.
- **Withdrawals:** Two-week written notice is required for the withdrawal of any student, failure to give notice may result in a penalty equal to one month's tuition. If you receive payment assistance from the state, you will be reported as delinquent, and your state childcare assistance may be stopped. This written notice is to be given to administration.
- **Involuntary Withdrawals:** Our administrator will review children for withdrawal if a child is absent for over 1 week without notice of a vacation, illness or other reasons not communicated.
- **Inclement Weather:** On rare occasions, it may be necessary to close the center due to poor weather conditions. We will make every effort to open our doors at the normal time. If circumstances should arise check your local television news stations, emails, texts, social media and our main office voicemail for closing/delay information. On these occasions regular payment is expected.

Supervision Policy

The most important responsibility of the staff is to ensure the health and safety of each child entrusted in our care. Staff members are alert to the safety needs of their children, anticipate possible hazards, and take necessary appropriate protective and preventative measures.

- **Arrival/Departure:** Parents or adults 18 and over are required to bring their children to the front reception area for check in. Any special messages, medications, special pickup notes, etc. are to be given to the teacher/staff. Children may not be sent inside alone. Staff must be aware of each child's presence before the parent departs. At the time of departure parents must call via walkie talkie to announce that you've arrived for departure.

- **Children arriving to the Center from other programs:** At times it may be necessary for a child to arrive at the center from another program (Example: Child arrives after a part time Head Start program or a school-age child arrives at the center after school). If a child is scheduled to arrive and does not, we will first contact the parent to confirm that the child is scheduled to be at the center that day, and then contact the program that they're scheduled to arrive from. We will then consult with the parent to determine further action. For this reason, it is especially important that *parents contact the center when their child is not going to be attending on any particular day.*
- **School Delays/Cancellations:** Our program will operate a full day program for school-age children when school is closed for holiday breaks, delays, or cancellations. Please check our schedule to ensure there are not schedule conflicts with inclement weather and parents are required to notify teachers/staff of school delays.
- **Release of a Child:** Staff will release children only to persons on the Authorized pick up form completed and signed by the parent. Those listed on the authorized pick-up form must be 18 years or older. If an emergency arises the parent call to speak with the administrator to give permission to release the child. Staff will check IDs of those on the authorized pick-up list and make a copy of their ID for our records as proof that we have identified them as an authorized pick up. Please let people know about this ahead of time so they bring a picture ID, and they are not offended by our policy. **The children's safety is our priority!** Staff will not release children to anyone, including parents, who appear to be under the influence. Police will be notified if necessary. Children will only be released to those that the custodial parent has added to the authorized pick-up list. If a family/friend is removed more than twice from the authorized pick-up list that person will be permanently banned from our facility. This is for the safety of all children, staff, and families.
- **Custody Agreements:** If there are official custody agreement filed by the courts, you must provide the center with court papers indicating who has permission to pick up the child. The center may not deny a parent access to their child without proper documentation. Our center will follow the custodial agreement that is issued by the court.
- **Transitioning:** You will be notified when your child is ready to transition within our program to another class. As part of the procedure, center staff has a transition plan. This plan will include the beginning and ending date of the transitioning period and include a transition schedule. The transition plan will require a signature by the parent.
- **Child Abuse Reporting:** All staff members are mandated reporters of child abuse. If staff has suspicions that a child is being abused or neglected, they **MUST** make a report to the local children's services agency. The safety of the children is always our first concern.

Transportation of Children

HumbleBee or Nanny's presently does not provide transportation. For emergency transportation policies see Accidents/Emergencies section below. For field trips we will hire a local professional bus service.

Swimming and Water Play

On occasion students at may partake in water activities. If children will be in or near water of 2feet or more, a written permission form will be sent home. Children using a wading pool with less than 24 inches deep will also have written permission. However, we normally do not partake in water activities that have more than 24 inches of water.

Guidance/Discipline Policy

HumbleBee & Nanny's staff believes that assisting the child with positive reinforcement and teaching self-control is especially important. Our goal is that each child learns self-discipline through love and guidance. We treat each child with love and respect as an individual and consider developmentally appropriate management of behaviors. In turn they will learn to love and respect the teachers and classmates. It is our philosophy to implement positive reinforcement to reward desired behaviors and redirection when confronting undesired behaviors. A child may be asked to sit for a short period of time to give the child a chance to regain control of him/herself. This is called time-out. In the instance of time out the staff follows state rules and regulation by giving the child the number of minutes in time out that is equivalent to the child's age.

Dis-enrollment due to Behavior:

If a situation arises where a child is consistently endangering himself, peers, or staff, it may become necessary to dis-enroll the child. Every attempt will be made to work together with the parents and the child to correct the behavior. Behavior modification techniques will be used to focus on positive behaviors by targeting 1 behavior at a time that includes a reward system. The administrator would be in communication with the parents to give updates during the behavior modification process. We do our best to work with every child prior to dis-enrollment occurring. Also, if your child displays behaviors that need to be corrected, we will give the family the contact information for our community partners with programs in behavioral health. **If these services are recommended and families do not seek the help needed to positively shape their child's behavior termination of care may follow.**

Behavior Policy (Please read thoroughly)

Our programs are dedicated to working with families to improve behavioral health in our youth. We have implemented a policy to serve enrolled children in the effort to improve mental health for children. We are presently partnering with several organizations to provide our families with behavioral health options. We encourage families to take advantage of those options to assist our staff with children that suffer from trauma. Trauma comes in many forms. What is traumatizing to some may not be traumatizing to others. It is important as an educational program for us **NOT** to ignore these signs and to bring them to your attention.

As your child's provider we have made the steps to provide families with resources. This policy is also holding families accountable for children getting the help that they need to be successful academically. Informing you of such behaviors is not a diagnosis, it is simply informing you that what we are observing is beyond our expertise.

Your diligence in seeking professional behavioral services says you care about your child's health and academic journey. As a result, you will improve your child's ability to focus, knowledge retention, and increase their academic interests. Before you know it, your child will receive academic honors, scholarships and much more!

1st Written Behavioral Report- Prior to the first written report many verbal warnings may have been given to the parent/guardian. The first behavioral report may precede a verbal warning depending on the severity of the child's behavior. In the first written report families will be given a time frame in which our administration will need to receive verification that professional services have been secured.

2nd Written Behavioral Report – A second written report will be given to families who have **not** acted to the first written report with a reduced time frame to seek professional behavioral services. Failure to do so within the allotted time frame will result in immediate termination.

Once professional services have begun, we do understand that treatment does take time. Our staff will also be under advisement of therapeutic techniques from your medical professional in addition to other trainings provided to us as a continuation of such care.

A social emotional Ages & Stages Questionnaire (SE-ASQ) will be performed on children who display behavioral challenges. This will be accompanied by the first written behavioral report to be shared with medical professionals. Depending on the severity of behavior, suspension and/or termination may be warranted.

Signing this policy is your acceptance, agreement, and acknowledgement to adhere to this policy and understanding the consequences thereof, if this agreement is not followed closely.

Parent/Guardian Signature

Parent/Guardian Signature

Date: _____

Meals and Snacks

We serve breakfast, lunch and an afternoon snack. The lunches will meet all Ohio childcare licensing and CACFP guidelines providing one-third of the child's daily recommended dietary allowance. Please let us know ahead of time if your child is not permitted to have any particular foods due to allergies or religious beliefs. If parents bring a lunch for their child, their child will be served the lunch that is provided. Please be sure to notify the staff of the diet requirements for your child. If you provide a lunch all food items must be stored in a lunch box/bag clearly marked with your child's name. The lunches will be stored in the kitchen refrigerator, please be sure to include ice packs in your child's lunch if foods need to be kept cold. If a lunch does not meet the nutritional recommendations we will provide lunch that meet such recommendations.

Infant Milk - Families' are expected to provide formula or breast milk for infants. Bottles should come already prepared from home.

Milk- Cow's milk is also required which the center will provide. Other milks provide are Soy, Almond, and lactose free milk.

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MEAL TIMES:

BREAKFAST 8:00 AM – 9 AM

LUNCH 11 AM – 12 NOON

SNACK 2:30 PM – 3 PM (SNACK MAY GO BEYOND 3 PM FOR AFTER SCHOOL CHILDEN.)

Accidents/Emergencies

- **Emergency Contacts:** In the event of an emergency or illness requiring a child to be picked up, the first name listed on the contact list will be called. If that person is unable to be reached within a reasonable time the next person will be contacted. Please make your contacts aware that they may be called. Children with an illness should be picked up within 30 minutes of the call. **If caretakers do not agree on the enrollment forms for our staff to contact emergency services in the case of an emergency, we have the right to deny your application for enrollment.**
- **Fire/Weather Emergency:** The center has devised several procedures to follow if an emergency would occur while a child is in the center's care. In the event of a fire or tornado, staff would follow the written instructions posted in each classroom, describing emergency evacuation routes and the procedures to be followed to assure that children have arrived at the designated spot. To prepare children for the unlikely need to evacuate, the center does conduct monthly fire drills and periodic tornado drills. Should we need to evacuate due to fire or weather conditions, or the loss of power, heat, or water to the center, our emergency destination is the Faith Temple Ministries 825 Rockdale behind Nanny's, our alternative location is the Family Dollar Lot. For HumbleBee, the evacuation location is Family Dollar in the Tri County Business Center. The center will be closed until further notice. Parents will also be contacted as soon as possible to come to pick up your child. If a parent cannot be

reached, we will contact the emergency contacts as listed on your child's enrollment information. A sign will be posted in the front of the center indicating that we have been evacuated and the location where you can pick up your child along with a staff member contact number.

- **Lockdown Threats:** If a dangerous or threatening incident occurs in the school, or a dangerous person is suspected to be in the area we will be notified by the police to begin lockdown procedure. In the case of a lockdown, all doors will be locked, and children will be escorted to a safe place with their teacher, until the appropriate password has been given to all teachers and staff. An incident report will be sent home explaining the situation. If parents seek to have their children to be released during a lockdown, all threats have to be cleared by the police prior to the child being released.
- **First Aid:** There is always one staff member present that has received training in First Aid/Communicable Diseases and CPR. In the case of a minor accident/injury staff will administer basic first aid and TLC. If the injury/illness would be more serious, first aid would be administered, and the parents would be contacted immediately to assist in deciding an appropriate course of action. If any injury/illness is life threatening, the EMS will be contacted, parents will be notified, and a staff member will accompany the child to the hospital with all available health records. Staff may not transport children in their vehicles. Only parents or EMS will transport.

An incident/injury report will be completed, and given to the person picking up the child, on the day of the incident/injury, if any of the following occur: the child has an illness, accident, or injury which requires first aid; the child receives a bump or blow to the head; the child has to be transported by emergency squad; or an unusual or unexpected event occurs which jeopardizes the safety of the child. If a child requires emergency transportation, the report shall be available within twenty-four hours after the incident occurs. The center shall also contact licensing personnel from the appropriate ODJFS office within 24 hours when there is a "general emergency" or "serious incident, injury or illness". The report will be provided to licensing staff within 3 days of the incident.

COMPLIANCE WITH ADA (AMERICANS WITH DISABILITIES ACT)

The ADA requires that childcare providers not discriminate against persons with disabilities on the basis of disability, that is, they provide children and parents with disabilities with an equal opportunity to participate in the child care centers programs and services.

- Our trained staff will administer medication to children with disabilities
- Centers cannot exclude children with disabilities from their programs unless their presence would pose a direct threat to the health or safety of others or require a fundamental alteration of the program
- We will not assume that a child's disabilities are too severe for the child to be integrated successfully into the center's childcare program. The center must make an individualized assessment about whether it can meet the needs of the child without fundamentally altering its program. We will talk to the parents or guardians and any other professionals who work with the child in other contexts.

SICK CHILD POLICY

Any child demonstrating signs of illness not listed above will be isolated and carefully observed for symptoms. The parent will be notified. If a child does not feel well enough to participate in center activities the parent will be called to pick-up the child. Anytime a child is isolated they will be kept within sight and hearing of a staff member. The cot and any linen used will be washed and disinfected before being used again.

Parents will be notified by a sign on the door if children have been exposed to a communicable illness. Children will be readmitted to the center after at least 24 hours of being free of fever and other symptoms. If they are not symptom free a doctor's note will be required stating that the child is not contagious.

Please see our sick child policy attached at the end of this handbook.

Medications: The center will administer medications to a child only after the parent completes a Request to Administer Medication form (JFS 01217) and a care plan. All proper sections must be completed, and the medication handed to the teacher each day. Medications will be stored in a designated area inaccessible to children. Medications may NOT be stored in a child's cubbies or book bag. The only exception to this requirement is for school age children that require the immediate use of an inhaler for a medical condition. School-age children only will be permitted to maintain control of their inhalers. Parents must sign a release form stating that they are always permitting their child to have access to the inhaler. The child must always keep the inhaler on his person, it **may not** be stored in a cubby or book bag. Anytime the child is unable to maintain control of the inhaler it must be handed directly to the staff member responsible for the child.

Prescription/Over the Counter medications must be in their original container and administered in accordance with instructions on the label. Over the counter medications must also be administered in accordance with label instructions. If parents request any different dosages or uses, a physician must provide written instructions on the Request for Medication form. Over the counter medications will not be administered for more than 14 consecutive days without instructions from a physician. Over the counter medications cannot be kept at the center for "as needed" dosage. If medications can be given at home or outside of program hours, we will not give the medication. Example: if medication is to be given twice a day. This means it can be given before our program and after our program.

Food Supplements or Modified Diets: If your child requires a food supplement or a modified diet, you must secure written information from your physician regarding this. Nanny's & HumbleBee will treat supplements as medicine and above procedure will be followed.

Food Restrictions and Allergies: We do our best to support each parent and family in the decisions they make regarding food restrictions. If you wish for your child to have a restricted diet, please notify your teacher and a director immediately. Please fill out the appropriate information with the registration information and notify us as soon as any changes occur. We will try to work with your family if requests for food and substance restrictions are within reason.

Care for Children Without Immunization: It is with respect that every parent has the choice to have their children immunized. For the management of proper health safety for all children in our care and for our staff. Our staff is required to contact parents immediately in the case of an illness that could cause hazardous health to others. If your child is not immunized, please be

aware that if any illnesses come about that can become hazardous the caretaker/parent must immediately remove the child from care. The child can return with the clearance of a physician via written documentation.

Outdoor Play

Students will have one gross motor session during the morning classroom session, and one gross motor session during the afternoon classroom session. Students attending during the lunch hour will have an additional recess/gross motor period. If weather permits (temperatures are above 25° and/or below 90°, including but not limited to: temperatures, air quality, wind chill, excessive heat, ozone levels, pollen count, lightening, raining, ice, etc.), students will be taken outside for at least one gross motor period per day. Please send your child with appropriate attire for the current weather conditions (i.e.: mittens, hats, coats, etc.). If weather does not permit, students will have indoor gross motor time in the gross motor room. Our staff will administer care to children who are disabled to ensure their safety during outdoor play.

Parent Participation/Observation

Parents are encouraged to participate during activities at the center. Parents have access to the building during hours of operation however, they should schedule time in the office so children are not disrupted from activities. Teachers and Administration are available to discuss a child's progress during quarterly team meetings. Due to staff responsibilities and schedules, parents are asked to make appointments with staff when it is necessary to engage in any lengthy conversation at times other than quarterly meetings. Teachers want to be able to focus on you and your child at these times.

If parents have any concerns or questions at any time, it is recommended that the following chain of command be used until an answer or solution is found.

1. Child's Teacher
2. Administrator
3. Owner/ Administrator

Employees with concerns are asked to follow the same chain of command, starting with the administrator. Please feel free to bring concerns up when they occur. Often, they can be addressed when they are little problems, before they grow into bigger problems. Staff fully realizes that you trust us with your little ones, and we want our relationship to be a good one.

Non-Discrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through

the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [How to File a Program Discrimination Complaint](#) and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

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Additional Policies

Breastfeeding: We encourage breastfeeding moms to breastfeed at their leisure in the infant crib room where a rocking chair is available for feeding. During the pandemic it is required for parents to wear a mask during their time in the center.

Celebrations: We are always excited to celebrate special holidays and birthdays with students, however, due to the extensive diet and allergy restrictions of so many of our students, we ask that parents refrain from sending group edible treats to school. Please let staff know in advance. Parents are welcome to send party hats, special toys or goody bags. That can be taken home and enjoyed by the children.

School Delays/Cancellations: If weather causes the closing or late start of HumbleBee & Nanny's local media will be notified. If poor weather conditions begin during the school day, please watch and listen for early dismissal. If early dismissal occurs, please pick up your child as soon as possible, as it is our goal to keep all families safe.

Toileting/Diapering: All parents are requested to turn in the detailed toileting form along with their registration paperwork. It is the parent's responsibility to maintain communication regarding changes in toileting procedures for their child. Please notify an administrator or your child's teacher with questions or concerns regarding toileting. It is our policy to encourage independence with each child and his/her toileting and daily living skills. All female students will use the bathroom marked Girls, and all male students will use the bathroom marked Boys. Each parent is required to provide HumbleBee & Nanny's with the child's needed diapers, pull-ups, wipes, and extra clothing. A note will be sent home when supplies become low. If a parent does not send in replacement items for toileting within 3 days of request, a \$5.00 fee will be assessed. We request that parents take each child through his or her toileting routine (diapering or toileting) before drop-off. **Diapering-** It is our policy to change diapers every two hours. This schedule is NOT a substitute for diaper changes that need immediate attention between scheduled diaper changing times.

Infant Care: At HumbleBee & Nanny's every child is the perfect age for learning. During the infant stage children learn to build trust. Daily, HumbleBee & Nanny's teachers care for our infants giving them lots of love and attention. Infants are engaged in learning activities throughout the day that is developmentally appropriate for their age. We give them one on one contact during feedings, playtime, diaper changes, and when they are drifting off to sleep for naptime. All infants are assigned their own cribs that are only used exclusively for each assigned child. Bottle feedings are one on one with each infant. HumbleBee & Nanny's meets infant's needs quickly and joyfully cuddling them with love and care. Diaper changes are every 2 hours. This schedule is NOT a substitute for diaper

changes that need immediate attention between scheduled diaper changing times. Caregivers are encouraged to bring supplies of wipes, diapers, formula and bottled water by the gallon for making bottles. Bottles and pacifiers will be labeled with each child's name. Parents are also required to supply a change of clothing for each child. When clothing is soiled, please take it home with you and remember to return another clean set of clothing to replace what was used.

Extra Clothing: All children from ages 5, not eligible for kindergarten, need an extra change of clothing. Weather appropriate clothing should be left in the child's cubby just in case the child needs a change of clothing.

Toys From Home Policy: No toys from home are permitted at in the program unless it is in the lesson plan "Show and Tell".

Nap and Rest Time: A scheduled rest time will be provided to each child from 12:00pm – 1:30pm. For children who do not sleep regularly they will be allowed to engage in a quiet activity. Cots will be provided for children 18 months and older, and cribs will be provided for children younger than 18 months.

Parents Behavior: We ask that all parents and visitors be respectful and mindful that this is a childcare center and any aggressive behavior may result into action by law enforcement.

Cut Off Time: At HumbleBee & Nanny's Childcare Services, Inc. are cut off time to drop kids off is at 9:00 am **SHARP**. If there is any reason you will not make it here before that time, please contact the center and get it approved in advance. In the event your child has a doctor appointment, please provide this information upon arrival.

Diaper Bags/Book Bags: Please DO NOT bring diaper bags/ or book bags for your children into the center. There should be a change of clothes left for each child in case of an accident. A blanket should also be left for each child to be use during naptime. Formula should be left in the classroom for infants. Diapers and wipes can be left in the classroom or brought as needed.

Curriculum: We use Creative Curriculum. Our program consists of age-appropriate learning activities starting as early as 6 months old. Here your children can receive the attention they deserve and the education they need to be prepared for kindergarten when that big day arrives 😊. The curriculum includes but is not limited to: language arts, science, math, art, music, writing, phonics and the exploration of different cultural practices and languages.

Child Screenings & Assessments: We screen each child within 60 days of enrollment using ASQ3's screening tools. Our teaching staff also assesses your child's learning through Creative Curriculum Gold Assessment semi-annually to ensure we are providing each child with lesson planning to give each child the academic support they need. Parent conferences will be held to share the results of each assessment and screening to give an opportunity to discuss your child's results. These reports are only shared with the caregiver, our staff, and Ohio Department of Job and Family Services. We work collaboratively with parents/caretakers to create two written developmental and educational goals within sixty days of enrollment for children and updated annually.

ODJFS CHILD CARE RULES

The Ohio Department of Job and Family Services Child Care rules can be found on the following link:

<https://emanuals.jfs.ohio.gov/ChildCare/ChildCareCenter/Rules/>

File a Complaint

If you believe a childcare program in Ohio is not following the licensing rules, a program that may be operating illegally, or that Publicly Funded Child Care benefits are being misused, you can file a complaint with the policy help desk.

Please be prepared to give the following information, if available:

Name of the Program

Location of the Program

Publicly Funded Child Care Case Number

Issue observed at the Program

Please contact the Child Care Policy Help Desk at 1-877-302-2347 option 4 or email: childcarepolicy@jfs.ohio.gov.

Parents, after reading the handbook please sign and return this page to the administrator. This page of the Parent Handbook must be signed and returned before the child attends the center. Please feel free to ask one of the Administration questions about any of the policies in the handbook.

I acknowledge that I have received a copy of the Parent Handbook. I agree to follow all policies outlined within.

Signature of parent/guardian

Date

Signature of parent/guardian

Date

Building For the Future

This day care facility participates in the Child and Adult Care Food Program (CACFP), a Federal program that provides healthy meals and snacks to children receiving day care.

Each day millions of children participate in CACFP at childcare homes and centers across the country. Providers are reimbursed for serving nutritious meals, which meet USDA requirements. The program plays a vital role in improving the quality of day care and making it more affordable for low-income families.

Meals CACFP homes and centers follow meal requirements established by USDA.

Breakfast	Lunch or Supper	Snacks (Two of the four groups)
Milk Fruit or Vegetable Grains or Bread	Milk Meat or meat alternate Grains or bread Two different servings of fruits or vegetables	Milk Meat or meat alternate Grains or bread Fruit or vegetable

Participating

Facilities Many different homes and centers operate CACFP and share the common goal of bringing nutritious meals and snacks to participants. Participating facilities include:

- **Child Care Centers:** Licensed or approved public or private nonprofit child care centers, Head Start programs, and some for-profit centers.
- **Family Child Care Homes:** Licensed private homes.
- **After School Care Programs:** Centers in low-income areas provide free snack and/or meal to school-age children and youth.
- **Emergency Shelters:** Programs providing meals to homeless children.

Eligibility State agencies reimburse facilities that offer non-residential day care to the following children:

- Children age 12 and under,
- Migrant children age 15 and younger, and
- Youths through 18 in emergency shelters and after school care programs in needy areas.

Contact If you have questions about CACFP, please contact one of the following:

Information

Sponsoring Organization/Center

Ohio Department of Education

HumbleBee Childcare Services Inc.,
DBA Nanny's Multi Level Learning
Center, Inc. 72 E. Crescentville Rd.
Cincinnati, OH 45246
Phone: 513-671-2500

CACFP Program Specialist
25 S. Front Street, MS 303
Columbus, OH 43215-4183
Phone: 614-466-2945
Toll Free: 1-800-808-6235

Nondiscrimination

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or

local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) Mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue,
SW, Washington, D.C. 20250-9410;
- (2) Fax: (202) 690-7442; or
- (3) Email: program.intake@usda.gov.

This institution is an equal opportunity provider.
12/2015

What Do I Bring to My First Visit?

- ♥ Proof of income (current pay stubs, approval letter for Healthy Start, Ohio Works First, Food Stamps or current Medicaid card)
- ♥ Proof of address (utility or credit bill, or Ohio driver's license)
- ♥ Proof of identity for you and any other applicants (birth certificate, driver's license, Medicaid card, crib card or shot record)
- ♥ All family members applying for WIC services
- ♥ If pregnant, a doctor's statement showing due date
- ♥ Children's shot records



In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability.

To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TTY). USDA is an equal opportunity provider and employer.

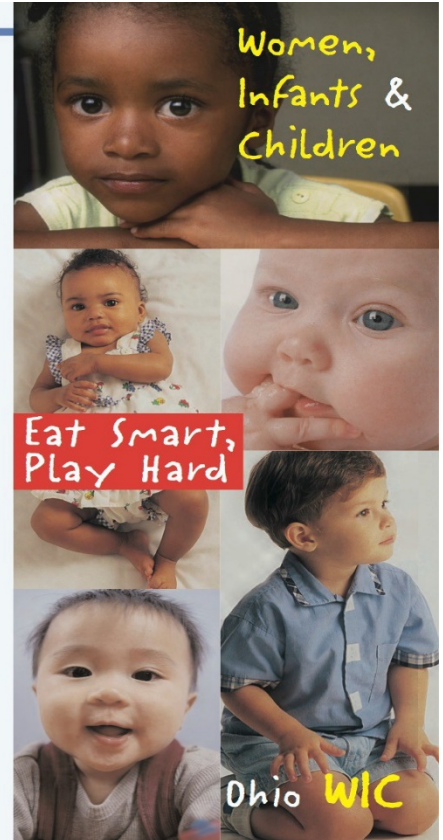
This institution is an equal opportunity provider.



The mission of the WIC program is to improve the health status and prevent health problems among Ohio's at-risk women, infants and children.

Visit our Web site: <http://www.odh.ohio.gov>

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What is WIC?

WIC is a nutrition education program. WIC provides nutritious foods that promote good health for pregnant women, women who just had a baby, breastfeeding moms, infants and children up to age 5.



What Does WIC Provide?

- ♥ Nutrition education and support
- ♥ Breastfeeding education and support
- ♥ Referral for health care
- ♥ Immunization screening and referral
- ♥ Supplemental foods such as:

- Cereal
- Eggs
- Milk
- Whole-grain foods
- Fruits and Vegetables
- Infant formula



Who is Eligible for WIC?

Women who are pregnant, breastfeeding or have a baby less than 6 months old, and infants and children up to 5 years old are eligible to apply for WIC. Fathers are welcome to apply for WIC for their children up to age 5.

To qualify for services you must:

- ♥ Live in Ohio
- ♥ Meet WIC income guidelines
- ♥ Have certain nutritional or health risks



How Do I Apply?

Make an appointment

Call your local clinic to schedule an appointment to meet with a WIC staff member or call **1-800-755-GROW (4769)** for locations and more information.

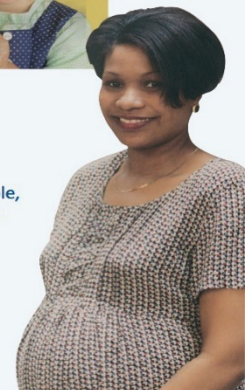
See if you qualify

All it takes is a visit to your local WIC clinic to see if you qualify for services.



Receive WIC coupons

If you are eligible, you will receive coupons to buy healthy foods at local WIC-approved grocery stores.





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