



# Parent Handbook

## **Welcome to Rainbow ChildCare!**

This handbook contains important information about your child's school and will answer many of the questions that you may have about our program. Please read it entirely and have it readily available during your child's time with us here.

If at any time during your enrollment you have any questions or concerns, we encourage you to bring them to the center director or Reem Alsaadi, Executive Director of Operations. Please be aware that updates to this handbook may periodically need to be made to best accommodate our families' needs.

We are excited to have your family join ours and we look forward to providing quality care and education for your child!

### **Office Hours and Locations**

#### **Hours of Operation:**

Sunday- Saturday 6am to 6am  
Director Hours: Will vary per center

#### **Address:**

3511 Karikal Drive,  
Westerville, Ohio,  
43081

**Phone:** 614-270-0767

#### **Fax:**

(614) 392-1969

#### **Email:**

info@rainbowchildcareohio.com

#### **Websites:**

www.rainbowchildcareohio.com

## **1.0 Our Mission**

Rainbow ChildCare is a premier comprehensive learning centers for children ages 6 weeks through 12 years specializing in traditional education. Our centers were established to provide quality, loving care for children and families needing care. Our staff recognizes the importance of balanced growth and provides opportunities for mental, physical, and emotional growth through a variety of creative experiences.

Rainbow ChildCare will respond to the needs of their parents and students with excellent care giving and instruction, child inspired curriculum, flexible programs, flexible schedules to accommodate their lives, local community involvement and business partnerships.

Rainbow ChildCare has a strong commitment to accessibility and diversity. Their open-door policy embraces all who desire to provide a better quality of care, preparedness, and education for their children. Rainbow ChildCare will work to provide affordable, first class care giving and education by providing a broad range of integrated programs and services and innovative learning approaches.

Rainbow ChildCare is committed to taking a leadership role in child care services, higher learning, community services and promoting cultural diversity. Rainbow ChildCare will direct their activities toward student's success and safety.

## **2.0 Licensing/Reporting Information**

We have posted a current copy of our Licensing Laws on the parent board to be reviewed by parents/guardians at any time. The Licensing binder includes, past and current licensing inspections, compliance reports, complaint, investigation reports, fire and building reports.

**You may also see this link online for further information:** <http://jfs.ohio.gov/cdc/childcare.stm>.

The toll-free number for ODJFS is available and may be used to report suspected violations of child care rules:  
(877) 302-2347.

## **3.0 General Center Information and Policies**

- Our program is based on a full school year of instruction from 6 weeks through 12 years. The center will be in operation Sunday through Saturday 6:00 a.m. - 6:00 a.m..
- For your convenience, the center director is on site 40 hours per week. Please see posting of times and names located on the parent board in the lobby.
- To help families better plan throughout the school year please use the calendar located in your Welcome Packet. In the event a scheduled date changes, families will be provided an up-to-date one located at the parent board in the main lobby area.

- This facility does not discriminate against the enrollment of children upon the basis of race, color, religion, sex or national origin or disability in violation of ADA act of 1990, 104 Stat.32, 42 U.S.C. 12101 et seq.
- All staff, volunteers and parents/guardians are mandated child abuse reporting agents. To this end any persons who suspect a possible child abuse incident will report the said incident to the state for review and determination. Our goal is the safety of all children and families and our legal obligation to report any suspected abuse.

### **3.1 Center Security**

Each one of our centers are equipped with a state-of-the-art security video monitoring system, a biometric fingerprinting system.

### **3.2 Attendance Policy**

Research and studies prove children who have consistent schedules thrive better in their environment. Much of what happens in our program is based on having the right number of staff and activities and meal times. We have an 'Open door' policy for our centers. Parents/Guardians may come and go as they please. We welcome you to be a part of classrooms and any daily activities.

### **3.3 Late Arrival Policy**

In the instance you will be late, please call the office and let the center director know for staffing, activities, and meals being available to accommodate your child's arrival.

### **3.4 Drop Off/Pick Up Times and Procedures**

Drop off and pick up must be by a person 18 years or older. Children must be escorted directly to their classrooms for arrival. Drop off and pick up locations within the centers will be posted on the child's door in case of combined classrooms, indoor or outdoor play. Teachers will sign all children in and out daily as greetings and departure communication from adult to teacher is crucial in maintaining a safe place for the children.

Please make sure that persons who are authorized on your pick-up list are clearly aware that they may have to present a photo ID more than once- if not on the regular pick up list.

Parents who receive PFCC must swipe in and out daily, no exceptions. This is based on a signed contract that both parents and Rainbow ChildCare have agreed to follow. There will be fee assessed for failing to use the TAP system to track your child's attendance.

### **3.5 Late pick-up**

If you will be arriving late for pick-up, please know that we understand circumstances beyond your control, but a phone call is requested. A parent beyond **5 minutes late will be assessed \$25.00 fee**

**plus \$1.00 per minute after the first 5 minutes.** This amount is paid to staff that must remain to provide care until you arrive.

### **3.6 Enrollment Policy**

Your Welcome Packet contains a classroom daily schedule, menu, prescribed Child Enrollment and Health Information forms. For those children with health conditions or requiring medical procedures, they shall complete a Medical/Physical Care Plan or an equivalent form, tuition agreement, permission slips, Infant basic care plan (if applicable), and other valuable information that will require your completion for your child's academic participation. During the initial enrollment, all forms are mandatory by state and this facility. All forms provided are needed to complete enrollment at Rainbow ChildCare prior to starting.

**Note:** A child is not considered enrolled until all required forms, the deposit, and first two week's tuition has been received.

### **3.7 Special custody arrangements**

It is mandatory that all custody arrangements be presented in writing during the initial enrollment or as a change in family events have occurred. **No verbal arrangements will be accepted.** Please submit any court ordered documentation as well. Only persons listed on the custody arrangement and enrollment as authorized persons for pick up will be able to pick up the child. Photo ID's are mandatory.

### **3.8 Transportation Policy**

Rainbow ChildCare currently provides transportation for school age children before and after school. This is based upon selected schools and space is limited to no more than 6 children per bus.

### **3.9 Field Trips**

Rainbow ChildCare believes that an important part of a young child's learning comes from the ability to augment certain activities. We believe that structured visits to businesses that support learning is essential to allow children to learn and connect with the wider community. We schedule routine field trips and permission slips are provided and explained to families at the time of enrollment. Parents can decide if their child or children will attend.

### **3.10 School Delay**

If for some reason school opening is delayed, the center will take before school care however transportation that is not provided by the center must be arranged by parent(s).

### **3.11 Picking Your Child Up During the School Day**

If you are picking up your child during the day, please notify the center director who will notify the teachers of expected times so that the child is ready.

### **3.12 Children Arriving from Other Programs or Schools**

If a child is scheduled to arrive from another school and does not, we will contact the parent to confirm that the child is scheduled to be with us at Rainbow ChildCare for the day. Then, we will contact the school from which they are to arrive from to see why they did not arrive at the center. Then, a decision will be made as to how we should proceed. Keeping this in mind, it is vital that parents contact Rainbow ChildCare when their child is not going to be attending.

### **3.13 After School Care**

Rainbow ChildCare has services available for school age children ages 5 ½ through 12 years of age. If your child will be absent from this program, we ask that you notify the center.

As specified in Ohio Licensing Rule 20(E), our school age children may occasionally run errands inside the building and use the restroom in groups of no more than six (6) children without adult supervision. During this time, children will be within a hearing distance from a staff member and that staff member will check in at least every five (5) minutes until they return to their group.

### **4.0 Important Dates to Remember**

Rainbow ChildCare will observe the following holidays:

- New Year's Day.
- Presidents Day.
- Martin Luther King, Jr. Day.
- Memorial Day.
- Juneteenth Day.
- Independence Day.
- Labor Day.
- Columbus Day.
- Thanksgiving Day.
- Christmas Eve.
- Christmas Day.
- New Year`s Eve.
- Martin Luther King Jr.

Please note that holidays falling on the weekend are observed the following Monday. Good Friday and New Year's Eve, the centers will close at 3:00 p.m. Please see your School Calendar for additional closing date. **\*Calendar is subject to change\***

### **4.1 Inclement Weather**

Rainbow ChildCare will be closed for a Level 3 snow emergency. We may close early if we are aware that we will be moving towards a Level 3. We will make every effort to open our doors at opening time, however, please know that we will notify families if we will be opening late or closed for the day. Please reference NBC 4, CBS 10, ABC 6, and ABC Fox News for school closures.

**Note:** Our goal is to keep our staff and families safe during inclement weather

**Note:** Regular payment is still expected if these rare occasions should occur

## **5.0 Meals and Snack**

Rainbow ChildCare will serve breakfast, lunch, snacks, milk, and juice. Our goal is to provide nutritious snacks and meals to our children in a family style environment. A monthly menu will be posted on the parent board so that you are aware of the menu selection for the day and this helps encourage conversations at home to prepare children for what meals they'll be trying. Children who are table eaters (depending on parent permission for older infants) will receive two snacks per day. Many of the foods may be new to children; we will encourage at least one bite. Whole and 2% Milk will be served and/or 100% fruit juice. Water is also encouraged throughout the day.

**Note:** Our centers are all peanut, tree nut, and pork free facilities

**Note:** We will adhere to religious and documented food allergies, or modified diets and provide a supplement or alternative to the meal for these children.

## **6.0 Swimming/Water Play**

During the summer months, Rainbow ChildCare will host outdoor water play using sprinklers and water tables. Parents are asked to follow the lesson plan schedule and provide appropriate water clothing and shoes. Located in your Enrollment packet is the permission slip for your child to participate in our water learning activities. Staff responsibility during water play is critical to the safety of the children. Children who do not participate in water play will remain outdoors but will do a separate activity with another staff member. Staff will be assigned designated roles during the water play time.

## **6.1 Outdoor Play**

Rainbow ChildCare will provide outside play for the all age groups in suitable weather daily. Our older infant age group will receive outside play time when able to master the playground area, or for buggy rides. Children will not be taken outside when the temperature (wind chill and heat index included) drop below 25 degrees or rise above 90 degrees. We will adjust scheduled outdoor times due to rain, high winds, or heat advisory warnings. If the children are not able to play outdoors, then gross motor activities will be conducted inside. Please be sure to dress your child appropriately for the weather. During the winter, please be sure to send hats, gloves, mittens, boots, and scarves.

## **7.0 Center Standards for Students**

### **7.1 Standards of Behavior**

The goal of Rainbow ChildCare is to provide a nurturing environment where children learn and display self-control and understanding of behaviors that are conducive to a school environment. Our goal of conscious discipline allows children to become aware of their feelings and then build methods of communicating how they feel so they can gain control over emotions that could harm themselves or others.

Our goal is to give places within the classrooms for children to be redirected to help them calm themselves. This includes quiet spots, feeling boards, teachers directing children to other areas in the

room, gentle reminders about choices, and teachers helping children to understand what is appropriate in class. Parents will be notified only if methods in classrooms are not showing improvements of a child's behavior. It is our goal to build a plan with parents to have a partnership as we work within the developmental needs of children. Parents and teachers will work together to build a relationship even before discussion is needed to reinforce appropriate classroom behaviors.

Staff will follow training based on Ohio Licensing Rule 19 regarding Guidance and Behavior Management. All employees and parents will be expected to model the same behaviors that children must display. All guidance methods will be developmentally appropriate dependent of the age group. Teachers, admin and parents will sign off on a behavior expectation plan. In the event a parent must be contacted for serious risk behaviors, a meeting will be mandatory before the child resumes participation at Rainbow ChildCare. An agreed and signed behavior management plan must be maintained by the parent and child. Final decision on the termination of a child is based on recommendation of the administrator after means have been exhausted to help the child.

### **7.1 (A) Behavior Management Policy**

Positive reinforcement is an effective method of behavior management of children. When children receive positive, non-aggressive, and understanding interactions from adults, they develop good self-concepts, problem solving abilities, and self-discipline. Based on this belief how children learn and develop values, Rainbow ChildCare will practice the following behavior management policy:

#### **Behavioral Expectation for children: Ages 16 Months to 36 Months, and Two-year-old's**

- They put everything in their mouth because they explore through taste.
- They feel and touch everything because they learn and explore by using their five senses.
- They may cry, hit, or bite to get their way, express emotions, or to communicate with others (they do not yet have the verbal skills to communicate their frustrations by talking).
- They may show signs of anxiety during change, and when their parents leave. This is demonstrated by withdrawing, crying, clinging, and wanting to be held.
- They enjoy exploring objects with others because they want to establish relationships.
- They are discovering and learning to assert their independence, so they often say, "No!"
- They frequently use the word "mine" and are not yet able to share well. They want to play with others, but do not yet know how.
- They exhibit mood swings and are not yet able to manage their emotions.
- They enjoy peer play and joint exploration.

#### **Correction Methods used for children: Ages 16 Months to 36 Months, and Two-year-old's**

- For toddlers and twos, redirection is more effective than time out. Redirection means calmly redirecting children's attention or moving children away from a problem area or activity to a new area or activity.
- If behavior problems persist, providers may want to evaluate the environment to see if children are being over stimulated or if there is not enough space for children. Providers should also check



to see if more toys of the same kind are needed, because toddlers and twos are not old enough to understand sharing and taking turns with toys.

- Praise and positive reinforcement can also work very well with this age group.
- Another good way to help toddlers and two-year old learn how to play appropriately with other is for adults to model appropriate behavior.

### **Behavioral Expectation for children: 3-5-Year-Olds**

- They have a desire to please adults.
- They are learning to take turns and share.
- They may have outbursts of emotions.
- They are independent and do well when given choices.
- They often tell on others, to prove that they know the rule and because they want others to know they know the rules.
- They are learning social skills, like sharing and taking turns. They like to play in small groups but may need some guidance doing this as they learn social skills.
- They have difficulty waiting very long, regardless of the promised outcome.
- They exhibit negative and positive behavior in order to get attention.

### **Correction Methods used for children: 3-5-Year-Olds**

- Preschoolers benefit from having a few simple classroom rules. For example: Walking Feet, Listening Ears, Soft Hands, Inside Voices.
- When a behavior problem arises, adults can use this as a teaching opportunity and calmly remind children of the classroom rules.
- Positive reinforcement and redirection also work well with this age group. For example, if a preschooler is throwing blocks, even after being reminded of the rule, he or she can be required to leave the block area and choose a different activity for now.

### **How We Will Manage Consequences**

Rainbow ChildCare is a big believer that children need structure, guidance, and direction. We will make every effort to ensure your child is given praise, encouragement, and alternatives. We treat all children with respect and dignity and consider their feelings during all situations. However, if your child develops a pattern that is consistent, there may be a need for a referral and/or consequence. Below is an outline of the stages we will follow:

1. Once a child receives 3 or more behavioral reports in a 45-day window, a phone conference will be scheduled with the parents.
2. Once a child receives 6 or more behavioral reports in a 90-day window, a meeting with the teacher, center director, and family shall take place.
3. Once a child receives 9 or more behavioral reports in a 120-day window, the child will be suspended from care for three (3) business days. During this suspension, parents will still be required to pay tuition.
4. Once a child receives 12 or more behavioral reports in a 120-day window, termination of services will occur for that child only.

Rainbow ChildCare's goal is to help children to develop self-control, positive social behaviors, and acceptable forms of conflict resolution. Rainbow ChildCare can provide local resources that can assist with services and support if or when challenging behaviors occur.

## **7.2 Student Goals**

The goal for our students is to expose them to a learning environment that helps them build steps to their success. We believe that exploration, investigation, observation, and communication are keys to a student's success regardless of age. From 6 weeks through school-agers, children need to be in environments that encourage individual growth for future success.

## **8.0 Tuition/Discounts/Center Fees/Enrollment**

All families MUST enroll in Tuition Express for all payments including tuition, fees, deposits, etc. Rainbow ChildCare offers a five, three, or one-day program. All parents will be asked to sign the parent agreement, Tuition Express form, and financial agreement when first enrolling their child into the program. All payments are to be received bi-weekly prior to services rendered as stated on your contract. The parent contract also includes information about vacations, registrations fees, late pick-up charges, withdrawals, and deposit amounts. If you ever have any questions about tuition or payments, please don't hesitate to speak to an administrator.

### **8.1 Disenrolling From Our Center**

To disenroll from the center, you will need to give a two-week written notice and your deposit will not be applied toward your child's last week at the center. Failure to provide a written two week notice will still require you to be responsible for paying the last two weeks of your enrollment.

#### **8.1 (A) All families will submit an initial non-refundable deposit of:**

\$100.00 for one child (non-refundable)

\$150.00 for a family of two or more (non-refundable)

\$175.00 per child (summer camp/non-refundable)

#### **8.1 (B) Discounts**

We offer a variety of discounts for our families. If applicable, a family may utilize one discount for following items:

- Active Military 5% (Must show military ID)
- Sibling Discount 10% (Comes off the second child)
- Healthcare Professional 5% (Physician, Nurse, CNP, Dentist, etc.)
- Local Teacher 5% (Must show school ID)

**Note:** One discount per family

**Note:** PFCC families are responsible for weekly co- payments and are subject to the same rule as private pay families.

## **8.2 Methods of Payment**

We utilize Tuition Express for all payments. The system can utilize checking accounts, HSA, credit or debit cards. **Note:** Failure to utilize the Tuition Express software will result in a \$10 per week processing fee.

**Note:** All tuition is due by Friday of every week. Any overdue payments received after Wednesday will result in an additional \$25.00 charge per day not to exceed \$100.00. Families with delinquent accounts up to two days will not be permitted to attend until balance is made current.

## **8.3 Fees**

In the event there is an ACH return on a check or credit card payment, there will be a \$35 fee assessed and due immediately.

## **PFCC Rules and Regulations**

For any family that receives childcare assistance through ODJFS, please see the following:

- Swipe your child/children in and out daily
- Pay your co-pay each Friday prior to services rendered
- Notify ODJFS within 10 business days with any changes to your household
- Submit any requested paperwork within a timely manner to avoid delays or loss in benefits
- Attend the full-time requirement of 24.9-60 hours per week

Each child receiving PFCC will receive ten (10) absent days in January and July each year to be used for sick days, vacations, etc. We expect your child to attend daily full-time unless otherwise noted.

If at any time a parent exceeds the allotted swipe period of seven (7) days without having their card, services will be suspended until you present with your card and catch up your swipe arrearage. We are aware certain circumstances may arise with new cases and/or an address change, however, it is your responsibility to report those changes to ODJFS and check on the status of your benefits.

## **9.0 Classroom Ratio/Supervision**

In accordance with licensing rules, children will always be supervised. This includes an awareness of preventing any potential harm that could occur in a day. Grouping of children are based on allowed licensing requirements, more specific during opening and closing times. The goal of Rainbow ChildCare is to provide enough staff in each classroom to maintain or go beyond licensing standards. for our teacher to child ratios and max group size:

<b>Infants</b>	6 weeks to 12 months	1:5/2:12	Group size - 12
	12-18 months	1:6/2:12	Group size - 12
<b>Toddlers</b>	18-30 months	1:7/2:14	Group size - 14
	30-36 months	1:8/2:16	Group size - 16
<b>Pre-School/Pre-K</b>			
	Three years old	1:12	Group size - 24
	Four years old	1:14	Group size - 28
<b>Kindergarten &amp; School Age</b>		1:18	Group size - 36

Children will be supervised at all time, including naptime. Never shall a child be left unattended. If a child becomes sick, then they may be isolated from the group, to the tile area in the classroom, however, they should always remain within sight and hearing of their teacher.

### **9.1 Vacation**

A 30-day notification in writing must be given to the administrator to honor the vacation week. Vacation time cannot be accumulated from year to year. Vacation time is calculated from January 1<sup>st</sup> to December 31<sup>st</sup> and must be taken a full week at a time.

### **9.2 Extended Leaves**

If your child needs to leave the center for an extended period, please see the director to discuss your enrollment options at that time.

### **9.3 Transitioning**

Transitioning can be an exciting yet nervous experience for not only the child but their parents. We want to make the transition as smooth as possible and informative for you. The transition letter will include the beginning and ending date as well as the transition schedule. You will be asked to sign the transition letter, and a copy of the letter will be made upon your request.

Parents may speak to an administrator when they feel their child is ready/not ready for a transition. These concerns will be considered, and a decision will be reached for the best interest of the child. Transitions are based off development, social skills, available space in classroom, and age of the child. Please keep in mind that age is not the only deciding factor in a transition.

## **10.0 Personal Belongings**

We request that children NOT bring toys or other items from home except on designated "Show & Tell" days. We do not want your child to lose their favorite toys, and Rainbow ChildCare will not be held responsible for lost or broken items.

All clothing, book bags, etc., should be placed in your child's designated cubby at the center. When starting you will be provided with a checklist of items to bring to school. Please label all items so that they do not get lost or mistaken for someone else's belongings.

You should restock your child's cubby with clothing as needed and be sure to provide weather appropriate clothing as well as clothing that fits properly. Children grow rather quickly! If your child is potty-training, then please provide at least 3 extra outfits at a minimum.

## **10.1 Lost and Found**

Lost and found items are kept at the reception area in a marked container. Check for missing or misplaced items frequently. Any unlabeled, unclaimed items will be donated as spare emergency clothing for Rainbow ChildCare.

## **11.0 Management of Communicable Diseases and Illness (appendix B 5101:2-12-16)**

Rainbow ChildCare makes it a priority to have a clean and sanitary environment for the children. If this is your child's first experience in school or a group setting, they may be more susceptible to illness as their body is building up its immunity. Please refrain from bringing your child to school if they are showing any of the symptoms listed below. If your child becomes ill for any reason while in our care, they need to be picked up within the hour from the time the parent is informed of the illness.

**The following precautions shall be taken when a child shows signs or symptoms of a communicable disease:**

1. The Center shall immediately notify the parent of the child's condition.
2. A child with any of the following signs or symptoms of illness shall immediately be isolated and discharged:
  - Diarrhea- Three or more unusually loose stools in a 24-hour period.
  - Severe coughing causing the child to become blue or red in the face, or make a whooping sound
  - Difficult or rapid breathing
  - Yellowish skin or eyes
  - Redness of eyes, discharge, matted eyelashes, burning or itching of eye Conjunctivitis (pink eye)
  - Temperature of 100 degrees, taken by the auxiliary method
  - Untreated infected skin patches

- Unusually dark urine and/or gray or white stool
  - Stiff neck
  - Evidence of lice, scabies, or other parasitic infestations
  - Vomiting more than once, or once with any other sign or symptom of illness
- Children should not return to the center until they are free of symptoms for at least 24 hours.
  - A doctor's note will be required if the child returns and is not symptom free before the 24-hour period.

**Note:** A chart of the communicable diseases, symptoms, and the exclusion time is in the staff lounge area for review.

**Note:** Parents will be notified of any communicable diseases noticed in their child's classroom by a posting on the room door.

### **What are the communicable disease requirements for a licensed child care center?**

(1) Any child enrolled and attending the center with signs or symptoms of illness listed in appendix B to this rule shall be immediately isolated and discharged to his parent or guardian or person designated by the parent or guardian.

(2) The JFS 08087 "Communicable Disease Chart" (rev. 12/2016) shall be posted in a location readily available to parents, child care staff members and substitutes for use in identifying and responding to communicable diseases.

(3) A child isolated due to suspected communicable disease shall be: (a) Within sight and hearing of a staff member always. (b) Cared for in another room or portion of a room away from other children. (c) Provided with a cot or mat, if necessary and made comfortable. After use, the cot or mat shall be sanitized with an appropriate sanitizer, or if soiled with blood, feces, vomit or other body fluids, the cot or mat shall be cleaned with hot soapy water and disinfected with an environmental protection agency (EPA) registered product rated as hospital disinfectant with a label claim for mycobactericidal activity.

(4) No later than the end of the next business day, the center shall notify parents when their child has been exposed to a communicable disease listed on the JFS 08087. (S)

**Note:** The center shall release employees and child care staff members who have a communicable disease or who are unable to perform their duties due to illness.

### **11.0(A) Diseases for Immunizations (ODJFS appendix 5101:2-12-15)**

- Chicken Pox
- Diphtheria
- Hemophilic Influenza Type B

- Hepatitis A
- Hepatitis B
- Influenza (seasonal)
- Measles
- Mumps
- Pertussis
- Pneumococcal Disease
- Rotavirus
- Rubella
- Tetanus

Rainbow ChildCare appreciates and supports the rights of parents to decide if their child will be immunized. To provide the safest environment and for the safety of other children and staff, Rainbow ChildCare will not enroll any child who is not immunized or up to date with their immunizations. We do make exceptions for children that are allergic to the required immunizations and are unable to take them. This must be documented by the primary physician stating that this is the exact reason.

### **11.1 Allergies/Dietary Restrictions**

If your child has any allergies or dietary restrictions, please notify the administrator and his/her teachers. There are specific forms you will be required to fill out to have teachers monitor and act in case of an allergic reaction. Due to a serious rise in peanut allergies, Rainbow ChildCare is peanut-free and tree nut free center.

If your child eliminates a whole food group a modified diet form will need to be filled out by parent and physician. If one item in a food group is to be eliminated, due to religious reason, then a parent should give the administrator a written statement. The statement should state which food item should be eliminated, and it should be signed and dated by the parent. The center will provide an alternate food option for your child.

### **11.2 Medications**

The center will administer medications only after the request for medication form is filled out entirely by the parent. A doctor will be required to fill out Box#2 for prescription medication taken for an extended period and any OTC medicine that will need to be administered for more than 3 days or does not have proper dosage information.

**Note:** Medication may NOT be stored in book bags, diaper bags, or should be handed to teachers in the classroom. All medications must go to the center director to ensure all forms have been completed properly.

### **11.3 Biting Policy**

If your child bites another child at the center, you will be notified at the end of the evening with a behavior report for major bites, or verbally by the teacher for an attempted bite. The child will be separated from the other child and will be asked to help "check on" their friend or help them feel better. We will encourage children to use their words and may ask the child that was bit to say "No, I don't like that!" or "Stop!"

The second time a child bites in a day, they will be sent to the office to speak to an administrator. The event will be documented on a behavior report.

The third time a child bites in a day, they will be sent home for the day. Parents will be responsible for picking up their child and will be expected to arrive as soon as possible, but no longer than 1 hour.

#### **11.4 Spitting Policy**

As part of growth and development, children will spit “raspberries” or stick their tongues out. If the behavior is inappropriate, a behavior report will be filled out and given to the parent to sign. If an older child, (Preschool or older) is spitting repeatedly, we will follow the same procedure as the biting policy. If a child must be sent home for the day, then a parent/teacher conference may be required.

#### **11.5 Weapons and Acts of Violence Policy**

Rainbow ChildCare have a **ZERO TOLERANCE** policy in place when it comes to the safety of our families, children, and staff. If at any time a child threatens in any manner to inflict harm on another child or adult and/or brings any form of any weapon to school that child will be immediately removed from their classroom, and the child will no longer be able to attend any Rainbow ChildCare or location.

**Note:** This rule also applies to any parent and/or adult

#### **12.0 Emergency Situations/Transportation**

The center will not transport children in emergency but will call 911, and the emergency squad would transport your child to the nearest hospital. The administrator will contact you and let you know that the squad has been called and is on their way. If you state that you do not want your child transported in case of an emergency on the Child Enrollment and Health Information form, then an administrator will contact you immediately to come and take your child for emergency services.

#### **12.1 Accidents/Emergencies**

If a child would have an incident/injury occur while at school, there will be a staff member to administer First Aid or CPR. Parents will always be immediately notified. If there is a minor accident/injury, we will administer first aid and give hugs and TLC. For serious injuries, we would contact 911 and the parent and follow the proper course of action as indicated on the Child Enrollment and Health Information form. If a child is transported by EMS, then a staff member or Administrator will accompany the child with all records on file.

You will receive an incident/injury report (form JFS 01299) in the evening when picking up your child for all minor/major incidents or injuries. You will be required to sign the original, and a copy will be made available to you.

Rainbow ChildCare has devised plans of action in the event of an emergency at the center. In the event of a fire or tornado, staff members will follow the written instructions posted in each classroom describing emergency evacuation routes, as well as procedures to follow.

In the case that we would need to evacuate, we want to prepare the children for these emergency situations; therefore, we will conduct monthly fire drills, as well as seasonal tornado drills. Along with



the fire drills and tornado drills, Rainbow ChildCare will perform quarterly lockdown drills with the children and staff.

In an emergency we will contact the authorities and determine our plan of action. In cases of extended loss of power, heat, or water, fire or weather conditions, we will go to our emergency destination. This location is listed in the packets for the teachers, and we will post a sign on our front door to let you know where to pick up your child.

In cases of loss of power or heat, the center will close after 1 hour of loss. We will call/e-mail parents. If parents are not able to be reached, then we will call the emergency contacts listed in your child's file.

### **13.0 Grievance Policy**

If parents have concerns or questions at any time, we recommend that you speak to your child's teacher first, then to an administrator. Please know that we have an open-door policy at Rainbow ChildCare and want to make sure that our families are pleased with the program they have chosen for their child. If for some reason a suitable solution cannot be met, then at that time the Program Coordinator will be made aware of the grievance and can discuss the situation with the family. Remember that open communication and questions asked immediately usually prevent misunderstandings and help to create better relationships.

### **13.1 Classroom Concerns**

Any concerns regarding classroom management, lesson plans, incidents, etc., should be addressed to the classroom lead first. If there is no resolution, concerns should be brought to the center director.

### **14.0 Parent /Teacher Conferences**

Parent / Teacher conferences will be held in the spring and fall for all classrooms. This conference is a chance for you to discuss your child's progress over the course of the school year, as well as give you an opportunity to speak to your child's teacher about any concerns / advice for helping your child at home. Your child's teacher will share formal assessments with you and answer any questions you may have. If you would like an additional conference throughout the year, or phone conference, please speak to an Administrator so that we can schedule that time for you.

### **14.1 Parent Participation**

Parents are encouraged to participate whenever possible in the activities at the center. Opportunities to participate include but are not limited to the following: class parties, field trips, special occasions (i.e. Father's Day picnic, Mother's Day cookies & punch party, holiday open house), and volunteers for various school events.

### **14.2 Parent Roster**

A parent roster is not currently available at any site.

### **14.3 Nursing Mothers Area**

Rainbow ChildCare has an open-door policy regarding visiting your child throughout the day. If you are wishing to feed your child or pump breast milk while at Rainbow ChildCare, we invite you to use

the nursing room. Our nursing rooms are conveniently located either inside or right outside of the infant one room. We ask that you please close the door and use the lock while in use. Upon exiting the nursing room, please leave the door open to signal that the area is no longer in use.

## **15.0 Daily Schedules**

Our program, although flexible, has established set times for curriculum and activities. Please have all children here no later than 11:00am daily. See attached at the end for basic schedules.

### **15.0 (A) Diaper Changing Policies and Procedures**

Per our center policy, children will be changed every two hours or sooner if needed.

### **15.1 Napping and Rest Time**

Children are provided either a mat or cot to nap or rest daily. Children will be required to have a period of rest typically lasting no more than two hours. During that period, children may sleep or remain on their cot or mat with a quiet project. Infants after the age of 12 months have the option to sleep in their crib or transition to a cot with a signed cot waiver by the parent.

## **16.0 Media Exposure**

In the case of media exposure, no parent nor employee of Rainbow ChildCare may talk regarding any or all sites. All media inquiries must be directed to the center director who will follow the companies establish policy for media communication.

## **17.0 Lesson Plans/Transitions/Formal Assessments**

Our center lesson plans are developmentally appropriate for all ages and stages. Lesson plans are developed on a weekly basis based on the interest of the children while also utilizing Creative Curriculum. Lesson plans are posted in each classroom on the designated parent board.

An important part of your child's development, based on age, is transitioning to another classroom. Parents will be notified at least three (3) weeks in advance to discuss your child's transition. A written plan with a signed agreement will be in place before the transition process begins.

All children enrolled at Rainbow ChildCare will undergo formal assessments upon enrollment, semi-annually, and annually. Parents are encouraged to attend a semi-annual parent & teacher conference to stay up to date on your child's growth and development. We do not however report assessment results to ODJFS pursuant to 5101:2-12-02 of the ODJFS manual.

## **18.0 Forms of Communication**

Rainbow ChildCare firmly believes communication with our families is the key to your child's success. We offer different forms of communication, so we can maintain positive relationships. The following are our current communication sources:

- Monthly or Quarterly Newsletter
- Parent Communication Boards

### **Center Parent Information**

The center is licensed to operate legally by the Ohio Department of Job and Family Services. This license is posted in a noticeable place for review. A toll-free telephone number is listed on the center's license and may be used to report a suspected violation of the licensing law or administrative rules. The licensing rules governing child care are available for review at the center.

The administrator and each employee of the center is required, under Section 2151.421 of the Ohio Revised Code, to report their suspicions of child abuse or child neglect to the local public children's services agency. Any parent of a child enrolled in the center shall be permitted unlimited access to the center during all hours of operation for contacting their children, evaluating the care provided by the center or evaluating the premises. Upon entering the premises, the parent, or guardian shall notify the Administrator of his/her presence.

The administrator's hours of availability and child/staff ratios are posted in a noticeable place in the center for review. The licensing record, including licensing inspection reports, complaint investigation reports, and evaluation forms from the building and fire departments, is available for review upon written request from the Ohio department of job and family services.

It is unlawful for the center to discriminate in the enrollment of children upon the basis of race, color, religion, sex or national origin or disability in violation of the Americans with Disabilities Act of 1990, 104 Stat. 32, 42 U.S.C. 12101 et seq. For more information about child care licensing requirements as well as how to apply for child care assistance, Medicaid health screenings and early intervention services for your child, please visit <http://jfs.ohio.gov/cdc/families.stm>.

#### **Attachment (A)** **Daily Schedule Attachment**

##### **Infants Daily Schedule**

7a-830a: Free play/Arrival

830a-9a: Breakfast

9a-930a: Routine care

930a-945a: Outdoor Play

945a-10a: Wash hands and faces

10a-1030a: Arts/Dramatic play

1030a-11a: Language & Literacy

11a-1130a: Routine Care

1130a-12p: Lunch

12p-2p: Nap time/Outdoor Play

2p-230p: Routine Care

230p-3p: Afternoon snack

3p-330p: Music & Movement

330p-4p: Fine motor

4p-430p: Routine care

430p-6p: Free play/Departure

### **Toddler One Daily Schedule**

7a-830a: Free play/Arrival

830a-9a: Breakfast

9a-915a: Routine care

915a-945a: Outdoor Play

945a-10a: Wash hands

10a-1030a: Art/Dramatic play

1030a-11a: Language & Literacy

11a-1130a: Routine Care

1130a-12p: Lunch

12p-2p: Nap time/Outdoor Play

2p-230p: Routine Care

230p-3p: Afternoon snack

3p-330p: Music & Movement

330p-4p: Fine motor

4p-430p: Routine care

430p-5p: Science & Math

5p-6p: Free play/Departure

### **Toddler Two Daily Schedule**

7a-8:30a: Free play/Arrival

8:30a-9a: Breakfast

9a-9:15a: Routine care  
9:15a-9:45a: Science & Math  
9:45a-10a: Sensory play/Manipulatives  
10a-10:30a: Art  
10:30a-11a: Outdoor play  
11a-11:15a: Routine Care  
11:15a-11:45a: Lunch  
11:45a-12 p: Wash Hands  
12p-2p: Nap  
2p-2:15p: Routine Care  
2:15p-2:30p: Afternoon snack  
2:30p-3p: Outdoor play  
3p-330p: Music & Movement  
330p-4p: Language & Literacy  
4p-430p: Routine care  
430p-6p: Free play/Departure

### **Preschool Daily Schedule**

7a-8:30a: Free play/Arrival  
8:30a-9a: Breakfast  
9a-9:30a: Math & Technology  
9:30a-9:45a: Science & Discovery  
9:45a-10a: Sensory play/Manipulatives  
10a-10:30a: Large Group  
10:30a-11a: Handwriting  
11a-11:30a: Outdoor play  
11:30a-11:45a: Wash hands  
11:45a-12:15p: Lunch

12:15-2:15: Nap

2:15p-2:30p: Afternoon Snack

2:30-2:45: Outdoor play

2:45p-3:15p: Art

3:15p-3:45p: Music & Movement

3:45p-4:15p: Language & Literacy

4:15p-4:30p: Small Group

4:30p-6p: Free play/Departure

### **Jr. Kindergarten Daily Schedule (Stars)**

7a-8a: Free play/Arrival

8a-8:30a: Handwriting & Journaling

8:30a-9a: Breakfast

9a-9:30a: Math

9:30a-10a: Science & Discovery

10a-10:15a: Sensory play/Manipulatives

10:15a-10:45a: Art

10:45a-11:15a: Large group

11:15a-11:30a: Routine Care

11:30a-12p: Outdoor play/Wash hands

12p-12:30p: Lunch

12:30-2:30: Nap

2:30p-3p: Afternoon snack

3p-3:30p: Outdoor play

3:30p-4p: Music & Movement

4p-4:30p: Language & Literacy

4:30p-4:45p: Small group

4:45p-6p: Free play/Departure



**Acknowledgement Page**

This handbook contains important information about our program and policies. Please read this handbook entirely and keep it handy to refer to it during your child's time with us. It will answer many of your questions; however, if you need clarification on any policies, then please contact an Administrator.

I acknowledge that I have received a copy of the parent handbook for Rainbow ChildCare. I agree to follow the policies outlined within and all previous handbooks are null and void.

**Signature of Parent/Guardian:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Parent Printed Name:** \_\_\_\_\_

**Child/Children Name(s):** \_\_\_\_\_