



FitKids Childcare
at River Valley Club
where **playing and learning** go hand in hand

Family Handbook



November 2016

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FitKids Childcare Contact Information 1-603-643-8650

Cardinals	x146	
Bluebirds	x147	
Robins	x148	
Bear Cubs	x149	
Raccoons	x150	
Bobcats	x151	
Moose	x152	
Porcupines	x153	
Falcons	x154	
Chipmunks	x155	
Eagles	x156	
Monarchs	x157	
Director's Desk	x105	jenn.parker@rivervalleyclub.com
Office Administrator	x135	fitkidsofficeassistant@gmail.com
Fax Number	1-603-643-0513	
Website	www.rvcfitkids.com	

Mailing Address

14 Lafayette St.

Lebanon, NH 03766

New Hampshire Bureau of Childcare Licensing

Our License Number	6095
Office of Operations Support	1-800-852-3345 ext. 9025
Bureau of Licensing and Certification	1-603-271-9025
Child Care Licensing Unit	129 Pleasant Street, Concord, NH 03301-3857

Website: <http://www.dhhs.state.nh.us/DHHS/BCCL/default.htm>

FitKids Childcare Culture Statement

Purpose: Support a child's natural curiosity to learn through play-based experiences.

Values:

- Our family's needs are our #1 priority
- Play-based curriculum
- Provide children with opportunities that promote life skills
- Create a safe, nurturing environment that supports each child's development
- Create a partnership with our families to benefit the child

Staff supporting Values:

- Support fun and productivity
- Always be learning
- Golden Rule
- High ethical standards
- TEAM
- Be accountable

Philosophy Statement

In our program, learning is integrated into the daily routine, and playing is not separated from learning; playing is learning. We are committed to implementing some of Piaget's & Vygotsky's theories of Cognitive Development in a Childcare Program. We believe in Piaget's educational approach in that children have the opportunity to explore and experience a variety of activities and Vygotsky's belief that children are a head above themselves when engaged in play.

Curriculum

Creative and Emergent Curriculum are our guides in supporting a developmentally appropriate learning environment that allows opportunities for exploration and discovery. Each classroom has designed a daily schedule, which includes active and quiet, individual and group activities carefully selected and planned to meet the individual strengths, needs and interests of each child. Through the use of both forms of curriculum, FitKids Childcare staff is committed to helping children:

- Develop a positive self-image.
- Incorporate exercise and fitness as a part of their day.
- Take pleasure in actively learning about and exploring their environment.
- Gain self-confidence through problem solving and overcoming obstacles.
- Develop relationships outside the family that are based on trust and understanding, with sensitivity to the needs of others.

In addition, our Pre-K classroom is using the curriculum Handwriting Without Tears to support our children in hand writing grips, letter formation and recognition and early science, math and literacy skills. Handwriting Without Tears introduces MatMan and wooden shapes that help them to build letters before they can write them. Writing is the final step in the letter writing process. The addition of Handwriting Without Tears has allowed us to focus on introducing skills to our Pre-K students that will prepare them for a successful start in Kindergarten.

Teaching Strategies GOLD is our assessment program that allows us to track the developmental progress of each child. Each child will have his or her own online developmental portfolio where teachers will document children's progress in 9 areas of development through the use of observations, pictures, and work samples and by completing assessment checklists at least three times a year. Families have access to their child's portfolio

and can use this as a way to share observations at home and communicate with their child's teacher. Families are encouraged to be an active participant in their child's care and education by volunteering in classrooms, participating in family/teacher conferences and sharing overall information about their child. The NH Department of Education does have access to these portfolios to use the data to track students' progress throughout the state. No personal information is used, only assessment rating information.

Our History

FitKids Childcare became a New Hampshire Licensed Childcare center in November 2007. Since becoming licensed, we have opened our program up to employees and River Valley Club members and community members. The demand for full and part time care has exceeded our expectations. Throughout the years our program has continued to grow and develop as the need for quality care has risen in demand. The opening of our new facility in July 2016, is a test to the quality care that FitKids Childcare is able to provide. We serve children ages six weeks of age to age 9. Our drive for excellence led us to become a Licensed Plus program with the State of NH in 2012 and we continue to hold that status and strive to achieve other recognized certifications.

Admission Requirements

At the time of enrollment, you will be provided with a packet of information and forms to read over, complete and submit to the Director. Completion of all forms is required before your child can attend FitKids Childcare. Annual signing sessions to update your child's paperwork will require mandatory participation. The following forms must be signed and completed before admittance (may not be an exhaustive list):

- FitKids enrollment contract
- Policy handbook contract
- Financial agreement
- Emergency contact form
- Immunization records
- Physical form
- Photo permission slip
- Nut free form
- Allergy form
- Permission slip for off-site adventures
- Topical medication application form
- Sunscreen permission slip or waiver

Also at the time of registration a deposit equal to one month's tuition is due. Please see pre-payments under Fees, Payments & Refunds.

Hours of Operation

Monday – Friday 7:00a.m. – 6:00p.m.

Late Pick up and Early Drop off Fees

FitKids Childcare closes promptly at 6p.m. Families should plan their arrival to allow time to collect children's belongings and talk with their child's teacher and be out of the classrooms by 6p.m. Families who exit the classroom after 6p.m. will be charged a late pick up fee of \$2 per minute after 6p.m. If you know you are going to be late please make arrangements for someone else to pick up your child. If you have not called us by 6:10p.m., we will call your emergency contact person to pick up your child. One hour after closing if we have not heard from you or your emergency contact person, then we will notify the police of the situation.

FitKids Childcare opens promptly at 7a.m. in the morning. We are not covered under the New Hampshire license before this time. Families who do enter FitKids Childcare prematurely will be subject to the same \$2 per minute fee before 7a.m

Holiday Schedule

FitKids Childcare is closed on the following Holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Eve (close at 5:00)
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Eve
- Christmas Day
- New Year's Eve (close at 5:00)

If one of these Holiday's fall on a weekend, FitKids Childcare will observe the Holiday the Friday before (if the holiday is on Saturday) or the Monday after (if the holiday is on Sunday).

Teacher In-Service Days

In addition to these Holidays, FitKids Childcare will close for four in-service days per year. The **last two week days of August** will be reserved for teacher trainings and preparing the classrooms for the upcoming school year. We will also be closed for additional in-service days on **President's Day** in February, and the **3rd Friday in March**.

Inclement Weather

FitKids Childcare will follow the River Valley Club's inclement weather policy. Decisions for closing early will be made by 3:00 p.m. and families will be notified by phone and e-mail. Decisions about a delayed opening will be made the evening before or by 5:00 a.m. It is very rare that FitKids Childcare will have a delayed opening or will be closed. If a decision is made regarding our regular operating schedule, it will be posted on the FitKids Childcare website as well as River Valley Club Facebook and will be sent out to families via e-mail. For delays, the length of time for the delay will be posted or shared in the same manner. For the most part if the River Valley Club is open then FitKids will be open.

Fees, Payments & Refunds

Upon enrollment a pre-payment equal to one month's tuition is due. This pre-payment will be available for your final month of care when 30 days' notice of termination is given in writing (see Termination).

Also, enrolled families are asked to provide credit card or bank account information for automatic billing. Tuition is billed to your accounts on the 28th of each month for the following month's tuition. Fees are not reduced for sick days, holidays, in-service days, vacations or closings beyond our control. There is a 10% sibling discount, if the children are all full time, that is offered off the oldest child's tuition. Declined charges could be subject to \$25 fee if not corrected right away.

FitKids Childcare does not give refunds when children are out sick or on vacation. Your tuition pays for an opening in our care and that spot is reserved particularly for your child. If your child is out sick, we cannot go out and find another child to fill it. In order to reserve your spot and have adequate teaching staff, families are responsible to pay for all sick and vacation days.

If after the first week of enrollment you do not feel FitKids Childcare is a good fit for your family or other immediate problems come up and you need to terminate your care, FitKids Childcare will refund your deposit. You will still be responsible for the one month of tuition that you had enrolled for. **No refunds will be given after one week of enrollment or if less than 30 days notice is given** (see termination).

Extra Days

Extra days for part time children will be considered as space allows. Families looking for extra days should contact the Director in advance. Billing for extra days will be done separately or added to the next month's statement. Swapping days is usually not possible.

Waitlist

Enrollment is primarily based on a first-come, first-serve basis. If no opening is immediately available, you may place your child's name on the waiting list by completing our pre-enrollment paperwork. There is a \$25 non-refundable fee for placing your name on the waitlist. Families on the waitlist will be contacted when a space becomes available. Please let us know if you make other childcare arrangements so your name can be removed from the waitlist. We try to keep our waitlist as up to date as possible and will contact families often to be sure they are still looking for care. If we leave messages for someone on the waitlist and do not hear back from them after two tries, we will remove them from the list. We want to be as fair as possible to all families who are on our waitlist.

When a space becomes available, families will be notified by phone and given 48 hours to decide if they want the spot. If you decide to accept the space, you will be charged a non-refundable deposit equal to one month's tuition due and payable upon registration.

Termination

You may withdraw your child from FitKids Childcare at any time without financial penalty if at least 30 days notice is given in writing to the Director. For full and part time children, the pre-payment can be used as the last month's tuition if 30 days' notice is given. Changes to enrollment needs may also be made as space allows and may also require 30 days' notice if any part of the deposit will be applied.

FitKids Childcare will terminate childcare arrangements immediately for any of the following reasons (but not solely limited to):

- Failure to comply with the policies set forth in this book.
- Failure to comply with the terms of the contract.
- Destructive or hurtful behavior of child that persists even with family cooperation in stopping the behavior.
- Non-payment of childcare fees.
- Failure to attend for 5 days in a row without any communication.
- Failure to complete required forms.
- Blatant disrespect towards providers.
- In the opinion of the Director, after consultation with other staff members and you, your child is unable to adapt to the FitKids Childcare environment after a reasonable amount of time.

Items to Bring to FitKids Childcare (ALL ITEMS NEED TO BE LABELED with first and last name)

- Diapers
- Wipes
- Extra Clothes
- Bottles
- Cups
- Diaper cream (optional)
- Extra pacifiers (optional)
- Special blanket for naptime as well as a crib sheet for the mat
- Sunscreen (if not using brand provided by FitKids)
- Indoor shoes
- Outside apparel
- Lunches (ice pack)

Infant Care

Infants need to be provided with enough food for a full day at FitKids Childcare as well as some additional breast milk or formula for emergency purposes. Extra breast milk can be stored in the freezer and used when necessary. Larger quantities of formula can be stored in each infant's cubby or in classroom cabinets and will be used as needed. Some days babies may be hungrier than others or an accidental spill of milk may happen, therefore it is important that extra milk be available for all infants. **All parts of bottles, formula and breast milk must be labeled with the child's full name and date.** Frozen breast milk should be placed in a gallon sized zip lock bag labeled with child's first and last name (individual bags are also labeled).

Rest and sleeping

The Child Development Bureau requires that all children be provided the opportunity to rest/sleep depending on their age. Children who attend FitKids Childcare for more than 5 hours are provided with an opportunity to rest/sleep/relax for at least 30 minutes. Infants sleep on their own schedules and demands. Infants will be placed to sleep on their backs as REQUIRED and can then roll themselves over to a more comfortable position. Children over the age of 1 year will sleep on a cot with a provided sheet, families may provide a blanket if they wish. Any family provided napping linen will be sent home once a week for laundering.

Physical Exams & Immunizations

The New Hampshire department of health requires that we have up-to-date documentation of physical exams and immunization records for each child. Physical exams must be completed annually. Forms can be provided by the Director if notified in advance of appointments. All children MUST have had the minimum required vaccinations for their age before entering FitKids Childcare unless a signed waiver due to religious beliefs has been signed. Each time a child receives new immunizations an updated copy must be provided to the Director. If your child falls behind in their immunizations or physical, you will receive written notice and be given two weeks to get your child caught up. If after two weeks your child does not have a scheduled appointment or has not received their vaccinations as required, FitKids Childcare will suspend care until the child meets the health department requirements.

Inclusion Statement

FitKids Childcare accepts children of all abilities into our program. We value all children as individuals and meet each child at their own level of learning. Each child is encouraged to participate in our daily routine with accommodations being made to the environment to promote each child's development. We believe that each child deserves an environment and experiences that promote growth in all areas of his or her development. The staff at FitKids Childcare will work closely with families and early intervention professionals to gain valuable knowledge and expertise to better serve each child. We are committed to learning more about various disabilities and full inclusion as part of our annual training.

Sick Policy

Children who show visible signs of illness will be denied care. If you are not sure if your child is well enough to attend childcare, please call and discuss your concerns with us. If your child is not well enough to participate in our daily activities, please refrain from sending them to FitKids Childcare. Masking your child's symptoms with over-the-counter medications and bringing them to childcare is not allowed and will result in your child being dismissed for the day. Please call FitKids Childcare by 9:30 a.m. if your child will not be attending for the day. Your call helps us to plan our activities for the day and work out our staffing schedule. The Health Department regulations prohibit the admittance of any child into childcare who exhibits any of the following symptoms:

- Temperature of 100°F axillary accompanied by other behavior changes or symptoms.
- Inability to participate in daily activities (going outside, staying awake until nap time, etc.)
- The illness is in a greater need of care than the teachers can provide without compromising the health and wellbeing of the other children.
- Obvious illness such as

- Impetigo
- Scabies
- Ringworm
- Chicken pox
- Thick green runny nose
- Head lice
- Culture proven strep infections
- Conjunctivitis-pink eyes and yellow/green discharge
- Persistent cough (child cannot catch breath, wheezing)
- Diarrhea (more than 3 within 4 hours or not contained in diaper) and not associated with any dietary changes.
- Vomiting (2 or more episodes)
- Pinworm infestation
- Measles
- Mumps
- Hepatitis
- Other symptoms of contagious disease

Readmission: Your child may be readmitted after an illness when their presence will not endanger the health of other children or staff. Your child may return when they feel well enough to participate in usual daily activities and the following conditions exist:

- Fever has been absent for 24 hours without medication (Tylenol, etc.)
- Vomiting or diarrhea has subsided for 24 hours.
- Antibiotics have been given over a 24 hour period (or at least 3 doses) for known bacterial infections
- Chicken pox lesions are crusted (usually 5-6 days after onset)
- Scabies are under treatment
- Lice are under treatment and no lice eggs are visible
- Lesions from impetigo are no longer weeping
- Conjunctivitis has diminished to the point that eyes are no longer discharging or at least 3 doses
- Ringworm has been treated and naturally covered when possible
- Your child has completed the contagious stage of an illness
- Your child has been seen by a physician and they have provided a note stating your child is not contagious and may attend childcare

FitKids has the right to refuse care for a sick child. If your child develops any of the above symptoms or others while in our care, you will be notified by phone and be required to pick up your child within 1 hour. Late fees will apply if you do not pick up your child within 1 hour (see Late Fees). Your child may return to care 24 hours **AFTER** symptoms of illness end. We are responsible for the health and well-being of many children so we will closely follow health department regulations when it comes to illness. We understand and respect your need to work, but your cooperation is extremely important in keeping others healthy.

Posting an Illness

If a child is dismissed from our care and it has been determined that the child had a contagious illness by a health care professional, FitKids Childcare staff will post a sign on the family board for each classroom within the Pod the child attends. The sign will state the date the children were exposed and the name of the disease; additional information about the illness can be available upon request. If you have questions or concerns beyond the notification, please see a FitKids staff member.

Doctor's Notes

If your child is dismissed because they are showing signs of illness (fever, crusty eyes, etc.), and after being seen by a physician it is found they are not contagious, they may return to FitKids Childcare with a doctor's note. FitKids Childcare employees are not able to diagnose rashes or whether a crusty eye is viral or bacterial. You may take your child to the doctor and come back with a doctor's note in the same day.

Reporting Communicable Disease to Authorities

If your child is dismissed and is found to have a serious or highly contagious disease, we are required to report it to the health department. Examples of this would be Hepatitis B and whooping cough. It is very rare that a report will have to be made, but if we do, the health department will be contacted.

Phone: 1-800-852-3345 ext 4496
NH Department of Health and Human Services
Division of Public Health Services
Communicable Disease Patrol and Surveillances
29 Hazen Drive
Concord, NH 03301

Preventing Illness

It is the goal of FitKids Childcare to prevent as much illness as possible. In an effort to decrease the spread of illness, we will do a daily health screening of each child as they enter the center. If during this screening your child shows symptoms of illness, we have the right to refuse care. Please do not bring your child to the center if they are ill.

Hand washing among children and staff will be a priority in our effort to stop the spread of germs. We encourage anyone who comes into the center to either wash their hands or use the hand sanitizer upon entering and departing the childcare center. In addition to hand washing, FitKids Childcare staff will also wash mouthed toys daily. Any toys that we see a child put in his or her mouth will be put up immediately for washing. Toys that are not washed on a daily basis will be sanitized at the end of the day with Sol-U-Guard, an all natural cleaning product.

Tooth Brushing

If you would like your child to brush their teeth after meals, you must provide us with a tooth brush, with appropriate covering, and tooth paste. The tooth paste must be fluoride free for children under age 2, or any child who is likely to swallow the toothpaste. All tooth brushing materials must be labeled with the child's name. Teachers can assist children as appropriate, but brushing will primarily be up to the child.

Health & Safety-Evacuations

FitKids Childcare has a high priority for the safety of all the children in our care. We have limited the access of our classrooms by putting combination locks on the front doors so that only families enrolled in FitKids Childcare can freely access the program. Each family member will have their own key code for accessing their child's classroom. Key codes should not be shared or given out to others, any who is picking up your child that does not have a key code should be encouraged to go to the Administration building to be granted access. Key codes can be changed or terminated by management when deemed necessary.

FitKids Childcare has an open door policy. Family members are encouraged and welcome to stop by and visit with a child while in our care. FitKids Childcare reserves the right to restrict visiting times if the number of visitors or the timing of the visits becomes disruptive to the daily operations in the classroom. If anyone beyond the parent/guardian will be visiting, please let your child's teacher know in advance. Prior permission and identification for unfamiliar visitors will be necessary to grant access into the classrooms. We encourage parents/guardians to stop by and play with their children. However, please be mindful of the times that you visit. Quiet time is not a good time, as we are asking children to sleep or do quiet activities. Also, keep in mind how your child may react if you come to visit and do not take them with you when you leave. Many children will expect to leave when their parent/guardian comes. If your child has a hard time with separation, we ask that you limit the number of times you visit. Coming in a few minutes before pick up and playing with your child is a good solution.

The State of New Hampshire Licensing regulations require that FitKids Childcare perform a fire drill at least 9 times a year. Fire drills are performed so that children and staff will know what to do in the event a fire should break out. Our fire drills are either signaled by pulling the alarm in the building, an

announcement over the classroom intercom, or by a person blowing a whistle and carrying a fire extinguisher. Staff members remind the children to remain calm and get out of the building in a timely fashion. All staff and children report to the same designated area for a head count before returning to the building.

If there was an actual emergency where we needed to evacuate the building and could not return, FitKids staff would notify each parent/guardian by phone. The numbers that parents/guardians list on the sign-in sheet or on their emergency contact forms will be the numbers that we have access to. When you are contacted to pick up your child, you will need to do so immediately.

To comply with other NH licensing rules, FitKids will also be conducting other drills such as drop & cover, lockdown, reverse evacuations, etc. This will prepare us for emergencies like tornados, rabid animals or other predators that could pose a risk to FitKids. We have designed emergency plans to help us keep all children safe in the event of any type of emergency. If for any reason FitKids needs to evacuate the building and relocate, our safety location is The Residence Inn located within Centerra Park. If you receive a call to pick up your child you can be reunited at this location. We do not expect to need these plans, but we feel confident we are prepared for any emergency should they arise.

Arrival and Departures

FitKids Childcare employees strive to greet each child and family upon arrival and departure. Children need to be escorted to and from FitKids Childcare by an adult (someone over the age of 18). We want to provide the best care we can for your child. It helps if we know how they are doing, how they slept, and any other information that you feel might be useful. This time also allows us the opportunity to inform you of any schedule changes or of our planned activities. We suggest that you arrive to pick up your child a few minutes early so we can fill you in on your child's day, and to make the transition smoother for you and your child. If you wish to talk to your child's teacher in length about a concern, then we suggest you set up a time for a conference. Pick up conversations should be brief to allow all families the opportunity to learn about their child's day.

It is very important that every child be signed in and out on a daily basis. In the event of an emergency all children need to be accounted for and a quick check of our attendance sheets allows us to be sure all children are present. The State of New Hampshire also requires that children are signed in so they can verify our child to staff ratios during our inspections. In addition to signing in, please also include a daily contact number on the attendance sheet. Each classroom has their own attendance sheets and teachers can show you where they are located.

Not all of our classrooms may be open from 7a.m. to 6p.m. If you are an early or late drop off/pick up family, you may be asked to drop your child off in another classroom. This information will be shared with you during your family orientation. When dropping off or picking up in another classroom, please leave your child's items in their cubby and then proceed to the next room. You should share any messages with the teacher on duty that you want reported to your child's teacher.

It is highly recommended that families enter the FitKids Childcare parking lot by coming up Lafayette Street by the courthouse for ease of turning and not blocking traffic. The parking lot is striped with one way arrows indicating the traffic patterns for maneuvering our driving lanes. Families are asked to follow all rules and signs when in the parking lot. Parking spaces will be located near each classroom door and other close spots to get children into their classrooms safely. All vehicles should be turned off when not occupied and young children should not be left in the vehicles unattended.

Alternative Pick-Up Person

In the event that someone other than the parent/guardian is to pick up a child, the FitKids Childcare staff needs to be notified of this in advance. Parents/guardians can either call or write a note informing us of who is picking up your child. This person will need to be on your child's pick up list (or in emergencies, a phone or email from parent/guardian is fine) and will need to show picture identification upon arrival. A FitKids Childcare staff person will verify the name on the I.D. with the name on the pick-up list or name given by phone or email. This is a safety precaution to be sure your child is turned over to the correct person. Authorized escorts must be at least **18** years of age. ¹² In the event that someone arrives to pick up a child

and we have not been notified, we will try to contact a parent/guardian for permission. **To avoid delay, please notify us of any changes to normal pick up routines.** No child will be released to an authorized escort if they are not able to safely transport a child. Examples could include lacking proper safety restraint, being influenced by alcohol or other drugs.

Under the laws of the state of New Hampshire, both parents/guardians may have the right to pick up their child unless a court document restricts that right. The enrolling parent/guardian who chooses not to include the other parent's/guardian's name on the authorized list for pickup must file an official court document such as the following: current restraining order, sole-custody decree, divorce decree, judgment of adoption, foster parent/guardian documentation, etc. Without this documentation, the program may release the child to either parent/guardian, provided that parent/guardian documents biological or adoptive parenthood/guardianship of that child. The parent/guardian must provide the program with updated legal documents when any changes occur. If a parent/guardian tries to pick up their child and we have papers indicating that he or she is not able to pick up, we will notify the primary parent/guardian immediately of any problems. As always, we put the child's safety and well being first and will not hesitate to call the police if the need arises.

Appropriate Clothing

Your child should be dressed in loose, comfortable clothing for play. Clothing should be season appropriate. Keep in mind that your child will be involved in activities that can result in their clothes getting dirty. Extra clothes should be placed in your child's cubby. Each child should have two complete sets of clothing (more for infants and toilet trainees)—please replace when used. If your child borrows extra clothes from FitKids Childcare please wash and return the items the following day. Please remember to update extra clothes often for change in sizes and seasons. Your child should be dressed daily for the varying New England weather; layered clothing works well.

Children will be going outside on a daily basis as long as weather permits. In the winter we will go out if the wind-chill is above 10°F. In the summer we will go out if the temperature is below 95°F. Your child **must** have the proper outside clothing when going outside. If your child does not have snow pants or boots when we go out in the winter, we will call you to either come pick up your child or to bring the items they need. The same procedure will occur when a child does not have sunscreen. Sunscreen is **required** unless you sign a waiver releasing FitKids Childcare of any harm. FitKids Childcare provides sunscreen for families who would like to use it or families may provide their own. We also suggest you provide your child with rain coats and boots during spring time. We do not have enough staff to stay inside for the one or two children who do not have the clothing needed to go outside. We believe in exposing children the outside as much as possible, even when rainy, windy or snowing so we ask you plan ahead.

We encourage children to wear shoes at all times, but some kids prefer to be barefoot. In the event that we need to evacuate the building children will go out as they are. Shoes will be encouraged when outside to prevent injuries, but we will not force this on children who prefer being barefoot. In the winter wet shoes need to be removed and replaced by dry shoes, leaving an extra pair of shoes or slippers in a child's cubby is encouraged. Families are also asked to remove shoes in the entry way during wet days/months. Flip flops and other sandals or shoes without straps are not permitted for playground play. Sneakers are much more suitable and safe for running in.

Toys from Home

Children should be discouraged from bringing toys to the center. If toys are brought from home, children will be expected to share them with their friends or to keep them in their cubby. FitKids will not take responsibility for any lost or damaged toys. Items brought for show and tell should stay in your child's cubby and will only be brought out to share and then put back.

If your child has a favorite blanket or stuffed animal they may bring it for nap time. These items will only be brought out for naps and then put back in their cubby. Infants are not allowed to have quilts, comforters or stuffed animals in their cribs. Blankets are allowed as long as they are not thick, but sleep sacks are preferred.

Toilet Training

FitKids Childcare will support families in the effort to potty train your child. Before potty training can begin, the child must show readiness. Signs of readiness include; interest in sitting on the potty, staying dry for long periods of time, and being able to help in pulling up and down their pants. FitKids Childcare staff will offer children of potty training age the option to sit on the potty at diaper changes, but will not make it mandatory.

When beginning to potty train your child, please keep in mind the clothes that he or she wear each day. Overalls and onesies are not convenient for children learning to use the potty. You are encouraged to have detailed conversations with your child's teacher about potty training so that we can all work together to make it a successful event. Plenty of extra clothes need to be available for your child to accommodate the number of accidents they may have in a day. Soiled clothing must be brought home each day. Children will not be permitted to go without underwear or pull-ups for sanitary reasons. In the event of an accident we need to contain as much of it as possible. Teachers and families should collaborate daily on your child's progress or challenges.

FitKids Childcare will support rewarding children for potty progress through the use of positive verbal recognition, special tasks/jobs the child enjoys, and stickers. When possible, FitKids Childcare will collaborate with families to have similar rewards in place in the classroom and home for consistency. Food and special treats or toy rewards should be saved for home. Constant consistency and communication between home and childcare will be vital in making this process a success for the child.

Transitions

September is typically the month that younger children will transition to older classrooms and new openings become available. However, FitKids Childcare teachers will evaluate children throughout the year and make transition decisions based on children's readiness and classroom availability. There are many different areas that we look at when considering to move a child. FitKids Childcare teachers are continuously evaluating children's growth and development. These evaluations help us determine when a child is ready to move up into the next classroom. We consider where the child is developmentally and the expectations of the next room to be sure the child can be successful. We always keep the child's best interests in mind. When children are transitioned to the next room, it will be done over a period of time. Each child's primary caregiver will accompany the child to their new classroom for the first couple of visits to help the child feel comfortable. Visits will start off short and then gradually grow longer. Transition times will vary for each child. Some children may transition in one day while others may take a couple of weeks. Parents/guardians will be informed on a daily basis of how the transition is going. Parent/guardian requests for particular classrooms will always be considered but we may not always be able to honor all requests.

Accident Reports

Minor bumps and scrapes are inevitable, but we make every effort to keep your children safe through supervision and childproofing. Minor injuries will receive appropriate first aid, and if an emergency injury or illness occurs, you will be contacted immediately. If we are unable to contact either parent/guardian, we will call the emergency contact numbers supplied to us to make the medical decisions for the child. If necessary, your child will be transported by ambulance to DHMC. If you wish your child go to another hospital, please inform the Director of that in writing. Families are responsible for costs involved in emergency medical treatment, including transportation if required.

Children who receive minor scrapes or scratches will have an accident report filled out by the observing caregiver for the parents/guardians to read and sign. Accident reports are confidential and will not reveal the names of any other children involved in the incident. The reports should clearly state what happened to the child and the treatment that was administer. The caregivers who witness the incident will sign their names on the report so parents/guardians can approach them with any questions or concerns. After you have read and signed the report please leave it with a caregiver to be put in your child's file. Copies can be made for you upon request.

Allergies

FitKids Childcare staff need to be aware of any and all allergies that your child may have. An allergy form is included in the enrollment packet. If your child develops allergies as they grow older and are exposed to new things, please be sure to inform your child's teacher and update his or her allergy form. All children with allergies will have their information posted where only staff will have access to and can check any updates on a regular basis. Medications that are prescribed for allergic reactions must follow the same medication policies and be checked regularly for expiration.

Reporting Child Abuse

By law, all staff members are Mandated Reporters of child abuse. This means that any evidence or suspicion of abuse or neglect of your child, as defined by the Child Protection Act (State of New Hampshire) or Abuse of Children (State of Vermont), must be reported by the staff members of FitKids Childcare to the appropriate agency for investigation. The appropriate agency is based on the state the child lives in. A staff person will make a call to the appropriate agency upon suspicion of any abuse or neglect and will follow-up on the claim.

Vehicle Safety Seats and Seatbelts Policy

Adults who transport children in vehicles must maintain and use safety seats and seatbelts in compliance with NH state laws. Failure to follow these standards will result in FitKids Childcare calling another person on the authorized list to pick up the child. As mandated reporters, we also will report any safety seat violations to the police and department of social services. FitKids Childcare staff will not assist families with the installation of car seats or buckling in of any children. If someone other than a parent/guardian is picking up your child, you should be sure an appropriate car seat has been installed in their car before they arrive to pick up the child. During field trips, families are encouraged to install safety seats in vehicles being used for the trip when possible.

Medication

FitKids Childcare has adopted the policy of only giving medication when it is absolutely necessary. If your child is given a prescription by a doctor that requires three doses per day, we will give the child the medication. You must complete a Medication Administration form before any medication can be administered. Medications that are not necessary to give at the center such as vitamins and twice-a-day prescriptions need to be given at home. Vitamins are not allowed to be added to a child's bottle that will be served at the center. Children must also be on the medication for 24 hours before a FitKids Childcare staff can administer the medication. This is for medications that your child is taking for the first time. We want to be sure the child is not going to have any reactions to the medication.

FitKids Childcare will not give children Tylenol or Motrin. We believe Tylenol and other pain relievers are a way to mask an illness and should not be given. The only exception to this rule is if a doctor writes a note that explains why a child needs to be given Tylenol (including teething). The note should also specify the dosage amount, frequency and duration. Families are also not allowed to give their child any of these medications if they are showing signs of illness before sending their child to the center. If your child is sick and needs medication to relieve their symptoms, we ask that you keep your child home until they are well enough to attend FitKids Childcare.

All Medications Must Be:

- In original container with childproof cap.
- Labeled with physician's name, child's full name, name of medication, dosage and frequency.
- Secured in a zip-lock bag.
- Supplied with accurate measuring device.
- Have appropriate form filled out and on file.

Medications cannot remain in children's lunch boxes, diaper bags or cubbies (anything harmful to children should not be stored in cubbies or bags). They need to be handed to a FitKids Childcare staff member to be stored in the appropriate location. Medications that need to be refrigerated will be put in a locked box inside the refrigerator. All other medications will be stored in our first aid cabinet out of the reach of children. It

is important that these medications are stored properly so they do not fall into the wrong hands. At the end of the day you can ask a FitKids Childcare staff person to retrieve the medication for you.

Sunscreen and other topical medications, such as diaper cream are also considered a form of medication but do not require the same storage procedures. These items should be labeled with child's full name and kept in secure location within the classroom that is out of reach to children. These types of treatments require one permission form to be filled out and updated annually. The form is located in each enrollment packet. Applications of these medications can be written out on a daily basis for your child's teacher. Sunscreen will be applied year round. Sunscreen is the only form of topical medication provided by FitKids Childcare.

Nutrition

We strive to teach children to make healthy food choices and to always be active. FitKids Childcare serves morning and afternoon snacks. We have worked with RVC's nutrition specialist to create healthy snacks, some of which include our own vegetables grown in our gardens. We understand that some families have food allergies or restrictions that may prevent your child from having the snacks that we provide. **To be consistent and leave less room for error, FitKids Childcare requires that if your child is not able to eat what we are providing on a daily basis, then you must provide ALL snacks for your child.** Having so many children with varying needs makes it difficult to keep each child's dietary restrictions clear. An exception will be made for families with infants who are slowly being introduced to new foods. Families with infants under a year can highlight items on the menu that your child has had and can be offered at snack time. Families will continue to provide substitutes and offer new foods at home until the child is able to fully eat what is being offered on the menu. By age 15 months, children will either be eating the full FitKids Childcare menu, or families will provide all snacks. For children with documented food allergies, families may provide a substitute for the component that the child is unable to have. The substitute must closely match the component being replaced. We discourage foods that are high in sugar and salt and low in nutritional value. We have a strict NO CANDY policy, only exceptions for yogurts that contain toppings. Any candy sent in lunches will be sent back home or saved for the car. Gum is not permitted for safety reasons.

Families are responsible for sending in healthy lunches and beverages for their children. Please send in lunches with an ice pack and store them in your child's cubby. We do not have space for lunches in our refrigerator. Lunches should include healthy options for children. We will send home any uneaten food so that you are aware of how much your child is eating at lunch time. There are certain foods that the State Licensing Department has classified as choking hazards to young children. **Children under the age of three cannot have the following items:** spoonfuls of peanut butter or the like, whole slices of hot dogs, whole grapes, hard candy, nuts or seeds, popcorn, chips, hard pretzels, raw carrots, peas and celery. FitKids Childcare also reserves the right to not serve other foods that children under 3 may have trouble chewing. There are times when we get requests for special snack to be brought in to celebrate a birthday or holiday. FitKids Childcare staff members need to be made aware of any special requests in advance. **FitKids Childcare is a NUT FREE facility.** Any foods containing any type of nuts, including coconut will not be served.

Holidays, Celebrations and other special events

In an effort to limit the amount of high sugar snacks the children have, FitKids Childcare will celebrate birthdays by classroom once a month. Families are welcome to bring in snacks that day for their child's birthday and can collaborate with other children's families who share the same month. Any family involvement for these special days is welcome.

Birthdays can be a great time to celebrate with friends outside of the childcare environment, but they can also be devastating to children who are not invited. Please make arrangements for these events outside of the program by phone or e-mail. Please do not use cubbies for party invitations. The same rules will apply if your child's party is being held at RVC. Families are responsible for getting RSVPs and each child will need to be escorted to the event by an approved escort. Teachers are not responsible for any birthday related events, but it is helpful if classroom teachers are aware of such events. If you remove your child to attend a party, please plan to take him or her home afterwards. We want to avoid causing disruption to the classroom and upsetting those children that were unable to attend. FitKids Childcare directories will be sent

home with families each year and will contain contact information for families who wish to share their information with others. This directory can be a great resource for planning play dates and parties.

FitKids Childcare has adopted a neutral position on the celebration of Holidays. Activities and information regarding Holidays will be tailored to the developmental level of each classroom and will be related to the interests and experiences of the children, families and teachers. We encourage families to come in and share about their heritage and we will use these instances to teach about respect, appreciation and understanding of the many cultures that are represented in FitKids Childcare. Celebrations will be kept low key and simple to avoid adding more hype and support to over commercialized Holidays.

Other special events can include field trips, special guest presenters or our annual pot luck dinners. FitKids Childcare will host a spring and fall potluck dinner for families. The spring dinner will be an art show displaying all of the children's creativity. The summer dinner will be a graduation celebration for the Pre-K children who will be leaving for Kindergarten. All families are encouraged to attend and bring a favorite dish or dessert to share.

Discipline

FitKids Childcare believes in positive reinforcement and positive praise when commenting on children's behaviors. We want to focus on and encourage the good behaviors children are displaying in the room. However, to maintain a fun and educational learning environment we must implement a behavior policy. When a child acts out or misbehaves, we will implement the following:

- Speak to the child at the child's eye level in a positive manner. We will discuss the problem and what the child needs to do to fix the problem.
- In the event that the child does not correct the behavior after talking with a caregiver, the child will be removed from the situation and asked to take some time to cool down. There is no time limit for this cool-off period. We encourage the children to determine how long they need to cool off before going back to the original activity. Cool-off periods could be as little as doing another activity or putting themselves in a quiet area alone to regroup.
- If after having a cool-off time the child goes back to the same behavior, he or she will be redirected to another area of the classroom and asked to engage in another activity with adult support.
- If a child is having a tantrum they will be relocated to a safe area and left there until they are ready to talk with a caregiver and work out a solution to the problem.

FitKids Childcare will work with each child as an individual and will handle their behavior in a way that is appropriate for their age level and understanding. We will teach children strategies to use when they are angry and encourage them to talk to their friends when a conflict arises. Our staff will continually take workshops and classes to become knowledgeable in different strategies to use when diffusing a child's behavior. FitKids Childcare will arrange meetings with families if a child's behavior becomes disruptive to the classroom on a daily basis. We may also make calls to professionals and ask their support in helping any children we feel are not responding to our efforts. We do our best to serve all children. However, we reserve the right to ask families to withdraw from FitKids Childcare as we deem necessary.

Field Trips/ Off Site Activities

Upon registration, families will be asked to sign permission slips for children to participate in excursions outside of the FitKids Childcare premises. These excursions usually include short walks to other areas within Centerra Park. When children are out for a walk, a sign will be posted in the classroom so families can easily locate their children.

When FitKids Childcare decides to go on a field trip, families will be notified in writing at least one week in advance. At this time, families will need to sign a permission slip for their child to participate. We will use personal vehicles to drive the children to and from the designated location. Families are always welcome to join us. Any parent/guardian who wishes to be a driver will need to provide a copy of a valid driver's license and insurance. If children are not permitted to attend the field trip, they will be placed in another classroom or with another teacher during the time the class is gone.

Communication

Communication with families is very important to FitKids Childcare. Families and staff are partners in the care and education of children while in our program. We support and encourage communication between families and FitKids Childcare staff. We will use several different forms of communication to keep you informed about what is happening in the center and within each classroom. Weekly family memos are sent out via email and include updates and happenings within FitKids Childcare. If you are not receiving emails, it will be important for you to notify your child's classroom teacher or the Director to be sure your address is on the mailing list. Each POD will send a monthly letter describing any special events and themes in the POD classrooms.

FitKids Childcare has an open door policy for our families. Families are encouraged to come in and take part in their child's day. Volunteering is a great way to be involved in your child's classroom and with FitKids Childcare as a whole. We welcome parents/guardians to chaperone special events, or come in to share a talent, or read books to the children. We only suggest that you consider how your child handles separation before coming in and out throughout the day. Families are also welcome to call and check on their child during the day. Please keep these calls to a minimum as we are busy caring for all of the children. If we are unable to answer the phone, please leave a message, and a classroom teacher will return your call during a less busy time. E-mail through GOLD or classroom emails is also another great way to communicate with teachers.

Family/teacher conferences are offered at least two times a year and at any other time when the need arises. If you have any concerns or questions you would like to discuss, please feel free to ask your child's teacher or the Director for a time to meet outside of the classroom. If you have a problem, please bring it up to your child's classroom teacher first and then the Director if necessary. We want to work with all our families and make this the best experience for you and your child.

Babysitting

As a rule, FitKids Childcare has a no babysitting policy. We prefer that staff members not babysit for any families enrolled at FitKids Childcare for many reasons. However, we understand there may not be many other options for some families and babysitting can be financially beneficial for our teachers. Any parent/guardian who wishes to use a FitKids Childcare staff person as a personal babysitter must sign a waiver form releasing FitKids Childcare of any liability. This waiver will be signed by the parent/guardian, the teacher and Director. Any incidents that occur will not impact the FitKids Childcare. Employees will be responsible for working their designated shifts and are not available to babysit during work times. All babysitting times and events must take place outside of the staff member's commitment to FitKids Childcare. If you ask a FitKids Childcare staff person to care for your child while you are out of town, you should make alternative arrangements in the event that your child becomes sick as the FitKids Childcare teacher will not be able to leave until the end of their shift. All staff that are within their 90 day probationary period are not permitted to babysit. FitKids Childcare is not recommending or endorsing the use of our staff as independent care givers.

Personnel Qualifications

The State of New Hampshire Licensing Bureau has set minimum qualifications that all staff members must meet to work in licensed childcare facilities. Each teaching level has a minimum of high school and college credits or degrees that a person must obtain to meet their designated teaching title. Families can ask to see these requirements if interested. Federal and State background checks and fingerprinting are also done upon hiring a new staff person. All FitKids Childcare staff must have current First Aid and CPR training. All staff must also meet the required number of training hours each year that is set by the licensing department. FitKids Childcare staff members are always encouraged to continue their education by taking college classes and applying for their NH teaching credential. The teaching credential is another way our teachers can show their dedication to the early childcare field and can be recognized for their years of service and their qualifications. FitKids Childcare wants to provide great care and to do that we only hire great teachers!

Extra Curricular Activities

Being located next to the River Valley Club allows for some extra activities for our children and families to participate in. Upon enrollment families are eligible to use the therapy pool with their child at no additional cost. Pool times are limited based on the aqua class schedule. Open swim time is on Sundays from 1:00-5:00 p.m. (excluding summer months). Other times may be available, but we ask that you check with the front desk before entering the pool. Swim lessons are available for an additional cost. Being enrolled in FitKids Childcare allows families to purchase any additional child RVC programs at the member rate. RVC also offers tennis lessons for children as young as three years. More information can be obtained from the tennis pro shop. It is the responsibility of families to coordinate getting children to and from tennis lessons. FitKids Childcare staff will accompany children enrolled in our designated swim lessons to and from the pool. We can assist with changing as needed. For children enrolled in swim lessons outside of FitKids Childcare designated times, parents/guardians will need to be present for lessons and changing. All policies set by RVC will need to be adhered to.

Children over the age of 4 are eligible to use our climbing wall at no additional cost. Parents/guardians must sign a release form allowing their child to participate. Criteria for use of the climbing wall includes being able to safely fit into the harness, the ability to listen to directions and to be comfortable with heights. Eligibility will be determined by the climbing wall instructor.

The RVC Spa and Salon also offers children haircuts and do not require a parent/guardian to be present. Families can call to arrange appointments and a Spa receptionist can come to bring your child to their appointment and back. Payment can also be pre-arranged to make this a wonderful, easy, stress-free experience and service for families.

Additional activities may be offered and available throughout the year. Updates on current activities will be listed on our rvcfitkids.com website.

Confidentiality Policy

All FitKids Childcare staff are asked to sign a confidentiality agreement stating they will not share any information about families and children enrolled in our program. We believe strongly in protecting the privacy of anyone who enters the FitKids Childcare program. Anyone who enters FitKids Childcare will be expected to uphold our center confidentiality policy. As members of the FitKids Childcare program, families are asked not to share with anyone other than a FitKids Childcare teacher, any information they may learn about another child or family. This information may only be shared with a FitKids Childcare teacher when it impacts the health and well-being of the children in our program. Personal information that families may learn about other children or families will not be shared with anyone outside of the center. No member of FitKids Childcare will pass on, or participate in, gossip about children and their families. Family members are not permitted to take pictures of children or parents/guardians without the approval of the Director or the child's family. Sharing of photos on the internet or any other form of media is not permitted. The use of cell phones and any other personal devices within the FitKids Childcare program is prohibited. As all FitKids Childcare staff have made a vow to keep all family records, personal information and family knowledge private and confidential, we are asking that all families show the same respect and honor our confidentiality policy. Any concerns that families may have regarding another family should be brought directly to the attention of the Director. We take this policy very seriously and failure to comply with this policy could result in a family being asked to leave the program.

Ethical Standards

FitKids Childcare is committed to upholding our legal, professional, and ethical responsibilities to the children and families we serve and the workers we employ. We are committed to following all state child care licensing standards and mandated reporting standards for child abuse and neglect. We are also committed to following the professional and ethical standards of the National Association for the Education of Young Children's Code of Ethics and the Code of Ethical Conduct. Copies of all licensing rules and ethical standards are available from the Director.

Comments/Suggestions

We encourage all families that use FitKids Childcare to make comments and suggestions. FitKids Childcare is always open to your thoughts and ideas and would like to hear what our families have to say. Please use the comment box in the cubby area. All comments and suggestions will be taken seriously. FitKids Childcare is always trying to improve to meet the needs of our families.