

# FAMILY HANDBOOK



**Kiddie Clubhouse, LLC.**  
Early Childhood Education

**Kevin Fowler**  
Director/Owner

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**CONNECTICUT**  
Early Childhood

CT OEC License: DCCC.70423

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## History

Kiddie Clubhouse opened in September 2018 and consisted of 4 classrooms: infant, toddler, two-year-olds, and preschool ages three – five years old. Just a year after Kiddie Clubhouse opened its doors in 2019, we opened our adjacent building to expand our infant and toddler classrooms. With the addition of those 3 classrooms, we became a 7-classroom program serving ages 6 weeks through 5 years. After 2020's pandemic closure the program reopened to continue serving our families. In 2022, there was an opportunity to expand the adjacent building to serve more infants. With the newest expansion, the 7-classroom program then became whole with 8 classrooms serving infants, toddlers, two-year-olds, Pre-K 3 and Preschool 4-5. The Guilford Community is home to Kiddie Clubhouse, and we continue to serve all families in the shoreline area!

## Our Mission

Our mission is very simple. We love what we do! We provide a safe, nurturing and educational environment for all children. As caregivers and educators, our mission will always be to provide a safe and developmentally appropriate learning environment which fosters a child's natural desire to explore, discover, create and become a lifelong learner!

## Our Commitment

Our Commitment to all children is to provide them with the social, emotional, physical and cognitive skills they need as a foundation for a bright future!

## Philosophy

Our program is built around the concept that children are natural born learners. We strive to create a learning environment that is stimulating and encouraging. Our principles serve as the foundation for our curriculum here at Kiddie Clubhouse.

1. Development: Children develop knowledge of their world through active interactions with caregivers, peers, materials and events.
2. Learning: Children learn at different rates in each area. Each child will show a range of skills in any one area while learning a new skill.
3. Culture: Children learn best when their learning activities are rooted in a familiar context.
4. Family: Everything begins with the family, continues in early childcare settings and is dependent on family involvement and caregiver guidance.
5. Achievement: All children have the potential to achieve amazing things with the help of a solid foundation for their future!

## **Administration**

**Kevin Fowler, Director/Owner**  
**Donna Carr, Head Teacher**  
**Leeah Gunneson, Head Teacher**

## **Hours of Operation**

Kiddie Clubhouse is open Monday through Friday 7:00AM to 6:00PM. There is a calendar provided to families to show holidays and scheduled closings.

At the time of enrollment, we will establish your child's schedule. If for any reason your child is going to be late or absent you may call the center or add the information to our app. If a relative must pick up your child, please notify the Director of this change so the any accommodations can be made and teachers can be notified.

In case of inclement weather, please watch for our email/text alerts through Tadpoles to stay up to date on closings or delays. We will also have the information posted on WTNH News Channel 8.

## **Information For Parents**

Below is a list of forms that will be kept in your child's file. All enrollment forms must be completed, signed and returned to Kiddie Clubhouse a minimum of one week before your child's start date. The Director must be notified if information on these forms ever needs to be changed or updated.

1. Enrollment Agreement
2. Child Emergency Information Form
3. Child Health Assessment Record (from Pediatrician)
4. Background Information Form
5. Administration of Non-Prescription Medication Form
6. Administration of Medication Form (if applicable)
7. An Individual Care Plan (if applicable)

All communication with parents will either be in person, phone call/text or through our classroom app, Tadpoles. Communication with families will show respect and consideration as well as privacy for other students in the classroom.

## Enrollment

Our program serves Infants, Toddlers & Preschoolers that are ages 6 weeks through 5 years old. A \$50 non-refundable enrollment fee, along with the first week's tuition is due upon enrollment. Tuition is due weekly, biweekly or monthly as agreed regardless of any absence, including sick days, holidays and scheduled closings. Tuition is due the Monday of the week of care. A 10% late fee will be added to payments that are not received by Wednesday at 6:00PM of the week. Please see the Enrollment Agreement for questions on tuition or contact the Director.

Each child entering the program must have an updated **Early Childhood Health Assessment Record** from their Pediatrician. Children must have their physicals updated yearly. Each time a child visits the pediatrician for a physical or immunizations, a copy of the Health Assessment Record must be submitted to Kiddie Clubhouse.

Parents are allowed to pick up their children at any point during the day. Of course, a phone call is recommended if you are coming between the hours of 9:00AM and 3:00PM so we can have your child ready.

There will be scheduled days when children will be asked to bring in an item that goes along with our program. These days will be marked in our app by the classroom teachers. Toys are not to be brought from home except on these specified days.

## Classroom Ratios

The Connecticut Office of Early Childhood has specific ratios that each classroom must follow. These ratios are listed below:

### Age of Children:

6 weeks to 2 years old

2 – 3 years old

3 – 5 years old

### Ratio & Max Group Size

1 staff for 4 children (8 children max)

1 staff for 5 children (10 children max)\*

1 staff for 10 children (20 children max)

\*October 16, 2024 the OEC changed the ratio for children ages 2 – 3 years old from 4:1 to 5:1. Kiddie Clubhouse will continue to maintain a 4:1 ratio through age 3 unless necessary. This is subject to change at the Director's discretion inside of the State of Connecticut OEC guidelines.

## **Agreements with Parents**

Please inform the Director if your child is going to be absent for any reason. An adult must accompany the child to and from our front door each day. For safety reasons, please do not allow children to walk themselves to the door or run on the sidewalks in front of the building.

**Parents Must Supply the following, along with anything else your child will need.**

- Diapers
  - You may bring a package of diapers for us to keep in the classroom.
- Bottles & Formula
  - Each bottle, cap and any accessories must be labeled. We will not assume responsibility for missing bottles due to not being labeled.
  - Breast Milk: Must be in individual bottles per the number of feedings. We do not transfer breast milk into bottles for sanitary purposes.
- Food:
  - Please label all food. If you would like certain items fed at certain times, please specify in the app for the teachers.
  - \*Please see our Snacks & Lunch Section below\*

We ask that parents please let us know if anything has recently happened to your child at home that may affect his or her behavior in school. If you do not feel comfortable talking to the teacher about it directly you are invited to set up a meeting with the Director. Kiddie Clubhouse has an open-door policy. No judgement will be placed on a family for any situations that come up at home. We only need to know what is necessary to help your child with any emotions or actions that may take place.

## **Administrative Oversight**

We strive to ensure that the day-to-day operations of our program are aligned with the current Connecticut Statutes and Regulations for Child Care Centers, the Program Policies, Plans and Procedures, Program Philosophy and best practice. Our program works hard to ensure that all children, families, and program staff have a daily positive experience.

Most concerns can be resolved by:

1. Discussing the issue with the classroom teacher.
2. Discussing the issue with the program director or director's designee.

Name of Designated Director: Kevin Fowler

- Phone: (203)533-5263      Email: kiddieclubhouse123@gmail.com

Name of Alternate Person in Charge: Donna Carr

- Phone: (203)533-5263      Email: kiddieclubhouse123@gmail.com

- At times if a concern or issue that is raised may need more attention, a meeting between parties can be set at a mutually agreed upon time with the parties which can include the parents/guardians, classroom teacher/program staff, the head teacher/alternate person in charge, and the director. We appreciate other perspectives and are committed to continuous quality improvements that will make the experience within our program a positive and nurturing one for all.
  - At any time during this meeting there should be an impasse, and a resolution cannot be reached the matter will be brought to the attention of the administrative leadership team which includes: the executive director, board of directors, or the owner of the business (whichever applies).
3. If the problem is not resolved, you may contact the Connecticut Office of Early Childhood Licensing Division.

In case of an emergency, the program will notify the Licensing Division as soon as the emergency is under control.

- By phone to the Complaint Desk at (800)282-6063 or (860)500-4450, or
- By filing online at [www.ctoec.org/contact-us/file-a-complaint](http://www.ctoec.org/contact-us/file-a-complaint)

In the case of abuse/neglect or life-threatening situations, the program will call 911 or the Department of Children and Families (DCF) at (800)842-2288 and the OEC Division of Licensing.

All Inspection reports and corrective action plans are available for your review:

- At your child care program
- Online at [www.211childcare.org](http://www.211childcare.org), or
- By FOI request from the OEC Licensing Division:
  - [https://oecct.govqa.us/WEBAPP/\\_rs/](https://oecct.govqa.us/WEBAPP/_rs/)

### **Multiple Child Discount**

Families with two or more children enrolled at Kiddie Clubhouse are eligible for a 10% discount off the older child's tuition or the child's tuition who comes for the lesser days. Subject to Director's approval and will be determined at time of enrollment.

### **Extra Day of Care Policy**

Families may request an additional day of care when space and staffing are available. Additional days are not guaranteed and must be approved by the Director prior to attendance. Scheduled days may not be switched or exchanged due to program closures, snow days, holidays, vacations, or other days when the child does not attend. A regularly scheduled day that is missed or unavailable does not transfer to another day of the week. If a family chooses to attend on a day outside of their child's regular schedule, the day will be considered an **additional day** and the additional-day fee will be charged on the invoice. The additional day fee is \$90/day. This price is subject to change based on current tuition rates and will be communicated to families accordingly.

## Holidays & Scheduled Closings

Kiddie Clubhouse will be closed on designated paid holidays. These dates are posted in our yearly calendar and provided to you in the Enrollment Packet. If Kiddie Clubhouse will be closed it will be set in the calendar provided to parents and it is an unpaid vacation, unless otherwise specified.

If your family is going on vacation, please let the Director know which dates your child will not be attending. Full tuition is due for any childcare dates that fall during your vacation even if the child is not in attendance.

## Daily Arrival & Departure Policy

Kiddie Clubhouse strives to maintain consistent drop-off and pick-up times to limit disruption of classroom routines, staffing, supervision, meals, rest periods, and learning activities.

### Daily Drop-Off and Pick-Up

- Each child is permitted one drop-off and one pick-up per day.
- Once a child has been picked up, they may not return to the center that same day.
- Multiple drop-offs or pick-ups during the same day are not allowed.

### Arrival Time

- Children must arrive **by 10:00 AM** and be ready to participate in the day's activities.
- Arrivals after 10:00 AM will not be permitted unless approved by the Director.
- Children may arrive between **10:00 AM and 12:00 PM only for a scheduled medical, dental, or therapy appointment**, with appropriate documentation from the healthcare provider.
- **No arrivals will be permitted after 12:00 PM**, except in an emergency or with specific approval from the Director.

### Late Arrival

Families are responsible for planning appointments and daily schedules around these requirements. Repeated late arrivals or failure to follow this policy may result in a meeting with the family and Director.

Kiddie Clubhouse reserves the right to make reasonable exceptions for emergencies or unusual circumstances at the Director's discretion.

### Late Pick-up Policy

Two staff members 18 years of age or older will always remain at the center with the child. If the child has not been picked up by 6:00pm, a staff member will attempt to call the child's parents/guardians using the phone numbers provided. If they cannot be reached, the staff member will attempt to call the emergency/authorized, alternate adults provided by the parent/guardians at the time of enrollment. The police will be called at 7:00pm, 1 hour after closing, if parents or other adults specified on the permission to release forms cannot be reached. At that time the child will be released to the police.

There will be a late fee for picking up a child after 6:00PM. This fee is \$5 per every 5 minutes or fraction thereof per child starting at 6:00PM. The fee will be due at the time of arrival. If this fee is not paid it is at the Director's discretion if the child will be allowed back the following day/ week.

### Clothing and Items

Please provide us with the following before/on your child's first day:

1. 2 extra sets of clothing labeled with your child's name.
  - a. Water activities, sand play and bathroom accidents always call for extras!
  - b. We will send clothing home seasonally.
2. 1 - **labeled** blanket for rest time.
  - a. Only children on cots are allowed to have blankets.
  - b. Children in cribs will not be allowed to have blankets under any circumstances.
  - c. Blankets must be an appropriate size to be stored in our classroom cubbies.

Due to the wide range of activities, we ask that your child be dressed in washable, comfortable clothing with the appropriate shoes for outdoor play. **All clothing MUST be labeled.** Clothing that is not labeled or claimed after each season will be donated without reimbursement. Kiddie Clubhouse will supply aprons as necessary for activities that may need them.

### Program Objectives

Our program objectives include a happy, loving and educational environment. At Kiddie Clubhouse our goal is to provide your child with an amazing educational experience while also creating a loving, joyful environment for everyone. Our educational objectives include a sense of developing physically, creatively, socially, and emotionally. This is done through our guidance, on their own, and with other children in group activities such as creative play, free play, and initiated activities. We encourage parents to participate actively and proactively and take interest in our program so your children will too!

## **Our Curriculum & Program**

At Kiddie Clubhouse, our curriculum provides and develops social skills, large and small muscle skills, language skills, and intellectual skills. Our activities include music, creative art, dramatic play activities, and so much more. Through these activities, children will develop a sense of self-assurance and a positive feeling about themselves as they grow.

Kiddie Clubhouse offers an educational program for each month. A calendar of the month will be sent to all families through our app showing our agenda for each month. On certain days, such as holidays or “color” days, we will ask that parents dress your child appropriately (ex: blue shirt on “blue” day.)

More activities that our program includes are as follows:

- Crafts for each day
- A book to compliment the craft or lesson
- Language Development
- Science Activities
- Educational Games
- Number Activities
- Creative plays and drama
- Activity pages
- Art suggestions for parents

Our program is committed to playful learning as the foundation of early childhood education. We believe children learn best through play, where they explore, create, problem-solve, and build social, emotional, physical, and cognitive skills.

Play is intentionally incorporated into every learning experience. Teachers design hands-on, developmentally appropriate activities that blend child-initiated and guided play to support learning in all areas, including literacy, math, science, and social development. Through playful learning, children remain engaged, confident, and motivated learners.

## **Assessments**

Child assessments will be done in Fall, Winter and Spring for two-year-old and all Preschool classrooms. A report will be given to the child’s parent in the Spring of each year. If a child is not meeting the Connecticut Early Childhood goals, the parent will be given a plan to help the child achieve success in those areas. A parent-teacher conference can be requested at this time to discuss options to help the child further.

## Snacks & Lunch

Kiddie Clubhouse is held to the Connecticut Office of Early Childhood standards for Snacks & Lunch. We reserve the right to inform parents if their lunch is not meeting the state guidelines listed below.

**“Snack” means a light meal containing two (2) food groups**

**“Meal” means the food served and eaten in one sitting containing four (4) food groups**

Parents must supply their child’s lunch in an insulated lunch box. Be sure to **label** their lunch and provide an ice pack for items that may be perishable. The center will provide morning and afternoon snack for children over age 2. Snack menus are posted on the family information board. The first snack will be served at 8:30AM, please try to have your child arrive before morning snack. Lunch is between 12:00PM and 1:00PM. Please try to follow our “Meal” definition above to provide your child with a nutritious lunch! The afternoon snack will be held after rest time at 3:00PM.

## Birthdays & Special Occasions

At Kiddie Clubhouse we love celebrations! Parents are welcome to send a treat to share with their child’s class on birthdays or special occasions. Please provide enough to include all children. We appreciate a notice in advance of any treats that will be coming to the school so we can plan accordingly.

***\*\*Please be courteous of all food allergies! We strive to provide a safe environment for all children\*\****

## Diapering

Children in diapers will be changed on an as-needed basis but no more than 2 hours between diaper changes. Diaper creams supplied by parents will be applied to the child as needed unless otherwise specified by parents. It is the parent’s responsibility to communicate diaper cream preferences with the child’s teacher.

Kiddie Clubhouse supplies Pampers Sensitive Wipes for changing diapers. If you would prefer another brand, you are welcome to bring your own **labeled** wipes.

Only commercially available disposable diapers or pull-ups may be used at Kiddie Clubhouse. Cloth diapers are not allowed for sanitary purposes.

## **Rest / Nap Time**

Every afternoon a rest time/nap is scheduled. Your child is not required to sleep, but is required lay quietly and rest. This time is between 1:00 PM and 2:30PM but will vary for each age group. Please call only the center if it is an emergency during this time or call the Director directly.

## **Potty Training**

When you feel your child is ready to begin potty training, we ask that you begin training at home. We will follow through and encourage your child while they are in our care. Daily communication between the parent and teacher is very important during this process.

### **Potty Training Guidelines:**

- The child must be showing signs of readiness and able to control their bladder and bowel movements.
- The child must be kept in a diaper, pull-up or underwear under their pants.
- After 2 accidents in one day the child will be put back into a pull-up or diaper supplied by the parent.
  - After 2 consecutive days of accidents, the child will be put back in a pull-up or diaper until they can use the potty consistently at daycare.
  - During this time, they will still be encouraged to use the potty.
- Teachers & Staff will not put any child on a potty that is unwilling.
- Staff cannot wash out soiled clothing per regulations.
  - Soiled clothing will be sent home in a plastic bag for you to wash. If a pair of underwear is unsalvageable, we will throw them away for sanitary purposes.
- Please send your child in clothing that they are able to manage independently while using the potty.
- The child will be encouraged to use the potty every 30-45 minutes as time allows.
- A diaper/pull-up will be put on the child during nap time until the parents and Director agree the child is ready to nap without one.
- Please keep in mind it is completely normal for the high activity level at school to distract your child from responding to the urge to use the potty.
- We encourage every child to be potty trained before transitioning into our preschool classroom and will work with parents on a plan if needed.

## Field Trip Policy

Children who are at least three years of age or older and fully potty trained may participate in field trips that involve transportation in a vehicle. Kiddie Clubhouse does have a fully insured van for local field trips and we will rent a school bus for anything that requires a further trip. When necessary, parent volunteers will be offered to assist with field trips. A sign-up sheet will be sent out for parent volunteers at least one week before the field trip.

***Note: Permission slips are required for all field trips that require transportation. Each trip requires a separate form describing details of the event. We must have your written permission authorizing your child to participate. Permission via phone call or fax will not be accepted.***

Walking field trips may take place on certain days for all ages. Children under 3 years of age will only be allowed to walk on the sidewalks in front of our buildings. Strollers will be used for children when necessary. Children who are travel field trip age (at least 3 years old and potty trained) may take longer walks for educational purposes (ex: nature walks, exercise, etc.).

Field trip dates and times may be adjusted or cancelled with less than 24-hour notice due to weather conditions.

## Supervision of Children

At Kiddie Clubhouse, our goal is to keep your children safe at all times. The staff/child ratio is 1 staff for every 4 children under the age of three years old and/or 1 staff for every 10 children over the age of three years old. At no time should the group size exceed 8 children under the age of three years old and/or 20 children over the age of three years old, even if ratios are being observed. Group size shall be observed in the classroom, bathrooms, and outside. Children must be supervised by sight and sound at all times including nap time and during transportation. Staff shall position themselves to see as many children as possible. When there is a mixed age group, the lower required ratio and group size for the age of the youngest child shall prevail.

**NO CHILD SHOULD BE LEFT ALONE FOR ANY PERIOD OF TIME.**

Bathrooms - Staff must supervise children while they are using the bathrooms.

Playground/Outdoors - It will be the responsibility of all staff to ensure the safety of children on the playgrounds.

Supervision of children will include the following:

- A head count will be taken before leaving the building.
- The staff will escort children to their designated play areas.
- Staff will encourage and demonstrate proper equipment usage and play.

- Staff will circulate through the play areas, supervising and interacting with the children in a positive manner.
- Staff will coordinate positions so that all play activities and equipment is supervised.
- No staff person is allowed to sit or socialize with other staff.
- A head count will be taken before re-entering the building.
- Staff may not leave children unattended or out of state-permitted ratios and group sizes
- Children may not go inside for any reason (including to the bathroom); nor may they go back outside unless accompanied by program staff.

At Kiddie Clubhouse, there are woodchips on the playground as a cushion for our children while using the equipment.

Since woodchips are present on the Playground:

- All staff are aware and trained that the woodchips pose a choking hazard to children under the age of three.
- A phone and walkie talkie must be outside at all times in case of emergency.
- At least one CPR certified staff member will be on the playground whenever there are children present.

### Discipline Policy

Our guidance and discipline is preventative, **NOT** punishing. There is no physical punishment and it will not be tolerated whatsoever. A child may be removed from the play group for a minute per their age (i.e. A 3 year old child will sit out for 3 minutes). The child will not be shamed or isolated from sight. We will talk to the child on a one-on-one basis to discuss the problem. We will face the child at the child's eye level and use a soothing tone when speaking. If a behavior problem becomes persistent, a conference between the parent, the current teacher and Director will be recommended. Try to be consistent with discipline both here and at home. Please be aware of your child's behavior at pick-up and drop-off time.

The goal of discipline is to help the child develop self-control and move toward appropriate social behavior. Examples of developmentally appropriate methods utilized for resolving conflict are:

- Positive Guidance
  - When disputes arise among children or between a child and staff, the staff will encourage a "talking out" process where the goal is to acknowledge feelings and find solutions using the children's ideas wherever possible.
- Setting Clear Limits
  - Staff will encourage and model positive behavior, positive reinforcement, the use of peer support and clearly defined rules.
- Redirection

- A child who may be aggressive or who is disruptive or destructive of other children's work may be asked to make an activity choice in another area.

**Staff will continuously supervise children during disciplinary actions.**

Staff shall not be abusive, neglectful, or use corporal, humiliating or frightening punishment including, but not limited to, spanking, slapping, pinching, shaking or striking a child under any circumstance. No child will ever be physically restrained.

### **Behavior Management & Child Safety Policy**

Kiddie Clubhouse is committed to providing a safe, respectful, and positive learning environment for every child and teacher. Children are expected to follow age-appropriate classroom expectations, respond to reasonable directions from teachers, and interact with teachers and other children in a safe and respectful manner.

We recognize that young children are still developing emotional regulation, communication, and social skills. Teachers will use developmentally appropriate strategies to help children manage challenging behaviors. However, there are circumstances in which a child's behavior becomes unsafe or significantly interferes with the ability of the classroom to operate safely. In those situations, same-day pickup may be required.

#### **Expected Behavior**

Children are expected to:

- Follow reasonable and age-appropriate directions from teachers.
- Keep their hands, feet, and objects to themselves.
- Treat teachers and classmates with appropriate respect.
- Use classroom materials and equipment appropriately.
- Remain within designated classroom or playground areas.
- Follow safety instructions immediately when directed by a teacher.
- Participate in classroom routines to the best of their developmental ability.

#### **Teacher Response to Challenging Behavior**

When a child is struggling with behavior, teachers will make reasonable efforts to support the child before requiring parent pickup. Depending on the child's age and circumstances, strategies may include:

- Verbal reminders and redirection.
- Offering appropriate choices.
- Helping the child identify and express emotions.
- Providing a brief opportunity to calm down.
- Changing the child's activity or environment.
- Providing additional teacher support.
- Separating children when necessary for safety.
- Communicating with the child at an age-appropriate level.

Children are not expected to be perfect. Throughout development, we expect normal, age-appropriate behaviors, emotional expression, crying, frustration, or occasional difficulty following directions.

### **Behaviors Requiring Same-Day Pickup**

Kiddie Clubhouse may require a parent or authorized adult to pick up a child when the child's behavior reaches a level that the classroom staff cannot safely manage while continuing to provide appropriate care to the other children.

#### **Examples include, but are not limited to:**

- Hitting, slapping, punching, kicking, or intentionally hurting another child or a teacher.
- Biting another person, particularly when the bite leaves a mark or breaks the skin.
- Throwing objects at teachers or children.
- Intentionally destroying classroom property or equipment.
- Repeatedly attempting to leave the classroom, building, playground, or supervised area.
- Refusing repeated safety-related directions in a manner that creates an immediate safety concern.
- Aggressive behavior that requires a teacher to devote an unreasonable amount of attention to one child and prevents the teacher from safely supervising the remainder of the classroom.
- A severe tantrum or behavioral episode that substantially disrupts the classroom and cannot be safely resolved through reasonable classroom interventions.
- Any behavior that creates an immediate risk of injury to the child, another child, a teacher, or another person.
- Repeated or escalating behavior that prevents the child from safely participating in the normal classroom program.

**Please Note:** We will always exhaust all our policies and resources before reaching out to a family for a same-day pickup.

### **Same-Day Pickup Procedure**

When same-day pickup is required:

1. The parent/guardian will be contacted by telephone.
2. The parent/guardian or authorized emergency contact must arrange for the child to be picked up **within 60 minutes of notification**.
3. The child must leave the center for the remainder of the day.
4. The child may return on the child's next regularly scheduled day unless otherwise communicated by the Director.
5. The incident will be documented by the classroom teacher.
6. The parent/guardian may be required to meet with the Director before the child returns, depending on the severity or frequency of the behavior.

Parents and guardians should understand that same-day pickup may require them to leave work, arrange alternate childcare, or make other arrangements. This is an

unfortunate but important part of the policy because maintaining a safe classroom environment is the responsibility of both the center and the child's family.

### **Progressive Response to Repeated Behavior**

Kiddie Clubhouse will address repeated behavioral incidents seriously.

**First Same-Day Pickup:** The incident will be documented and communicated to the parent/guardian.

**Second Same-Day Pickup Within 30 Days:** The parent/guardian will be required to participate in a meeting with the Director to discuss the behavior and determine appropriate strategies for supporting the child.

**Third Same-Day Pickup Within 30 Days:** The child may be placed on a formal behavior support plan. The plan may identify specific expectations, strategies, communication procedures, and consequences for additional incidents.

**Continued or Severe Behavior:** If a child's behavior continues despite reasonable interventions, or if the behavior is sufficiently severe that the center cannot safely provide care, Kiddie Clubhouse may determine that continued enrollment is not appropriate. Depending on the circumstances, this may include a temporary suspension from care or termination of enrollment.

### **Parent Partnership**

Kiddie Clubhouse believes that successful behavior management requires cooperation between the center and the child's family.

Parents/guardians are expected to:

- Take behavioral concerns seriously.
- Communicate honestly with teachers and administration.
- Reinforce appropriate behavior and respect for friends and teachers at home.
- Participate in meetings or behavior support plans when requested.
- Follow through with strategies agreed upon with the program.
- Make arrangements for prompt pickup if/when notified.

### **Behavior Statement**

Kiddie Clubhouse will not allow one child's behavior to compromise the safety, well-being, or learning environment of the other children or staff. Our teachers are responsible for caring for an entire classroom, not for physically managing or continuously redirecting one child at the expense of the safety and supervision of the remaining children. Parents/guardians who choose Kiddie Clubhouse for their child are expected to support the center's reasonable behavioral expectations and understand that same-day pickup is an available and appropriate response when a child's behavior cannot be safely managed within the classroom. The goal of this policy is not to punish children or families. The goal is to establish clear expectations, protect children and teachers, and ensure that every classroom remains a safe and productive environment.

## **Child Abuse & Neglect Policy**

All staff have a responsibility to prevent child abuse and neglect of any children enrolled at Kiddie Clubhouse.

### **1. Definition:**

Child Abuse includes:

- Any non-accidental physical or mental injury (i.e. shaking, beating, burning)
- Any form of sexual abuse (i.e. sexual exploitation)
- Neglect of a child (i.e. failure to provide food, clothing, shelter, education, mental care, appropriate supervision)
- Emotional abuse (i.e. excessive belittling, berating, or teasing which impairs the child's psychological growth)
- At risk behavior (i.e. placing a child in a situation which might endanger him by abuse or neglect).

Child Abuse is defined as:

- A child who has had:
  - Non-accidental physical injuries inflicted upon him/her.
  - Injuries which are at variance with the history given of them
  - Is in a condition, which is the result of maltreatment, such as, but not limited to, malnutrition, sexual exploitation, and deprivation of necessities, emotional maltreatment or cruel punishment.

Child Neglect is defined as:

- A child who has been:
  - Abandoned
  - Denied proper care and attention physically, educationally, emotionally or morally.
  - Allowed to live under circumstances, conditions or associations injurious to his/her well-being (CT statutes 46b-120).

### **2. Staff Responsibilities:**

- As childcare providers we are mandated by law to report **any suspicion** that a child is being abused, neglected or at risk.

### **3. Specifics on reporting a suspected case of abuse or neglect**

**Call the Department of Children and Families (open 24 hours a day) at  
1-800-842-2288.**

**The reporter's name is required, but may be kept confidential.**

Information needed:

- Name of child/Date of birth
- Address of child
- Phone number of child

- Name of parents or guardians
- Address of parents or guardians
- Phone number of parents or guardians
- Relevant information such as: physical or behavioral indicators, nature and extent of injury, maltreatment or neglect
- Exact description of what the reporter has observed
- Time and date of incident
- Information about previous injuries, if any
- Circumstances under which reporter learned of abuse
- Name of any person suspected of causing injury
- Any information reporter believes would be helpful
- Any action taken to help or treat the child
- Seek medical attention for the child – if needed

Mandated reporters must report orally to DCF or a law enforcement agency within 12 hours of suspecting that a child has been abused or neglected. Within 48 hours of making the report, the mandated reporter must submit a written report (DCF – 136) to DCF. Staff are protected by law from discrimination or retaliation for reporting suspected abuse or neglect (CT General Statutes, Section 17a-101e). All phone calls to DCF shall be documented and kept on file at the Center. A copy of all statements from staff and the DCF-136 shall also be kept on file.

4. Kiddie Clubhouse supports a zero tolerance for abuse and neglect and will implement immediate action should there be an allegation that a staff member abused or neglected a child. Kiddie Clubhouse will protect the child, including immediate notification of a parent or guardian, once there is an allegation of abuse or neglect of a child in our program. Any staff member accused of abuse or neglect may be immediately removed from his or her position until DCF's investigation is completed. Based on whether the allegations were substantiated or not, the employee would either be dismissed from his/her position or allowed to return to work.

#### 5. Staff Training:

Staff will be required to attend bi-annual staff meetings, held in September and February, focusing on the steps for reporting suspected abuse and neglect and the role of a mandated reporter. All new staff will be trained in these procedures prior to their start in the classroom.

#### 6. Provisions for informing families of abuse and neglect policy:

A copy of this policy will be included in our parent information packet, and each family will be given a copy upon enrollment. A copy of this policy will also be posted on the parent board. When an accusation of abuse or neglect by a staff member is made, the Director must immediately inform the parents or guardians that a report has been made to DCF. Health care officials may need to talk to a child's parents to access the cause of the child's injuries and offer support and guidance.

## **Confidentiality**

Confidentiality is a top priority for Kiddie Clubhouse. Personal information of families and staff will not be shared for any reason without prior written consent of the individual. When discussing a child's activities and friends in the classroom, only first names will be used. In situations regarding behavior/incidents/accidents, names of children will not be given to families.

## **Administration of Medication Policy**

Kiddie Clubhouse will only administer emergency medications which include prescribed inhalers and premeasured commercially prepared injectable medication (i.e. Epi-pens, Auvi-Q, etc.), non-prescription topical medication and EMERGENCY oral medications (i.e. Benadryl). The parental responsibilities include providing the center the proper medication authorization form, and the medication. The medication administration form must be signed by the authorized prescriber and parent/guardian giving the center authorization to administer the medication. Kiddie Clubhouse will provide this form when necessary.

The medication authorization form must include information, such as:

- The child's name, address, and birthdate
- The date the medication order was written
- Medication name, dose and method of administration
- Time to be administered and dates to start and end the medication
- Relevant side effects and prescribers plan for management should they occur
- Notation whether the medication is a controlled drug
- Listing of allergies, if any and reactions or negative interactions with foods or drugs
- Specific instructions from prescriber how medication is to be given
- Name, address, telephone number and signature of authorized prescriber ordering the drug
- Name, address, telephone number, signature and relationship to the child of the parents giving permission for the administration of the drug by a staff member.

Please note that there are many variations of the medication administration form that medical providers have access to. It is the parent's responsibility to ensure the medication administration form clearly states that it is for licensed childcare centers. Please understand that your child may not be able to attend if he/she does not have the proper authorization. (By using the form provided by Kiddie Clubhouse there will be no mistakes made with which form is accepted).

All medications must be in their original child resistant safety container and clearly labeled with child's name, name of prescription, date of prescription, and directions for use. Except for non-prescription medications, premeasured commercially prepared injectable medications (i.e. Epi-pens), glucagon and asthma inhalant medications, all

medications will be stored in a locked container and, if directed by a manufacturer, refrigerated. Controlled medications will be stored in accordance with 21a-262-10 of the RCSA. Non-prescription topical medications will be stored away from food and inaccessible to children.

Staff responsibilities include, but are not limited to, ensuring the medication administration form is complete and that the medication being received matches the medication orders and stored as directed.

Kiddie Clubhouse Staff will keep accurate documentation of all medications administered. Included, but not limited in the documentation are:

- Name, address and DOB of the child
- Name of the medication and dosage
- Pharmacy name and prescription number
- Name of authorized prescriber
- The date & time the medication was administered
- The dose that was administered
- The level of cooperation of the child
- Any medication errors
- Food and medication allergies
- Signature of the staff administering
- Any comments

Parents will be notified with a Medication Form at pick-up when/if a child has been administered any prescription medication. Staff are trained in the administration of medication by a physician, physician assistant, APRN, or RN and renewed every three years. Training for premeasured commercially prepared injectable medications is renewed each year. At no time is an untrained staff allowed to administer prescription medications.

All unused or expired medication shall be returned to the parent/guardian or disposed of if it is not picked up within one week (7 days) following the termination or the order, in the presence of at least one witness. The center shall keep a written record of the medications destroyed which shall be signed by both parties.

### **Provisional Enrollment**

The first 30 days will be regarded as a trial period, in which case either party may terminate the contract without notice. After the first 30 days of enrollment, please see withdrawal policy.

## **Withdrawal Policy**

Parents or guardians must provide the center 30 day written notice prior to withdrawing their child from the center. All tuition owed must be paid in full. Likewise, if possible, Kiddie Clubhouse will provide the same courtesy if care for a child must be terminated for any reason. The program will work with all children and families to avoid a child's expulsion.

## **Biting / Injury Policy**

Biting is unfortunately an expected behavior for young toddlers. Some children communicate through this behavior. However, biting can be harmful to other children and to staff. This biting policy has been developed with both of these ideas in mind. Our goal is to help identify what is causing the biting and resolve these issues. If the issue cannot be resolved, this policy serves to protect the children that are bitten. If a biting incident occurs, the parent of the child biting and the parent of the child who was bitten be contacted. The staff's job is to keep the children safe and help a child that bites learn different, more appropriate behavior. Our staff are trained to advise parents and help them get through this tough developmental stage.

### **For the child that was bitten:**

1. First aid is given to the bite. It is cleaned with soap and water. If the skin is broken, the bite is covered with a bandage.
2. Parents are notified.
3. The "Accident/Injury Report" form is filled out documenting the incident.

### **For the child that bit:**

1. The teacher will firmly tell the child "No! Do Not Bite!"
2. The child will be placed in time out for no longer than the child's age.
3. The parents are notified.
4. The "Parent Contact Form" is filled out documenting the incident.

**If biting continues or becomes excessive:** Kiddie Clubhouse will make every effort to protect both children involved. It is the Director's discretion whether the biting has become excessive or not.

Kiddie Clubhouse's efforts to resolve biting include, but are not limited to:

- Changing the child's classroom to make him/her more comfortable.
- Giving the child other methods to express himself/herself.
- Having the Director or another staff member shadow the child to see if there is consistency.
- Discussing options with our Educational Consultant.
- Discussing options with our Social Service Consultant.
- Discussing options with our Office of Early Childhood Licensing Agent.
- Discussing options with our Health Consultant.

## Infant Safe Sleep Policy

The standards outlined below will be followed at the childcare center or group childcare home when placing infants under twelve months of age to sleep. All staff are to be diligent in their awareness and implementation of infant safe sleep practices for all children under the age of 12 months. We recognize the importance of being vigilant in the adherence of best practice and state regulations regarding safe sleep. All staff responsible for the supervision of infants will ensure the following:

1. Infants shall be physically observed at least every fifteen minutes to assess the infants breathing, color, temperature, and comfort.
2. Infants are placed in a supine (back) position for sleeping in a well-constructed, free standing crib or other piece of equipment designed for infant sleeping and appropriate for the child.
3. The mattress is snug fitting and covered by a tightly fitted sheet unless the child has written documentation from a medical provider specifying a medical reason for an alternative sleep position or alternate piece of equipment.
4. When infants can easily turn over from the supine to prone position (back to front), they will be put down to sleep on their back but then allowed to adopt whatever position they prefer for sleep.
5. No items including, but not limited to, pillows, soft bumpers, toys and blankets, including weighted blankets, weighted sleepers, and weighted swaddles, shall be placed with an infant in a crib or hung over the side of the crib or other piece of equipment designed for sleeping except for a pacifier without attachments unless the child has written documentation from a medical provider specifying a medical reason for its use.
6. Bibs and garments with ties or hoods shall be removed from infants that are placed to sleep.
7. No toys or objects shall be attached to sleeping or rest equipment.
8. No infant shall be put to sleep on a sofa, bed, couch, soft mattress, waterbed, or other soft surface.
9. No infant shall be put to sleep or allowed to remain asleep in a child restraint system intended for use in a vehicle, an infant carrier, a swing or any place that is not specifically designed to be an infant bed unless the child has written documentation from a medical provider specifying a medical reason for their use.
10. No infant shall be swaddled unless the child has written documentation from a medical provider specifying instructions and a timeframe for swaddling the infant.
11. No child under 3 years of age shall have access to teething necklaces, teething bracelets or other jewelry that could present a choking or strangulation hazard.

**Note:** The program staff shall document that the child's parent(s) had been informed of the child's programs policies and procedures for sleep arrangements prior to enrollment and reviewed as needed during the period of child's enrolment.

## Emergency Plans

### Medical Emergency

In case of a medical emergency, a qualified staff member will attend to first aid as needed. Another staff member will notify the family of the child. Attempts will be made to consult with the child's physician/dentist. If neither is available, the program's medical consultants will be contacted. For extreme emergencies, 911 will be called. An ambulance will take the child and a staff member to the nearest hospital. The child's emergency permission form will be brought with them. A staff member will notify the family or alternate pick-up person to meet the child at the emergency room. Additional staff will be called in if necessary to maintain required ratios.

### Sick/Illness Policy:

In the event a child becomes ill while at Kiddie Clubhouse, parents will be notified and the child will be moved to a designated area where the child will be made comfortable. A staff member will remain with the child at all times.

Your child should be excluded from the program if, in the last 24 hours, he or she has had vomiting, diarrhea, draining eyes, draining ears, rash, fever in excess of **100.4 degrees**, or any communicable diseases. If your child is placed on an antibiotic, he or she may return to school after he or she has been on the medication for 24 hours.

If your child is placed on medication, we must be notified as soon as possible and an **Administration of Medication Form must be provided from the Pediatrician**. Our staff members are certified to administer medications to our children. A schedule will be agreed upon with the parent and pediatrician before the medicine is administered. You are welcome to come and administer the dosage as needed, otherwise, schedule the dosages during your hours at home. Under no circumstances is a medication to be given by staff without the Administration of Medication Form signed by the Pediatrician, Parent/Guardian, and the Director.

The parent/guardian must specify if they would like their child to wear a mask during program hours. Masks are completely optional and we will adhere to masking guidelines from the Office of Early Childhood if you choose to have your child masked during program hours. \*In the event of a COVID-19 exposure in or out of the classroom, the latest CDC guidelines will be observed as the current policy\*.

## **Multi-Hazard Policies**

### **Fire / Evacuation**

In the event of a fire, evacuation from the building will be through the closest fire exit. Program staff will be responsible for supervising the children under their care and leading them to the fire exit. Immediately, the group will walk to “Jordie’s Toy Shoppe” safely away from the building, and line up to take a name to face attendance. Each classroom teacher will be responsible for bringing the classroom iPad with child profiles and contact information, a portable first aid kit, a cell phone for calling parents and a walkie-talkie for staff communication should the group get separated. Should it not be possible to return to the facility, staff will remain at Jordie’s Toy Shoppe. Parents will be notified and directed to the evacuation locations to pick up their children. Advanced contact has been made with the town’s Civil Preparedness Unit, adding the Center to their list for emergencies. Ratios will be maintained at all times and two program staff 18 years or older will remain with the children until all children are picked up.

### **Shelter in Place**

In the event of severe weather, such as tornadoes, hurricanes, winter storm, or any other unsafe situation where evacuation is not possible, staff, program staff, and children will remain indoors in a safe classroom away from closed windows and doors. These classrooms will be clearly marked, and staff will be trained on which classrooms are shelter-in-place locations. Program staff will have appropriate supplies available for the comfort and engagement of the children. First Aid program staff will be on hand to administer first aid, as needed, until emergency personnel can arrive. Parents will be notified after the immediate danger has passed.

### **Lock-Down**

Should an emergency or threat that involve potential violence in or around the facility requires the need to stay put, the Director will notify the staff by walkie-talkie that they should begin lock-down procedure. 911 will be called immediately.

Each program staff is responsible for the children in their care at that moment. The program staff will gather the children to the safest area of the room, away from any windows or doors. Doors and windows will be locked, lights turned off, and curtains/blinds closed to all interior windows.

Program staff will calm the children and help them stay quiet. Attendance will be taken periodically. The Director will remain in constant communication with emergency personnel.

Parents are not permitted access to the facility until it is determined by emergency personnel that it is safe to do so. During the emergency, the Director will do all they can

to notify parents by phone or email, however, certain emergency situations may preclude this possibility.

Wait for all clear from the emergency personnel. The Director will communicate all clear to program staff and children.

Parents will be contacted by phone or email after all clear has been given by the emergency personnel.

### **Communication of Operations**

If an emergency causes the facility to be unsafe for childcare, program staff will notify parents and refer them to 211 for other childcare options. The Owner will submit an initial application for Change of Location and will notify the Office of Early Childhood when an alternate location has been identified so that an inspection can be completed as soon as possible so it can be approved for childcare.

### **Accommodations for Infants, Toddlers, Children with Disabilities or Chronic Medical Conditions**

In consultation with the child's parent, program staff will develop a plan to ensure the special needs of the child are met during an emergency, including the provision of necessities such as medications, diapers, wipes, formula, and other comfort items.

Cribs will be used to evacuate infants, toddlers, and children with special health care needs or disabilities. All classrooms with cribs are equipped with evacuation cribs that are specifically marked.

### **Multi-Hazard Emergency Drill**

A multi-hazard emergency will be practiced at least annually which includes the demonstration of all program staff and children sheltering, locking down and evacuating the facility.

### **Weather (excluding Shelter-in-Place)**

On snow days, or during other hazardous weather emergencies, the Director will inform families of the status of the program. Parents will be notified via text, our classroom app, phone call, television announcements or on the website to pick up their children due to early closing. Ratios will be maintained at all times and two staff 18 years or older will remain on the premises with the children until all are picked up. First aid staff will be on hand to administer first aid, as needed, until emergency personnel can arrive if needed.

### **Utility Loss or Failure**

Utility failure is the loss or interruption of electric power, water or sewage services to the childcare center. In this area, the most common utility failure results from power outages throughout the year. In these situations, the Director will monitor the facility to make sure it will maintain appropriate air temperatures. Parents will be notified to pick up their children if longer periods of utility failure occur or if the center needs to temporarily close.

### **Security Policy**

Keeping your child safe at Kiddie Clubhouse is our first priority. In addition to the built-in security features at our center, we also have established strict policies for drop-off and pick-up at the center. When children arrive in the morning they will be checked into our app in their classroom. At pick-up time, the child will be checked out and report of their day will be sent to the parents.

One your Emergency Information Form, you will be asked to list alternate pick-up family members who will be authorized to pick up your child from school. If a person is not written on the authorization sheet, they will not be able to pick up your child from school. Please keep in mind, anyone who picks up your child will be asked to show a form of identification. So, please make sure you inform those family members to bring their identification with them. We will not release a child to any contact younger than 18 years old unless the individual is the legal parent/guardian.

### **Pandemic / National Emergency Closure Policy**

If Kiddie Clubhouse must close for any reason due to pandemic or national emergency orders, parents will only be responsible for 25% tuition while the daycare is closed. When Kiddie Clubhouse reopens, parents are welcome to return their child while the daycare is operating under any emergency orders. *Please note: operating under emergency orders may change policies temporarily without notice.* Parents that choose not to return to daycare when Kiddie Clubhouse reopens will be responsible for 50% tuition to hold their spot for up to 3 months otherwise the spot will be surrendered. The Director has the authority to change this time limit to coincide with local, state and federal emergency orders. No money will be refunded for time lost due to a Pandemic / National Emergency Closure.

## Community Resources

Below is a list of Community Resources for all families!

**Guilford Food Bank:** 45 Stone House Ln, Guilford, CT 06437.

Open Friday from 9:00AM – 12:00PM.

Offers food services for families in need of assistance. They accept food donations too!

**Guilford Women & Family Life Center:** 96 North Fair St, Guilford, CT 06437

Women & Family Life Center provides services to women and all families experiencing challenging life transitions regardless of income.

**Guilford Social Services:** 263 Church St, Guilford, CT 06437

Provides families with food bank information, energy assistance, housing needs, senior services, veteran assistance and more!

**CT 211 Child Development:**

CT 211 Offers childcare services including Help Me Grow, Birth to 3, In-Home Family Support Services, Early Childhood Special Education, and children & youth services for special healthcare needs.

**Connecticut Care-4-Kids:**

CT Care-4-Kids is a program that helps low to moderate income families in Connecticut pay for childcare costs. If you are interested in applying for assistance, please see the Director to help navigate this process!

**Please initial the spaces below and sign the bottom of this page to show that Policies & Procedures have been read, understood & discussed with the Director.**

|                                           |       |
|-------------------------------------------|-------|
| Alternate Pick-up Policy                  | _____ |
| Late Pick-up Policy                       | _____ |
| Supervision of Children                   | _____ |
| Discipline Policy                         | _____ |
| Provisional Enrollment                    | _____ |
| Withdrawal Policy                         | _____ |
| Administration of Medicine Policy         | _____ |
| Child Abuse & Neglect Policy              | _____ |
| Behavior Management & Child Safety Policy | _____ |
| Emergency Plans:                          |       |
| Medical / Illness                         | _____ |
| Fire                                      | _____ |
| Weather                                   | _____ |
| Evacuation                                | _____ |
| Complaints Procedure                      | _____ |
| Biting / Injury Policy                    | _____ |
| Pandemic Policy                           | _____ |

Thank you for reviewing our Policies & Procedures! Kiddie Clubhouse and The Office of Early Childhood can update, add or remove policies at any time.

\_\_\_\_\_  
Name of Child

\_\_\_\_\_  
**Signature of Parent**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Signature of Parent**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Signature of Director**

\_\_\_\_\_  
**Date**

Updated: September 1, 2026