



**Written Information for Parents and Employees in accordance with
Ohio Administrative Code (OAC) 5101:2-13-07**

Welcome:

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

If at any time during your enrollment you have any questions or concerns, we encourage you to bring them to the family childcare provider (Hanan Abu-Hashish). Please be aware that updates to this handbook may periodically need to be made to best accommodate our families’ needs.

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

General Information

1. Provider Name/Program Name: Hanan Abu-Hashish /Cookies Childcare	Email Address: cookieschildcare2022@gmail.com	Phone: 614-726-0965		
Street Address: 6425 s Sunbury rd.	City: Westerville	State: Ohio	Zip: 43081	Date Created/Revised: 06-30-2023

2. Philosophy:

Cookies Childcare believes that children experience the greatest growth when they feel secure and wanted. We believe learning happens through positive relationships, exploration, experiences, and sense of belonging that enable children to become productive contributors to the world in which they live.

We believe play is integral to children’s learning and essential to quality of life in childhood. Exploration and play are a child’s primary way of understanding the world. Children are agents of their own learning, actively building knowledge, skills, dispositions, and feelings. We are committed to fostering each child’s self-esteem, well-being and growing need for independence. All aspects of their development and learning are interrelated and interdependent.

3. Days and hours of operation, schedule of closings and basic daily schedule:

Days and hours of operation:

Day	From:	To:
Mon	6 AM	6 PM
Tue	6 AM	6 PM
Wed	6 AM	6 PM
Thu	6 AM	6 PM
Fri	6 AM	6 PM
Sat	6 AM	6 PM
Sun	6 AM	6 PM

Scheduled closings:

- New Year's Day.
- Presidents Day.
- Martin Luther King, Jr. Day.
- Memorial Day.
- Easter Day.
- Juneteenth Day.
- Independence Day
- Labor Day.
- Columbus Day.
- Thanksgiving Eve.
- Thanksgiving Day.
- Christmas Eve.
- Christmas Day.
- New Year's Eve.
- New Year's Day.
- Professional development Day (twice yearly).
- Election Day.
- Juneteenth Day.
- Independence Day.

Note: If a holiday falls on Saturday, we are closed on Friday, if it falls on Sunday, we're closed on Monday

Basic daily schedule (see attached):

4. Staff/child ratios and group size:

In accordance with licensing rules, children will always be supervised.

The program can have only 6 children per 1 staff member, with only 3 of those 6 children under the age of 2.

Type A program can have a total of 12 children the program at one time.

5. Meals and snacks provided:

Cookies Childcare will serve breakfast, lunch, snacks, milk, and juice. Our goal is to provide nutritious snacks and meals to our children in a family style environment. A weekly menu will be posted on the parent board so that you are aware of the menu selection for the day and this helps encourage conversations at home to prepare children for what meals they'll be trying.

Water is also encouraged throughout the day.

We provide breakfast, lunch, snacks, we serve 1% milk, whole milk and water at all meals.

Note: Our family childcare is all peanut, tree nut, and pork free facilities.

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

6. Outdoor play including limitations placed on outdoor play due to weather or safety issues such as temperature, humidity, wind chill, ozone levels, pollen count, lightning, rain or ice:

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

7. Opportunities for parent involvement in activities:

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

The program regularly sends information to families regarding upcoming activities and events for the for the program including providing a monthly newsletter.

8. Parent-provider Meetings

Parent / Provider conferences will be held upon request either from provider or parents. This conference is a chance for you to discuss your child's progress during the time he/she is at the childcare, as well as give you an opportunity to speak to your child's provider about any concerns / advice for helping your child at home. Your child's provider will share formal assessments with you and answer any questions you may have. If you would like an additional conference throughout the year, or phone conference, please speak to the provider so that we can schedule that time for you.

Parent survey will be provided to the families to input their suggestions.

9. Payment schedule, overtime charges, and registration fees as applicable:

- All families **MUST** enroll in Tuition Express for all payments including tuition, fees, deposits, etc.
 - Cookies Childcare offers a five, three, or one-day program. All parents will be asked to sign the parent agreement, Tuition Express form, and financial agreement when first enrolling their child into the program.
 - All payments are to be received **weekly prior to services** rendered as stated on your contract.

 - The parent contract also includes information about vacations, registrations fees, late pick-up charges, withdrawals, and deposit amounts.
 - Families are still expected to pay their tuition during holidays and/or early release dates.
 - If you ever have any questions about tuition or payments, please don't hesitate to speak to an administrator.
- Part-time infants: 170\$
Full-time Infants: 250\$
Part-time toddlers: 165\$
Full-time toddlers: 255\$
Hourly charges: \$10 per hour.

Disenrolling From Our program

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

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

One week fees for each child (non-refundable) \$150 per child.

(B) Discounts

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

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

Note: One discount per family

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

Methods of Payment

We utilize Zelle, Cash, and Checks for all payments.

We accept Scholarships.

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

Fees

In the event there is a return on a check , there will be a \$35 fee assessed and due immediately.

PFCC Rules and Regulations

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

- Swipe your child/children in and out daily
- Pay your co-pay each Friday prior to services rendered
- Notify ODJFS within 10 business days with any changes to your household
- Submit any requested paperwork within a timely manner to avoid delays or loss in benefits
- Attend the full-time requirement of 24.9-60 hours per week Each child receiving PFCC will receive ten (10) absent days in January and July each year to be used for sick days, vacations, etc. We expect your child to attend daily full-time unless otherwise noted. If at any time a parent exceeds the allotted swipe period of seven (7) days without having their card, services will be suspended until you present with your card and catch up your swipe arrearage. We are aware certain circumstances may arise with new cases and/or an address change; however, it is your responsibility to report those changes to ODJFS and check on the status of your benefits.

-Kids receiving PFCC has a Maximum limit of 10 absent days for the period of January-June, and 10 absent days for the period July-December.

-Please note that if these absents are exceeded the maximum limit, Parents will be responsible for paying daily fee of:

Infant: 35\$ Toddler: 25\$ Preschool: 25\$ School-age :20\$

10. Policy describing supports for onsite breastfeeding or pumping for breastfeeding mothers:

Nursing Mothers Area

Cookies Childcare has an open-door policy regarding visiting your child throughout the day. If you wish to feed your child or pump breast milk while at Cookies Childcare, we invite you to use our space for nursing.

Policies and Procedures

1. Enrollment information:

Enrollment Policy

Your Welcome Packet contains a daily schedule, menu, prescribed Child Enrollment and Health Information forms.

For those children with health conditions or requiring medical procedures, they shall complete a Medical/Physical Care Plan or an equivalent form, tuition agreement, permission slips, Infant basic care plan (if applicable), and other valuable information that will require your completion for your child's academic participation. During the initial enrollment, all forms are mandatory by state and this Program. All forms provided are needed to complete enrollment at Cookies Childcare prior to starting.

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

Note: Parents should provide their working schedules at least a week prior the requested service.

Special custody arrangements

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

2. Care of children without immunizations:

a. Upon enrollment we will ask for a current immunization record for every child.

b. If a parent has decided not to have their child inoculated, the following procedures then apply:

A written statement from a health care provider is required of a child who is not immunized for medical reasons.

The parent will provide a signed and dated letter stating that they have chosen not to immunize their child and that they understand the importance of immunizations, side effects and dangers of not being immunized.

3. Policy regarding attendance:

Arrival and departure policy:

Research and studies prove children who have consistent schedules thrive better in their environment. Parents are requested to provide the schedule to the provider unless it is a fixed schedule. Much of what happens in our program is based on having the right number of staff and activities and mealtimes.

Late Arrival Policy

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

Drop Off/Pick Up Times and Procedures

Drop off and pick up must be by a person 18 years or older. The provider will sign all children in and out daily as greetings and departure communication from adult to provider is crucial in maintaining a safe place for the children.

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

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

Children should not be dropped off at the front door or sent inside alone.

children must be escorted directly to their program spaces for arrival.

Late pick-up

If you will be arriving late for pick-up, please know that we understand circumstances beyond your control, but a phone call is requested. A parent beyond 5 minutes late will be assessed \$25.00 fee plus \$1.00 per minute after the first 5 minutes. This amount is paid to staff that must remain to provide care until you arrive.

Absent days:

Parents can report their child to be absent through a phone call, text messages, e-mail, or verbally.

If a child is scheduled to arrive from another activities or home and does not, we will contact the parent to confirm that the child is scheduled to be with us at Cookies Childcare for the day.

-Parents need to give a notice of absence 72 hours before absence or vacation.

-Same day absences- parents need to notify through a phone call or text message before the scheduled arrival time to inform about the absence.

-Please call or text at least 30 minutes in advance

Then, a decision will be made as to how we should proceed. Keeping this in mind, it is vital that parents contact Cookies Childcare when their child is not going to be attending.

Releasing a child to someone other than a parent:

Only persons listed on the custody arrangement and enrollment as authorized persons for pick up will be able to pick up the child. Photo IDs are mandatory.

Releasing a child according to a custody agreement:

Only persons listed on the custody arrangement and enrollment as authorized persons for pick up will be able to pick up the child. Photo IDs are mandatory.

Follow up when a child scheduled to arrive from another program or activity does not arrive:

If a child is scheduled to arrive from another school and does not, we will contact the parent to confirm that the child is scheduled to be with us at Cookies Childcare for the day. Then, we will contact the school from which they are to arrive from to see why they did not arrive at the family childcare.

Then, a decision will be made as to how we should proceed. Keeping this in mind, it is vital that parents contact Cookies Childcare when their child is not going to be attending.

4. Supervision and child guidance:

Supervision:

In accordance with program rules, children will always be supervised. This includes an awareness of preventing any potential harm that could occur in a day. The children will be within sight or hearing at all times.

Child guidance:

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

Our goal is to give place for children to be redirected to help them calm themselves. This includes quiet spots, feeling boards, provider directing children to other areas in the gentle reminder about choices, and provider helping children to understand what is appropriate in program. Parents will be notified only if methods in program are not showing improvements of a child's behavior. It is our goal to build a plan with parents to have a partnership as we work within the developmental needs of children. Parents and provider will work together to build a relationship even before discussion is needed to reinforce appropriate program behaviors.

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

Behavior Management Policy:

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

Childcare will practice the following behavior management policy:

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

- They put everything in their mouth because they explore through taste.

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

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

- For toddlers and twos, redirection is more effective than time out. Redirection means calmly redirecting children's attention or moving children away from a problem area or activity to a new area or activity.
- If behavior problems persist, providers may want to evaluate the environment to see if children are being over stimulated or if there is not enough space for children. Providers should also check to see if more toys of the same kind are needed, because toddlers and twos are not old enough to understand sharing and taking turns with toys.
- Praise and positive reinforcement can also work very well with this age group.
- Another good way to help toddlers and two-year old learn how to play appropriately with other is for adults to model appropriate behavior.

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

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

Correction Methods used for children: 3-5-Year-Olds.

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

How We Will Manage Consequences

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

1. Once a child receives 3 or more behavioral reports in a 45-day window, a phone conference will be scheduled with the parents.

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

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

5. Suspension and Expulsion- High quality childcare and learning programs are important to preventing suspension and expulsion in the learning setting. Early childhood education programs are responsible for creating positive learning environments that focus on preventing expulsions and suspensions, encouraging partnership between programs and families to support healthy development, and ensuring fairness, equity, and continuous improvement to support children's social emotional and behavioral health. In cases where a child can cause injury to another child or themselves or destruction of property, it may be necessary to require that the child be withdrawn (expelled) from the program. If a child is expelled:

- I am required to report child expulsion for behavioral reasons to ODJFS
- The parent shall receive an incident/injury report the following business day.

Medication

The child may return at provider's discretion(suspended).

6. Food and dietary policy:

Introduction:

Cookies Childcare will serve breakfast, lunch, snacks, milk, and juice. Our goal is to provide nutritious snacks and meals to our children in a family style environment. A weekly menu will be posted on the parent board so that you are aware of the menu selection for the day, and this helps encourage conversations at home to prepare children for what meals they'll be trying. Children who are table eaters (depending on parent permission for older infants) will receive two snacks per day.

Water is also encouraged throughout the day.

Note: Our family childcare is all peanut, tree nut, and pork free program.

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

Food and dietary policy:

In our childcare, we understand that our influence on nutrition is very important. Our role is to ensure the children in our program receive nutritious meals, learn good eating habits and develop healthy attitudes toward food. We take this opportunity to shape our children's eating habits to be as healthy as possible.

In our childcare we follow the Food Guide by:

-Preparing meals that include food from each of the four food groups and provides at least 1/3 of the recommended dietary allowance for each child. For children, one Food Guide Serving from a food group such as Meat and Alternatives can be divided into smaller amounts of food throughout the day.

- Children who are table eaters (depending on parent permission for older infants) will receive two snacks per day.
- We offer a variety of nutritious foods, including some choices that contain healthy fat such as milk and avocado.
- We make time for healthy eating, so our children don't feel rushed. We set regular nutrition breaks for meals and snacks, and this helps establish part of our healthy routine.
- We sit down and eat with the children. We always provide a pleasant setting.
- We organize fun and easy physical activities throughout our day to keep our bodies active. Children rely on us to provide them with proper opportunities for physical activity.
- We provide alternatives and adjust our menu for any allergies or dietary restrictions.

- We follow strict protocol when dealing with any sort of food allergy (signage, handwashing and avoiding cross contaminations when dealing with alternatives).
If you are wishing to feed your child or pump breast milk while at Cookies Childcare, we invite you to use the program space.

Parent provided food and provider dietary policy:

Parents must provide written feeding instructions for all children less than one year of age.
Parents must provide written instructions for all children with special dietary needs.
Food or drink provided by parents will be clearly labelled with the child’s name and the date the food was sent to the daycare.
They need to add the JFS 1236 on file for child that need food supplement due to a medical issue.
If the parent is supplementing food for a personal or religious reason you will just need written permission from them.

7. Management of illness:

Management of illness, including isolation precautions:

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

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

1. The provider will immediately notify the parent of the child’s condition.
2. A child with any of the following signs or symptoms of illness shall immediately be isolated and discharged:

- Diarrhea- Three or more unusually loose stools in a 24-hour period.
- Severe coughing causing the child to become blue or red in the face, or make a whooping sound
- Difficult or rapid breathing
- Yellowish skin or eyes
- Redness of eyes, discharge, matted eyelashes, burning or itching of eye Conjunctivitis (pink eye)
- Temperature of 100 degrees, taken by the auxiliary method
- Untreated infected skin patches
- Unusually dark urine and/or gray or white stool
- Stiff neck
- Evidence of lice, scabies, or other parasitic infestations
- Vomiting more than once, or once with any other sign or symptom of illness
- Covid-19

- Children should not return to the family childcare until they are free of symptoms for at least 24 hours.
- A doctor’s note will be required if the child returns and is not symptom free before the 24-hour period.

Note: A chart of the communicable diseases, symptoms, and the exclusion time is in the program space for review.

Note: Parents will be notified of any communicable diseases noticed in the program.

What are the communicable disease requirements for a licensed family childcare?

(1) Any child enrolled and attending the family childcare with signs or symptoms of illness of communicable diseases shall be immediately isolated and discharged to his parent or guardian or person designated by the parent or guardian.

(2) The JFS 08087 "Communicable Disease Chart" (rev. 07/2022) shall be posted in a location readily available to parents, childcare staff members and substitutes for use in identifying and responding to

communicable diseases.

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

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

Note: The family childcare shall release employees and childcare staff members who have a communicable disease or who are unable to perform their duties due to illness. (There will be substitute for this member).

Symptoms for discharge:

- Diarrhea- Three or more unusually loose stools in a 24-hour period.
- Severe coughing causing the child to become blue or red in the face, or make a whooping sound
- Difficult or rapid breathing
- Yellowish skin or eyes
- Redness of eyes, discharge, matted eyelashes, burning or itching of eye Conjunctivitis (pink eye)
- Temperature of 100 degrees, taken by the auxiliary method
- Untreated infected skin patches
- Unusually dark urine and/or gray or white stool
- Stiff neck
- Evidence of lice, scabies, or other parasitic infestations
- Vomiting more than once, or once with any other sign or symptom of illness

Conditions for return of child after illness

Children should not return to the family childcare until they are free of symptoms for at least 24 hours. A doctor's note will be required if the child returns and is not symptom free before the 24-hour period.

Notification of ill child:

The family childcare shall immediately notify the parent of the child's condition.

A child with any of the following signs or symptoms of illness shall immediately be isolated and discharged:

- Diarrhea- Three or more unusually loose stools in a 24-hour period.
- Severe coughing causing the child to become blue or red in the face, or make a whooping sound
- Difficult or rapid breathing
- Yellowish skin or eyes
- Redness of eyes, discharge, matted eyelashes, burning or itching of eye Conjunctivitis (pink eye)
- Temperature of 100 degrees, taken by the auxiliary method
- Untreated infected skin patches
- Unusually dark urine and/or gray or white stool
- Stiff neck
- Evidence of lice, scabies, or other parasitic infestations
- Vomiting more than once, or once with any other sign or symptom of illness

8. Procedures taken in the event of an emergency, serious illness or injury:

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

In case of serious medical emergency, a serious incident report will be completed in OCLQS by the next business day.

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

Cookies Childcare has devised plans of action in the event of an emergency at the family childcare. In the event of a fire or tornado, staff members will follow the written instructions posted in the program space describing emergency evacuation routes, as well as procedures to follow.

In the case that we need to evacuate, we want to prepare the children for these emergency situations; therefore, we will conduct monthly fire drills, as well as seasonal tornado drills. Along with the fire drills and tornado drills, Cookies Childcare will perform quarterly lockdown drills with the children and staff.

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

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

9. Child Care Home Drug and Medication Administration Policy and Procedures

The program shall not administer any medication, medical food or topical product until after the child has received the first dose or application at least once prior to the childcare administering a dose or applying the product, to avoid unexpected reactions.

Emergency medications for the child are exempt from this requirement.

Emergency medication requires a JFS 1236.

A JFS 01217, request for Administration of Medication for Child Care, must be completed unless the medication is required by a JFS 01236, Child Medical/Physical Care Plan for Child Care which is on file.

If a parent requests any different dosages or uses, a physician must provide written instructions on the JFS 01217,

“Request for Administration of Medication for Child Care”.

Signed written parental permission is required for topical products, except for lip balm and hand sanitizer, to be administered. All topical products must be handed directly to me upon arrival.

The program will allow school-age children to carry and use their own topical products and a JFS 01236 must be completed and on file at the program.

Regarding Emergency medication of School-age children,

10. Transportation for trips and emergencies:

Transportation for trips:

We are currently not providing this service

Transportation for emergencies:

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

11. Outdoor Policy:

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

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

12. Infant care, if applicable, including frequency of diaper checks (all ages):

Infant care:

- Cookies Childcare has an open-door policy regarding visiting your child throughout the day. If you wish to feed your child or pump breast milk while at Cookies Childcare, we invite you to use the program space.
- Cookies Childcare provides parents with daily written information and track of the infants about the type, amount, and frequency of feedings during the day.

Diaper procedures: including frequency of checks:

Infant Care:

- Diaper will be checked every 2 hours and changed immediately when wet or soiled.
- The program's policy is to provide daily feeding and diapers log for tracking daily activities as well as feeding and changes.

The program's policy is:

- To change diapers for children every two hours or sooner if needed.
 - To change diapers immediately when wet or soiled.
 - To change Clothing immediately when wet or soiled.
- (a) The program's policy is to wash all soiled areas of the child's body with either a washcloth, which is then appropriately sanitized, or a disposable wipe.

(b) The program will use changing pad cover when changing diapers in crib. If changing will be in the crib and the bedding becomes wet or soiled during the diaper change, it will be removed and replaced with

clean bedding.

- The program will not leave any child unattended on the diaper changing table.
- If the program uses restrooms for diapering, children who are waiting for toileting will have a seat on the seat next to the restroom and will not sit directly on the floor.
- The program will use non-latex gloves.

The program will not launder soiled diapers or clothing as follows:

(a)The program will send any soiled clothing to home with the parent. No soiled clothing will be stored more than one day in an individual covered container or plastic bag away from the child's belongings and out of the reach of children.

(b)The program will store soiled diapers and diapering washcloths, which are not to be laundered by the program , in a covered container with sanitizing solution.

(c)The program will not use any diapers that are to be commercially laundered.

(d)The program will store soiled disposable diapers in a plastic-lined covered container that prevents hand contamination and is not easily accessible to children and discard diapers daily or more frequently as needed to eliminate odor.

(e)The program will not use laundering diapers.

- Toilet training:
- Children will not be forced to train or even start the process until the child can verbally tell they need to go or can respond to certain cues, shows potty training interest and parent and provider come up with a plan where each party is actively working on it both in care and at home.

13. Policies and procedures on sleep/nap/resting:

- The program will provide cots to nap or rest daily.
- The program will offer a period of rest typically lasting no more than two hours. During that period, children may sleep or remain on their cots with a quiet project. Infants after the age of 12 months have the option to sleep in their crib or transition to a cot with a signed cot waiver by the parent.

Napping & Resting - Infants are on their own sleep schedule.

- The program provides a quiet space for children who want to rest, nap, or sleep.
- The program's policy regarding nap and rest time is in accordance with the developmental needs of the child.
- Rest or nap areas will be lighted to always allow for visual supervision of all children.
- Any child who does not fall asleep during a designated nap time will have the opportunity to engage in quiet activities.
- Evacuation routes will not be blocked by resting or napping children. Each child will have a free and direct means of escape, and the provider will have a clear path to each resting child.

- The program will separate cribs from the play space by a safe and sturdy physical barrier which does not impair the ability of childcare staff to supervise infants by sight and hearing. Sight and hearing are when the childcare staff can see the infants in and out of their cribs and hear their sounds. The barrier provides for safe accessibility.

14. Policies and procedures on evening and overnight care, if applicable:

We are currently not providing this service.

15. Policies on operation and/or closings due to weather, school delays or closings and any other factors:

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

Closings – program will allow school-agers to stay due to closure for schools and will maintain ratio as (First come -First serve).

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

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

16. Policies on using a substitute or childcare staff member for sick days, vacations or other time off:

-The program will release employees and childcare staff members who have a communicable disease or who are unable to perform their duties due to illness.

-We are providing a substitute.

- Cookies Childcare have multiple substitute teachers at the current time.

-Substitute teachers will be an alternate if any available, when the provider is sick, absent or in a vacation.

-If substitute teachers are unavailable to cover, the childcare will be closed for 24 hours in case of sick provider.

-When the provider is unexpectedly sick and cannot provide care, Parents will be contacted immediately via text

and phone call to let you know you need to make alternative arrangements for the care of your child.

-While I make every attempt not to close unexpectedly, it is important that families plan and have a backup care plan in place if the program closes unexpectedly.

- Policy on disenrollment of a child:

In a case where an enrolled child physically violates another child/staff repeatedly through biting, shoving, hitting, kicking or any other repeated hurtful behavior and/or is defiant with regard to adult intervention, the child's parent/guardian or emergency contact person will be called to remove the child who is doing the hurting or displaying the defiant behavior from the daycare for the remainder of the day of the incident.

Enrollment will be terminated when an account is one month in arrears.

Please notify the daycare two weeks in advance if you plan to disenroll your child for any reason.

- If the parent needs copies of the child information, they must give a notice before 7 days and fill out the form JFS 01369.
- This contract may be terminated by the parent at any time for any reason with a written two-week notice. Failure to do so will result in the parent being financially responsible for their child's last two weeks of tuition.
- This contract may be terminated by the Provider at any time for any reason.
- Cookies Childcare may terminate this contract immediately for failure to adhere to this contract at any time for any reason.
- Policies on when the provider will require disenrollment of a child, if applicable:
- I work with children and parents to resolve any behavior issues. However, if there are behavior issues that continue to be of concern and endanger other children, your child may be may disenrolled from the program.
- Children also may be disenrolled for the following reasons:
- Failure to pay tuition on time.
- Failure to pay additional fees.

- Failure to comply with my program's policies.
- Failure to resolve any dispute with the parent.
- Failure to attend during scheduled hours.
- Excessive absenteeism.

Our daycare is here to best serve ALL of the children in our care, it is very difficult when these issues arise; however, a SAFE environment for ALL of the children is our number one goal.

17. Procedure for parents or employees to follow in resolving problems related to the program:

The parents should contact (program director Mrs. Hanan Abu-Hashish) if they are have concerns about the program or the type of care being provided to their child.

- We will gain attention in a respectful way
- Acknowledge feelings before setting limits
- Redirect or divert when appropriate
- Model problem-solving skills.
- Offer appropriate choices
- Use natural and logical consequences
- Rather than demand a superficial apology, encourage genuine opportunities for children to restore relationships after an incident of hurt or harm

If parents feel that their conflict has not been resolved, families are always welcome to schedule a time to meet with care giver privately.

If the concern remains, it should be discussed with the program provider. Most concerns can be resolved with a concrete plan of action and continued communication.

If the concern remains, further steps may be taken that support the specific need.

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

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

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

18. Policy on whether the program conducts formal assessments and if child level data is reported to the Ohio Department of Job and Family Services:

we will do Assessment twice a year.

Formal assessments for all non-school-age children will be conducted twice yearly. This would be the Redleaf booklets or the TS gold.

19. Care to children with disabilities policy (We are compliant to American with Disabilities Act ADA):

Our family childcare will accept children with disabilities in our program unless their presence poses a direct threat to the health or safety of others or requires a fundamental alteration of the program. I will not discriminate against any children with disabilities.

* The parent and I will assess the situation and conclude whether my program will be a good fit and whether the provider's home has the proper equipment to support the child's needs.

*This program will follow the American disability act (ADA). This program will not discriminate against

anyone with any kind of disability (visible or nonvisible).

The program may administer medications to a child with disabilities after completing a JFS 1236 Medical/Physical Care Plan for Child Care which is on file.

Non-prescription topical products and lotions only need written parental permission to be applied. I am the designated person in the program to administer medication. I will provide the child with the correct dosage the physician requested. A physician must provide the child with written instruction on the request for the administering medication form; parents must also complete the administration of medication form for ointments, creams and sunscreens for children with disabilities. We can give medication to a child with a disability in order to make a program accessible to that child after seeing the instructions of the medications from the following doctor and taking the consent from the family.

Generally speaking, as long as reasonable care is used in following the doctors' and parents' or guardians written instructions about administering medication, childcare should not be held liable for any resulting problems. Providers, parents, and guardians are urged to consult professionals if required. Our family childcare will also provide feeding and diapering services to children with disabilities who may need it more often than others their age. Some children will need assistance in transferring to and from the toilet because of mobility or coordination problems. 18 Even if we do not have any disabled people in our program, we have an ongoing obligation to remove barriers to access for people with disabilities.

- 20.** Policy on whether or not the provider will provide childcare water services to children whose parents refuse to grant consent for transportation to the source of emergency treatment: The family childcare will not transport children in emergency but will call 911, and the emergency squad would transport your child to the nearest hospital. The provider will contact you and let you know that the squad has been called and is on their way. If you state that you do not want your child transported in case of an emergency on the Child Enrollment and Health Information form, then the provider will contact you immediately to come and take your child for emergency services.

Miscellaneous policies and procedures

Miscellaneous:

N/A

Attachment (A)

Daily Schedule Attachment

Daily Schedule

6am-8:00 am: Free play/Arrival

8:00am-08:45 am: Breakfast

8:45am- 9:00am Wash hands and faces

9:00am-9:30am: Routine care
9:30am-9:45a: Outdoor Play
9:45 am-10:00 am: Wash hands and faces.
10:00 am-10:30 am: AM Snack
10:30am-11:00 am: Language & Literacy
11:00am-11:30 am: Routine Care
11:30 am -12:00p: wash hands and get ready for lunch
12:00p-12:30 pm: Lunch
12:30pm-2:00pm: Nap time/ Quite time
2 :00pm-230p: Routine Care
2 :30-3 pm: Fine motor
3:00-3:30 pm: Music & Movement
3:30-03:45 pm: PM Snack
4:00-4:30 pm: Routine care
4:30-6:00 pm: Free play/Departure