

***What We Believe…***

***We believe that self-esteem is the critical component to optimal growth in young children. In order for children to develop a high self-esteem, I focus on developing the socialization and self-help skills needed to succeed in other areas of development. Children at My World of Smiling Faces Child Care Center are given the opportunity to explore experiment and create in a safe and nurturing environment. My World of Smiling Faces Child Care Center will provide developmentally appropriate care which supports emotional, social and physical growth with their development. All children enrolled in My World of Smiling Faces are treated with love and respect and provided the opportunity to engage in a wide variety of activities. Our most fundamental objective is to provide for your child(ren) a safe, clean, and loving environment, in which each child will feel that he/she is loved, valued, wanted, and safe. Children are allowed to be Children***

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PHILOSOPHY AND GOALS

MY WORLD OF SMILING FACES CHILD CARE CENTER (MWSFCCC) is the result of an effort by Shenna Wheeler, CACFP and MSDE to offer an alternative for parents whose children otherwise would be home alone after school. MWSFCCC, established in 2004, is organized as a for-profit corporation. The program is self-supporting and located in the Town of Morningside. Our purpose is to provide safe, enjoyable, and affordable out-of-school experiences for children enrolled in elementary, middle, and some high schools in the Prince George’s County School District.

Our Philosophy is:

We believe that self-esteem is the critical component to optimal growth in young children. In order for children to develop a high self-esteem, I focus on developing the socialization and self-help skills needed to succeed in other areas of development. Children at My World of Smiling Faces Child Care Center are given the opportunity to explore, experiment and create in a safe and nurturing environment. My World of Smiling Faces Child Care Center will provide developmentally appropriate care which supports emotional, social and physical growth with their development.

All children enrolled in My World of Smiling Faces are treated with love and respect and provided the opportunity to engage in a wide variety of activities. Our most fundamental objective is to provide for your child(ren) a safe, clean, and loving environment, in which each child will feel that he/she is loved, valued, wanted, and safe.

Children are allowed to be Children

Our goals are:

· To provide a flexible, developmentally-appropriate play and success-oriented curriculum which complements the home and school by encouraging physical, social, emotional, and intellectual growth as well as positive feelings of self-worth in a group setting.

· To provide a warm, secure environment designed to encourage decision-making, problem-solving, individual expression, and freedom within limits, where children respect and enjoy each other in a group setting.

· To provide a competent, caring and professional staff who understand and meet the needs of the children in group child care.

· To provide frequent and open communication with parents, this provides support and encourages involvement. MWSFCCC maintains a working relationship with the Prince George’s County School District & MSDE/OCC but is not sponsored or supported by the Prince George’s County School District & MSDE/OCC.

LICENSE TO OPERATE

MWSFCCC is licensed by the MSDE Office of Child Care (MSDE/OCC) as a school age childcare center. Please see page 14 for valuable licensing information, provided and required by MSDE/OCC.

Non-Discrimination: Children are enrolling My World of Smiling Faces Child Care Center regardless of race, color, religion, physical disability, or national origin. Children are taught to respect other’s similarities and/or differences and to recognize the uniqueness of each individual

DAYS/HOURS OF OPERATION

The MWSFCCC program is held at 4516 Maple Rd. Suitland, MD. 20746 from 6:30 AM to 6:00 PM. All families must choose a **9 hour window** between those times for service of all day care. The before care program begins at 6:30 AM and is over once your child is transported to school. The aftercare program begins once your child is picked up from school at the end of the school day until 6:00 PM. These programs are for children under the age of 5 and are enrolled in a head start or Pre-kindergarten program. The MWSFCCC program follows the Prince George’s County School Districts’ calendar and operates on days when school is in session. The program begins on the first day of school and ends on the last day of school. Please refer to the school calendar for specific dates.

**· SCHEDULED EARLY RELEASE DAYS:** MWSFCCC will be in session for all scheduled early release days.

**· EMERGENCY DELAYS, DISMISSALS & CLOSINGS:** Schools are sometimes closed for emergency conditions such as snowstorms, facility problems, etc. In these situations:

* If Prince George’s County School Districts are closed for the day, MWSFCCC is closed.
* If the start of school is delayed, the MWSFCCC before school program is closed and the centers will open when the delay times are lifted.
* If the Prince George’s County School Districts are dismissed early for an emergency, MWSFCCC closes at 4:00 PM.
* If the head start or Pre-kindergarten programs are dismissed early for an emergency, MWSFCCC will close immediately and pick up is expected immediately.
* In any event of an emergency all forms of communication will be used. Please be reachable at all times or the inability of contact with the contract holder and or emergency contacts listed will result in an immediate termination.

|  |  |  |
| --- | --- | --- |
| **Time** | **Activity** | **Description** |
| 6:30am  | Arrival | Quiet Play, Teacher selected activities and chosen learning centers |
| 6:45am – 7:10am | Breakfast | Breakfast offered / Quiet activities continued |
| 7:10am – 7:20am | Block play, Bathroom break / Clean up | Rest room use, hand washing and brushing teeth. All toys and activities put away. (B/A drop-off) |
| 7:30am – 9:00am | Circle Time / Gross Motor Time | All children are able to create and build with a variety of blocks. Outside Play / Activities (weather permitting) |
| 9:15am – 9:45am | AM Snack | Snack offered with music. **No admittance after 9:00 am.** |
| 10:00am-11:00am | Story Time | Story selected by the children. Theme of the week will be discussed |
| 11:15am – 12:15am | Lesson (monthly theme) Gross Motor Time | 15 min. instructions for each subject (math, sight words, science, art, fine motor skills with worksheets) |
| 12:30am – 1:00pm | Lunch | Meal Menu mandated by MSDE/OCC/CACFP |
| 1:15pm – 2:30pm | Nap time | All children will enjoy quiet time to rest (B/A pick-up) |
| 2:45pm – 3:15pm | Lesson Review | MSDE requires 30 mins. For reading |
| 3:15pm – 3:45pm | Gross Motor Time | Outside Play / Activities (weather permitting) with Classical music |
| 4:00pm – 4:15pm | PM Snack/ Clean up | Snack offered with music |
| 4:00pm – 5:00pm | Story Time/ block play | 10min. instructions for each subject (math, sight words, science, art, fine motor skills with worksheets) |
| 5:15pm – 5:30pm | Dinner | Clean all areas and wash hands for dinner Family style Dinner |
| 5:30pm – 5:45pm | Quiet activities / story Time | Free play, Puzzle play, block area open. Children’s choice of Evening story |
| 5:45pm – 6:00pm | Clean up and Departure | Clean all areas. Facility is CLOSED  |

Parents must make alternate arrangements for days when MWSFCCC is closed or closes early for an emergency. Parents are asked to monitor the local news media for cancellation, delay, and early dismissal information. A message concerning school will be placed on the district’s website, www.pgcps.org, and Information Line, 301-952-6000, and also on the MWSFCCC, www.my-world-of-smiling-faces-childcare-and-tutoring-center.com and phone line, 301-806-3500.

Meals & Snacks: Mealtimes: We are a part of the Maryland Child and Adult Care Food Program. This allows us to maintain a certain high quality of food that we serve in our centers. Children must consume nutricious food in order to properlu grow and develop in the best way possible. Provider will supply two meals and two snacks each day for the children. Then times the meals / snacks served are listed below. Parents / guardians will be responsible for supplying adequate amount of formula and baby food for infants, and food for children with special diets. For the first two weeks of care and after that the provider will provide the formula or food for then on. Children are not allowed to chew gum in the facility. Parents / guardians are welcomed to purchase special birthday treats (cakes, cookies, juices..etc.)

Any / All allergies to food must be indicated in the contract. (“eppy pens” must be available to provider in case of an emergency.) Meal times may vary

 Breakfast: 6:45am-7:10am

 Snack #1: 9:30am-9:45am

 Lunch: 12:30pm-1:00pm

 Snack #2: 3:30pm-3:45pm

 Dinner: 5:15pm-5:30pm (Extended care only)

Please note; times may vary.

**ABSOLUTELY NO OUTSIDE FOOD IS PERMITTED INSIDE THE FACILITY!**

(The only exception is breast milk for infants and special diets.)

**ATTENDANCE/SIGN IN/SIGN OUT**

**· ARRIVAL PROCEDURE:** After school, children are to immediately report to the van or other designated area to check in with staff for transportation to the center. Children are greeted by staff as they arrive and attendance is taken. MWSFCCC cannot assume responsibility for a child until he or she has checked in. Before school, children must be accompanied into the building and signed in by their parent/guardian. Children may not be dropped off at the entrance of the building or be sent inside alone. Staff must be made aware of each child’s presence before the parent departs. Parents are responsible for the supervision of their child before sign-in. Children who do not arrive at the before school program on their scheduled day will not be traced. (See trace procedure below.)

**· TRACE PROCEDURE:** If your child will be absent on an afternoon he or she is scheduled to attend, please inform MWSFCCC by notifying a staff member prior to the absence, or by emailing, texting, or leaving a voice mail message at our site ***before 10:00 AM.*** (See page 2 for site phone numbers.) If a child is absent on an afternoon he or she is scheduled to attend, and MWSFCCC has not been notified, the MWSFCCC trace procedure will be followed. Staff will first check the child’s classroom and the school office, then call the parents to determine the child’s whereabouts. Once parents are contacted, they are responsible for locating the child with the assistance of MWSFCCC staff. If attempts to contact the parents are unsuccessful, messages will be left and the emergency contacts will be called. If no contact can be made, the police may be called to report the missing child. Because the trace procedure takes a staff member away from the group for an extended period of time, a $10 trace fee is assessed for failure to notify the MWSFCCC staff of an absence. MWSFCCC reserves the right to terminate enrollment for recurrent unnecessary traces.

**· DEPARTURE PROCEDURE:** Written permission is necessary for a child to leave the MWSFCCC program to attend other activities in the building. Forms are available on-site and on-line at [www.my-world-of-smiling-faces-childcare-and-tutoring-center.com](http://www.my-world-of-smiling-faces-childcare-and-tutoring-center.com) at the end of the day, parents are encouraged to help the child transition from MWSFCCC to home by joining in the conclusion of an activity and/or helping with clean-up of the child’s area. The person who picks up the child must inform a staff member that they are leaving and sign out on the attendance sheet. Parents are responsible for the supervision of their child after sign-out.

**· RELEASE AT PICK-UP:** Children will be released only to those persons specified on the registration form. At least one emergency contact listed on the Child Enrollment and Health

Information form must also be listed for emergency pick-up situations. Designated pick-up persons must be in grade 7 or above. If a person not listed on the registration form must pick up the child in an emergency situation, parents are to provide an email from the address on file with MWSFCCC, or a signed note giving the person permission to pick up the child. Phone calls will be accepted to grant permission only if they can be readily verified through voice recognition or a return phone call. Staff will check the identification of anyone they do not recognize. Please inform anyone picking up your child of this policy so they are aware we must see a photo ID before releasing the child. Your child’s safety is our priority!

Any person who is suspected of being impaired by alcohol or drugs will be asked to call another designated person to pick up the child. The police may be called if necessary. Children in grades 4-6 are permitted to walk home with written permission on file from the parent. Younger siblings are not permitted to accompany them. Parents are asked to pick up their child(ren) in person at least once a week, and are responsible for obtaining information from the parent table. Due to the importance of greeting children and hearing about their day, parents are asked to finish phone conversations before entering the building.

**· CUSTODY ISSUES:** All parents/guardians listed on the Child Enrollment and Health Information shall be authorized to pick up his/her child on any day that MWSFCCC is in session and will be permitted to designate others to pick up his/her child on any day that MWSFCCC is in session -- unless MWSFCCC is provided with a copy of a court order or decree that authorizes restriction of these parental rights and the Site Director is apprised of the court order or decree. For parents with joint or shared custody, either parent will be permitted to pick up the child on any day MWSFCCC is in session and to designate others to pick up the child on any day MWSFCCC is in session. If one parent is the legal custodian of a child, only the parent with legal custody will be permitted to designate others to pick up the child, so long as the court order or decree provided to MWSFCCC supports such a determination.

**STAFFING AND SUPERVISION**

MWSFCCC staff is well-qualified specialists who are committed to providing a warm, supportive environment to enhance the child's self-image. All staff members have a sincere interest in children and complete 15 hours of in-service training each year on topics such as child development, health & safety, guidance & discipline, developmentally-appropriate activities, etc. Site Directors have at least two years of college training or experience working in a licensed child care center and a minimum of four courses in child development. A major responsibility of staff is to provide for the health and safety of each child. Staff members are alert to the safety and supervision needs of the children, anticipate possible hazards, and take appropriate preventive measures. MY WORLD OF SMILING FACES CHILD CARE CENTER will not exceed the staff:/child ratio of 1:12 and maximum group size of 15 for school-age children required by the state. Maximum group size is defined by the number of children in one group that may be cared for at any time, excluding snack time, outdoor play or special activities. Because we desire to provide a higher level of quality care, we strive to provide continuity of care and to maintain a staff:/child ratio of 1:15. We intend that no child will be left alone or unsupervised with the following exceptions:

* Running errands inside the building (i.e.; diaper duty, meal preparation, room cleaning)
* Using the restrooms
* Helping a teacher (with permission)
* A group of no more than six children in grades 4-6, may be engaged in safe activities inside the building without a staff member. A staff member will be able to see or hear the children at all times and will check on the children every five minutes until they return to the group.

**CURRICULUM**

The MWSFCCC curriculum, designed to meet the goals of our program, provides a variety of activities including arts, crafts, sports and games, music, dramatic play, building and transportation, cooking, science and discovery, math and literature, fitness & wellness activities, nutrition, special interest areas, and special events. Activities are planned to meet the needs and interests of the children. We will also have special guest speakers and field trips to encourage physical interaction and stimulation for the children in our program. A calendar of events is available each month at the parent table as well as the posted monthly calendar.

**OUTDOOR PLAY**

Outdoor play periods are required for the children each day as the weather permits. In inclement weather, indoor large muscle activities will be provided indoors. The outdoor play period may be canceled or the length of time adjusted for extreme temperatures or threatening weather. Children will stay indoors if the temperature is 40°F or below or the wind chill factor is 15°F or below, or if the temperature is 95°F or above or the heat index is 100°F or above. Outdoor play will not be provided when there are non-weather related safety issues outside. When an air quality alert is issued, children will not remain outdoors for extended periods and strenuous outdoor activity will be avoided. Please see that children are dressed appropriately for active play for both indoors and outdoors. This includes appropriate shoes for active play, (please no “flip-flops” or open-toe sandals), and hats, gloves, and boots for winter snow play.

**LEAP**

LEAP (Living Everyday with Active Play) is MWSFCCC’s commitment to promote healthy lifestyles by focusing on physical activity and nutrition. Through LEAP every child participates in at least 15 minutes of physical activity each day at MWSFCCC. Some examples of LEAP activities are: walking, relay races, group games, yoga, calisthenics, jump rope, running, dance, and other fun physical activities.

**SNACK**

A snack which provides nutritional value in addition to calories and contains at least one food from each of two of the four basic food groups will be available each morning and afternoon. This snack is not intended to be a meal. If your child does not like the food served or you would like your child to have more food, please feel free to send a healthy snack with your child. A monthly snack menu will be posted and available at the parent table.

**MOVIES**

Only G and PG rated movies will be shown to the children. Parents must specify on the registration form which movie ratings their child has permission to see. MWSFCCC is licensed for the public performance of copyrighted motion pictures.

**FIELD TRIPS/TRANSPORTATION OF CHILDREN**

Children may enjoy periodic field trips away from the site, which are frequently scheduled for early release days. Transportation will be provided by contracted school buses. Parents will receive specific information before each field trip, including the destination, the means of transportation to be used and the staff/child ratio that will be followed on the trip. Written permission from a parent/guardian is required for all field trips and swimming activities. During field trips, each child will wear an information tag which includes the program's name, address, and emergency phone number. A person trained in first aid, CPR, and management of communicable disease, a first aid kit, and emergency forms and health records for each child will be available on all trips. Each MWSFCCC staff member will have specific children they are responsible for supervising during the trip. Attendance will be taken before departure from MWSFCCC, upon arrival at the field trip destination, periodically at the field trip site, before departing from the field trip site, and upon returning to MWSFCCC. Adult volunteers may also be in attendance to assist with field trip, but are not directly responsible for the supervision of the children. Swimming field trips to area pools will be supervised by certified lifeguards or water safety instructors and MWSFCCC staff. Since all staff are needed for field trip supervision, if a child cannot attend a scheduled field trip, parents must make other child care arrangements for that day. No credits or refunds will be given in this situation.

**HOMEWORK POLICY**

MWSFCCC is not an academic extension of the school day but we appreciate all the demands on school age children and their families and have a commitment to their academic learning. Although MWSFCCC cannot provide individual tutoring for children during the hours of 6:00am-6:00pm, 30minutes to an hour of quiet homework time is available Monday through Thursday. Please understand that My World of Smiling Faces Childcare and Tutoring Center will help/assist with homework but is not obligated to have homework complete. The completion of homework is NOT the responsibility of anyone employed or anyone volunteering for MWSFCCC, ultimately the responsibility lies on the student and their parent/guardian. Fridays are for our Specials. (Scheduled appointments can be arranged for individual one on one tutoring.) During this time, children may choose to do homework. Parents are requested to clarify expectations about homework with their children. The MWSFCCC staff will be happy to encourage children to participate in the homework time at the parent’s request.

**CHILD GUIDANCE & MANAGEMENT POLICY**

The MWSFCCC child guidance and management policy apply to all staff, parents, and children while they are at the program. The goal at MWSFCCC is for children to learn self-discipline so they may function independently in a socially acceptable manner. Self-control and social skills are developed by guiding the children through everyday activities and interactions with others. Rules and limits are set for three main reasons: to prevent possible harm to self or others, to prevent damage to property, and to prevent infringement on the rights of others. To provide a safe and secure environment for everyone, the following rules have been developed which will be in effect at all times:

* Show respect for self, people and property.
* Follow good safety practices. “Danger-Stranger”
* Follow directions the first time they are given. – Always listen to the childcare provider

In addition, each site will have specific rules which will be posted and discussed with the children. School rules will also be in effect to provide consistency for the children throughout their day. The environment of the program will be structured to help children remember limits. Children will be treated with respect so they may in turn learn to respect others. Positive language will be used to provide simple, consistent explanations. Reasonable efforts will be made to help children adjust to the MWSFCCC group setting. Children will be taught to be responsible for their actions; they make the choice to follow the rules and enjoy the rewards or to disregard the rules and accept the consequences. Appropriate behavior will be encouraged by verbal praise, rewards, and positive communications with parents. Children exhibiting inappropriate behavior will be redirected to an appropriate activity or provided with natural or logical consequences. A child who is having problems playing within the guidelines of the program may be removed to a non-stimulating, supervised area for a period of time to regain control. Parents will be informed of their child's behavior at MWSFCCC and every attempt will be made to work together with the parents and the child to correct serious or recurrent behavior situations. If a child’s behavior frequently requires extra attention from a staff member, parents may be called upon to participate in a partnership to develop a special behavior management plan, which meets the requirements of MDSE /OCC. The specifications of this rule apply to all employees of MWSFCCC.

**· INCIDENT REPORTS**: In cases of serious or recurrent misbehavior, an incident report will be written. Examples may include but are not limited to causing a physical injury, taunting, name calling, encouraging others to exclude a child from a group, threatening physical harm, and damaging property. Should a child’s inappropriate activity or behavior cause damage to any MWSFCCC owned or leased property, MWSFCCC reserves the right to assess the parent or legal guardian for any and all amounts necessary to repair or replace the damaged items or property. An incident report is intended to inform parents or legal guardians about inappropriate behavior. Staff will discuss the incident with parents or legal guardians, who are asked to sign the report, review it with the child, and discuss better ways to deal with the situation. A copy of the incident report will be given to the parents and a copy will be sent to the MWSFCCC office. Please remember that it is not acceptable for a parent or legal guardian to engage in an argument with or threaten MWSFCCC staff and/or children. Examples of such behavior include but are not limited to loud voices, foul language, threatening physical harm, or inflicting physical harm. This type of behavior may result in disenrollment from the program.

**• SUSPENSION:** In cases of serious or recurrent incidents, parents may be called to pick up their child. Following an opportunity for the child to explain his or her actions, a suspension may be imposed. A parent conference may be required before the child returns to the program. Payment will be due for the time a child is suspended (not to exceed five school days). After suspension, if the child’s behavior continues to be inappropriate, the child may be dismissed from the program.

 **• DIS-ENROLLMENT:** If, at any time, MWSFCCC determines that a child is unable to benefit from the program, unable to abide by the MWSFCCC rules, or the child’s behavior is unsafe or unmanageable, he or she may be dis-enrolled from the program. In such cases, MWSFCCC would communicate with the parent or legal guardian prior to disenrollment. A child who has been dis-enrolled from the program, for any reason, may not seek entrance in future years. (See Termination of Enrollment on Page 11 for additional grounds for disenrollment.)

**• BULLYING** - **Bullying behavior will not be tolerated at all in MWSFCCC**. Certain conditions need to exist to define a situation as bullying. Children may joke around with each other, call each other names, or at times engage in some physical contact and yet these incidents are not labeled as "bullying" when they occur between certain children. The difference lies in the relationship of the bully and victim, and in the frequency and intent of the interaction. Bullying includes more than one intentional act of one child towards another that causes the other child mental or physical harm and is sufficiently severe, persistent, or pervasive that it creates an intimidating or abusive environment for the other child. If it is determined by MWSFCCC that a child is involved in bullying, disciplinary action will be taken, including warnings, consequences, restrictions, conferences, suspensions and/or dis-enrollment’s.

**ACCIDENTS, EMERGENCIES & SAFETY OF CHILDREN**

**We adhere to all Maryland state mandated guidelines when dealing with Covid-19 /Corona Virus. Please visit the website, *https://governor.maryland.gov/covid-19-pandemic-orders-and-guidance/* for more information.**

Immediate notification will be given at the time or very soon after each incident. The safety of the children is of greatest concern at MWSFCCC. Several procedures have been devised to assure the safety of the children:

 A telephone is available at each site for emergencies (Phone numbers are listed on page 2.)

A staff member trained in first aid, communicable diseases, CPR, and child abuse/neglect recognition and prevention is on-site at all times.

In the case of a minor accident/injury, MWSFCCC staff will administer basic first aid. For a more

serious injury, first aid will be administered, and the parent will be contacted immediately to

assist in deciding an appropriate course of action. If an injury is life threatening, the emergency

squad will be contacted, parents will be notified, and a staff member will accompany the child

to the hospital with all available health records. Parents are required to grant permission for

emergency transportation at the time of application.

For serious injuries a written incident/injury report will be completed and given to the person picking up the child

whenever a child:

* has an illness, accident or injury which requires first aid
* receives a bump or blow to the head
* is transported by the emergency squad
* is involved in an unexpected event which jeopardizes safety

If a child requires emergency transportation, the report will be available within 24 hours.

Reports for serious incidents or injuries will be sent to MSDE / OCC as required by licensing regulations.

 If transportation is required for an emergency situation, it will be provided by the emergency

squad, school buses, or the parent depending on the nature of the emergency.

 Monthly fire drills and periodic tornado and safety drills will be conducted for all children and

staff. A written plan explaining the action to be taken in case of fire, severe weather alerts, or general emergencies will be followed. This plan includes a diagram of evacuation routes and is posted in each area used by MWSFCCC. In the event of an environmental threat or threat of violence, children will be secured in a safe area, the proper authorities will be contacted, and their directions will be followed. Parents will be informed as soon as the situation allows.

 In the event of an emergency evacuation due to fire, weather conditions, utility emergencies,

etc., the children may walk or be transported by school bus to a designated emergency destination (listed below). A sign will be posted at the MWSFCCC site indicating the location where you can pick up your child. Parents will be contacted as soon as possible. If a parent cannot be reached, the emergency contacts listed on the registration form will be called.

EMERGENCY PREPARDNESS AND EVACUATION LOCATIONS

|  |  |  |
| --- | --- | --- |
| **Town of Morningside****Morningside Police Department Chief or Mayor of Morningside 6901 Ames St. Morningside, Suitland, MD. 20746****301-736-7400 or 301-736-2300** | **Town of Morningside****Morningside Fire Department Chief or EMS Supervisor 6200 Suitland Rd. Morningside, Suitland, MD. 20746****301-736-4342**  | **Andrews Air Force Base****Visitors Center Main Gate Entrance Suitland Rd. and Allentown Rd. Andrews A.F.B., MD.****301-981-0689** |

**MANAGEMENT OF COMMUNICABLE DISEASE**

A staff member who has completed a six hour training course on the prevention, recognition and management of communicable disease will be on-site at all times. Staff receives training in hand washing and disinfection procedures prior to working with children. A Communicable Disease Chart, which will be followed for appropriate management of suspected illnesses, is posted at the program. Parents will be notified of exposure to a communicable disease by a sign at the parent table. Staff members who have a communicable disease or are unable to perform their duties due to illness will be released, and a substitute staff member will replace them. Any child or staff member exhibiting any of the following symptoms will be considered to be carrying a

communicable disease will be excluded from child careand should not attend MWSFCCC until proper notification from a physician is received. This list is provided below but not limited to:

* \*temperature of 99ºF in combination with any other sign or symptom of illness
* \*\*Vomiting & diarrhea (three or more abnormally loose stools within a 24 hour period)
* \*\*severe coughing causing the child to become red or blue in the face or to make a whooping sound / Croup / Coughing or sneezing w/expectorants
* \*difficult or rapid breathing
* \*\*yellowish skin or eyes
* \*\*\*Streptococcus Infections / Sore Throat / sore throat or difficulty in swallowing
* \*\*redness of the eye or eyelid, obvious discharge, matted eyelashes, burning, itching or eye pain Conjunctivitis (pinkeye)
* \*\*\*untreated, infected skin patches, unusual spots or rashes, such as Measles / Mumps / MRSAR / Ringworm / Chickenpox / Open wounds that is infected in any way to include rashes
* \*unusually dark urine and/or gray or white stool
* \*\*stiff neck with an elevated temperature
* \*\*evidence of untreated lice, scabies, or other parasitic infestation
* \*\*Impetigo (pus filled bumps)
* \*\*\*The common cold with any “Flu” like symptoms (rattled cough, fever, colored mucus)
* \*Allergies with expectorants
* \*Runny Nose
* ^ Any symptoms of Covid-19 /Corona Virus

\*Child(ren) can return after 24 hours of treatment w/antibiotics and a doctor’s note

 \*\*Child(ren) can return after 48 hours of treatment w/antibiotics and a doctor’s note

 \*\*\*Child(ren) can return after 72 hours of treatment w/antibiotics and a doctor’s note

 ^Child(ren) can return after a 14 day quarantine and a cleared doctors note

If a child becomes ill with any of the above symptoms while at MWSFCCC, the parent or guardian will be notified to immediately pick up the child. The child will be separated from the group, supervised within sight and hearing of an adult, and made as comfortable as possible on a cot until the parent arrives. Cots are disinfected after each use. If a parent does not arrive **within one hour** after contacted, (time will be noted) the late pick-up fee of $10 per five minutes will be assessed. Children who are not feeling well, but who are not exhibiting any of the above symptoms will be isolated and observed for further signs of illness. If a child does not feel well enough to participate in the daily activities of the program the parent will be called to pick up the child. The child will not be readmitted to the program until he or she is symptom-free for a period of 24-72 hours or until a physician's written permission verifies that the child is no longer contagious. A child who is absent from school for illness will not be permitted to attend MWSFCCC that day. No credit or refunds will be given for days missed due to illness.

Parents will be notified by a sign at the parent table or an email if children have been exposed to any communicable diseases.

**Medication Policy:** The provider shall not administer prescription or non-prescription medications to a child without the written consent of the parents / guardians and a statement from a physician. However parents / guardians must administer dose and sign each day medication is needed for administrating. Due to storage and safety concerns at MWSFCCC, it is strongly recommended that all medications be administered at home or during the school day. If this is not possible, MWSFCCC will administer medication, food supplements, modified diets, or sunscreen only with the completion of a Request for Administration of Medication Form. Medication forms are available on-site and on-line at [www.pgcps.org](http://www.pgcps.org), www.marylandpublicschools.org/msde or www.my-world-of-smiling-faces-childcare-and-tutoring-center.com, and must be updated each school year. Medications must be given directly to the Site Director and will be stored in a designated area inaccessible to the children. If child(ren) becomes ill while under the care of the provider, the parents / guardians will be notified immediately and has 1 hour to retrieve their child. If a pick up from school is requested due to illness, a fee of $45 is added to your weekly tuition and immediate pick up from child care is required (must be picked up with in the hour of notification).

Children who have permission from the school to carry and self-administer asthma medication using an inhaler during the school day are also permitted to do so at MWSFCCC with the appropriate forms on file. The parent must sign a Request for Administration of Medication form and provide verification that the child has permission to carry the inhaler during the school day. The child must keep the inhaler in his or her possession at all times while at MWSFCCC and not share it with any other person. Any time the child is unable to maintain control of the inhaler it must be given directly to a MWSFCCC staff member. It is recommended that the parent provide a second inhaler as a back-up for emergencies.

**If you insist on or need to bring your ill/sick child to childcare please supply the following items.**

**3 Boxes of tissue or 2 boxes of wipes are preferred (for running noses)**

**5 Extra face masks**

**2 Bottles of 19 fl. oz. “Professional Lysol” (for coughs and sneezes)**

**2 Bottles of 10 fl. oz. “Germ-X” hand sanitizer (for little germy hands)**

**Medication with the child's name on it (be sure that you administer the medication upon arrival and at pick-up. Only one dose will be given during the 9 hour stay in childcare)**

**2 Jar of “Clorox Clean-up” wipes (for wiping down sneezed on surfaces)**

**1 Box of Plastic/latex gloves for my use in handling runny noses and such**

**Or add $125.00 to your weekly tuition for each week your child is in my care with an illness.**

\*Please note this is only for common colds and allergies that can become a cold or worse. All other illnesses mentioned in the previous page for exclusions still apply…i.e.- pinkeye, strep throat, vomiting, diarrhea, ringworm, chickenpox, measles, mumps, mrsar, any open infected wounds, any expectorants from nose, eyes, or mouth thick and white or with yellow, green, brown, or bloody coloring or a constant clear flow and no rashes of any kind.

**SPECIAL NEEDS POLICY**

It is the intent of MWSFCCC to provide group child care services to children, without regard to disability. Enrollment of children with disabilities will be made as long as the child is determined to be a qualified child with a disability. Factors include that the child will **not**:

· constitute a direct threat to the health or safety of himself or herself or others in a group child care setting, or

· require supervision, educational services, and/or personal services beyond that reasonably expected of the existing staff, or services not provided for children without disabilities, or

· require specialized equipment not present in or available to the program.

Reasonable accommodations will be made to meet the special needs of the child. However,

accommodations that would fundamentally alter the nature of or create an undue financial burden on the program, such as one-on-one care, cannot be made. Parents will need to provide all pertinent information regarding the child’s special needs, and complete a written medical/physical care plan to assist the staff in the care of the child.

Evaluation of qualifications will be undertaken on a case-by-case basis. Input from the parents and the Director with whom the child will be placed will be taken into consideration. Initial enrollment decisions will be based on reasonable judgment concerning the likelihood that the child’s participation in a group child care setting can provide adequate educational, physical, and social adjustment, given the nature and extent of the disability. Initial enrollment may be provisional for a period to be stated by the Coordinator at the time of enrollment. Continued enrollment may be reconsidered at any time, for any child, based on the above listed factors.

**PARENT PARTICIPATION**

Parents are welcome to visit and observe the program at any time, and are encouraged to participate whenever possible in the activities at MWSFCCC. You may wish to attend field trips and special events, share a special interest with the children, help with various projects, or simply stop in to enjoy the daily fun! When visiting, please notify the Director of your presence. The Director is available to discuss a child’s needs and parents are encouraged to share any thoughts and information about their child at any time. However, due to staff responsibilities and schedules, parents are asked to make appointments with the Director whenever it is necessary to engage in lengthy conversations. The hours the Director is available for conferences is posted at the parent table or by appointment.

Parents are encouraged to inform MWSFCCC of any questions, suggestions, or concerns they may have. Concerns should first be addressed on-site with the Director. Every effort will be made to resolve it at this point. If the situation cannot be resolved on-site, the MWSFCCC office may be contacted and a conference may be arranged. If a solution is not found, parents may address their concern in writing to the MWSFCCC Director. MWSFCCC staff members are also to follow the same chain of command.

To keep parents advised about MWSFCCC, information will be shared through informal discussions, conferences, emails, newsletters, and via the parent table. The parent table (at 6701) includes posted information and a folder for each family. Please check the posted calendar daily for any/all information.

Parents may request contact information for other parents/guardians with children at MWSFCCC by notifying the Site Director. Contact information will not include the name, telephone number, or email address of any parent or guardian who indicates on the enrollment forms that they do not wish to participate.

**Supplies:** Please note: Parents / Guardians, The MWTB&ACC will provide most of the basic supplies needed for the school year, to include academic instruction, and books, (pencils, pens, crayons, paper, rulers, and erasers) games and toys will be provided to create a stimulating and enriching experience for each child, as well as enhance their freedom for artistic development. However if the child/children destroy/damage any said supplies/equipment, the financial responsibility is assumed by the parent/guardian. For infants, diapers, wipes, and formula will be available. All supplies will stay with the center. If your child has special needs or allergies of any kind, the parents / guardians must supply any / all needed equipment for the easement and enjoyment of the child while in care of the center. Please remember to bring a change of clothes (under & outer ware) appropriate for the season in case of an accident. Absolutely no outside toys or games of any kind will be permitted in the facility.

**ENROLLMENT POLICIES AND PROCEDURES**

To participate in the MWSFCCC program, children must be toilet-trained and registered in one of the Prince George’s County Public School District’s participating elementary schools in grades K-6. Children participate in the MWSFCCC program at their school of attendance.

A child is considered enrolled at MWSFCCC only after the non-refundable registration fee of $100.00 per family has been received, the availability of space has been confirmed, and all required records (including enrollment and health records, emergency contacts, transportation authorization, permissions, letter of agreement, etc.), are received. A Medical/Physical Care Plan is required for children with health conditions. MWSFCCC also requires that parents execute the release of liability and hold harmless agreement included in the registration packet as a prerequisite to enrollment. Generally, children may begin attendance only during the 1st and 3rd school week of each month. To allow time to process the application and to prepare for the child’s arrival, completed enrollment forms and the first tuition payment must be received by the MWSFCCC office by Friday of the week prior to the child’s first day of attendance. Please visit the MWSFCCC website (www.my-world-of-smiling-faces-childcare-and-tutoring-center.com) for specific start dates. Falsification of information on registration forms or required paperwork is grounds for rejecting an application or immediate disenrollment. Any changes in enrollment information must be communicated to MWSFCCC immediately so that current information is always on file.

**Priority Enrollment** - Priority registration for the following school year is given to MWSFCCC families who currently have space reserved for specific days, and whose fees are paid in full. Priority registration is not available to families who participate only on a drop-in basis. MWSFCCC makes every effort to keep families together. Siblings of currently enrolled children are given priority over new families, however enrollment is limited at each site and sibling enrollment is not guaranteed. Families on the current year’s waiting list who have not been accommodated also have an opportunity for priority registration. Families who do not respond during the priority enrollment period must apply through open enrollment.

**Transfers** – Every effort is made to work with current families to accommodate their transfer requests however, transferred services are not guaranteed. Transfers are dependent upon the current enrollment and waiting list of the site requested. If a currently enrolled family requests a transfer during the current family registration period, they will be enrolled at the new site, after current families and before waiting list families. Current families, who request a transfer after the current family registration period, will be enrolled at the requested site if space is available. If space is not available, they will be added to the waiting list in the order their request is received.

**New Family Enrollment** - Families new to the program have an opportunity to register each spring. If more new family applications are received than spaces available, a lottery is conducted to give equal chance to all applicants for spaces in the program and on the waiting list.

**Waiting Lists** – Enrollment at each site is limited. The length of the waiting list and its movement varies from site-to-site and year-to-year. Openings are offered as space becomes available throughout the year. MWSFCCC cannot guarantee or predict when space will become available. If you are on a waiting list and are offered service, you may choose to either accept the service or be moved to the bottom of the current waiting list (one time only). If there is no waiting list, you will be asked to contact MWSFCCC when service is needed. Please visit www.my-world-of-smiling-faces-childcare-and-tutoring-center.com for more information on waiting list procedures.

**TERMINATION OF ENROLLMENT**

A child’s enrollment may be terminated or enrollment may be denied by MWSFCCC for any of the following reasons:

· Tuition or other fees are more than three days past due

· Recurrent late pick-ups, unnecessary traces, or late payments

· Falsifying information on registration forms or required paperwork

· MWSFCCC determines that the child is unable to abide by the MWSFCCC rules, or the child’s behavior is unsafe or unmanageable, or the child is unable to benefit from the program, or the program is unable to meet the needs of the child

· MWSFCCC determines that the behavior of the parent is inappropriate or the parent is unable or unwilling to work respectfully and cordially with the staff to resolve a problem or the parent is unwilling to accept the resolution of the staff or the Board of Trustees as to any matter A child, whose enrollment has been terminated for any reason, may not seek entrance in future years. If a child’s enrollment is terminated due to the behavior of his/her parent, the parent may be precluded from the MWSFCCC premises and/or from enrolling his/her children in the future and this decision is entirely at the discretion of MWSFCCC.

Both parties in case of termination must give a two week advance written notice. Verbal notice will not be accepted. Services will be terminated if all fees and forms are not paid and submitted on time. Any breach of this contract will be grounds for termination and as a provider reserves the right to terminate services due to irreconcilable differences and the parents or guardians are still responsible for two weeks “inconvenience fee” which will equal to two weeks tuition.

* **Written Notice: \***Two weeks advanced written notice is requested when you wish to terminate your contract. There is no refund for any early withdrawal, and there are no substitution dates.
* MWSFCCCreserves the right to change policies and contracts, with a written two week notice.
* Should it become necessary, MWSFCCC reserves the right to dismiss a parent / child (ren) at any time. The parents / guardians will be notified verbally at the time of pick-up and in writing within 10 business days of verbal notification for dismissal. Parents or guardians are still responsible for two weeks “inconvenience fee” which will equal to two weeks tuition.

**TUITION/PAYMENT INFORMATION**

A non-refundable registration fee of $100.00 per family is due at the time of application. Tuition is an annual rate divided into nine monthly installments however; weekly and bi-weekly payments are also available. The amount of the payment due each month is the same, regardless of the number of days of school or attendance. Holidays and other scheduled school days off are not included in the calculation of the annual rate. There will be no credits or refunds for calamity days or absences. A space will be reserved every day of the week for full-time participants. For part-time participants, only those two or three days of the week specified at the time of application will be reserved. The first monthly payment is due upon confirmation of enrollment and must be received prior to attending the program. Thereafter, payments are due the first Friday of each month, September through May. August and June will require two weeks of payment, due to school opening and closing calendar dates. A tuition payment schedule listing tuition rates and dates due is available on the MWSFCCC website at [www.my-world-of-smiling-faces-childcare-and-tutoring-center](http://www.my-world-of-smiling-faces-childcare-and-tutoring-center). Tuition payments may be made electronically (our preferred tuition payment method) by registering for Tuition Express. More information and application forms are available on the “Information” page of the MWSFCCC website: [www.my-world-of-smiling-faces-childcare-and-tutoring-center](http://www.my-world-of-smiling-faces-childcare-and-tutoring-center). Tuition may also be made by cash, credit card or money order, made payable to Robert Reed. Please write your child’s name and your initials in the memo portion of your money order.

**FINANCIAL ASSISTANCE**

Financial assistance may be available for families who qualify for the WIC, Free or Reduced lunch, and the Maryland voucher / purchase of care program.

Please contact the MWSFCCC office at 301-806-3500 for more information.

**DROP-IN CARE**

Drop-in care is available at most before school programs and a limited number of drop-in spaces may be available for students who are enrolled part-time in after school programs. Please contact your Director at least 24 hours in advance to check availability for the days you would like your child to attend. This short notice will enable MWSFCCC to have the needed supplies and snack available for your child, and to make sure the required staff to child ratios are maintained. Payment is due the day of attendance unless your family participates in Tuition Express, in which case the electronic tuition payment will be adjusted. The fee for drop-in service is $35 per child per day for AM (7:00am-10:00am) and $35 per child per day for PM (3:00pm-6:00pm). For an all-day drop-in service (9hour block) the cost is $65.00 (6weeks-5years old) $55.00 (6 years and up).

**WITHDRAWING/CHANGING DAYS OF ATTENDANCE**

MWSFCCC must be notified in writing by the 15th of the month to withdraw from the program or to change days of attendance for the following month. Forms are available on-site or on-line at

www.my-world-of-smiling-faces-childcare-and-tutoring-center. No refunds will be made for withdrawal from the program. If notice of withdrawal is not given before the two week allotted time period, a two week payment will be required whether your child attends care or not. Changes in days of attendance will be made if space in the program permits and will be effective the first week of the following month. Please call the MWSFCCC office at 301-613-6413 as soon as possible to withdraw or to request changes. Due to the great demand for full-time spaces, part-time spaces are limited in number. Full-time participants may drop to part-time attendance only if openings for the selected days are available in the spaces designated as part-time. Likewise, part-time participants may change to full-time only if an opening is available in the designated full-time spaces. Please let us know as soon as possible of any future requests for changes.

**RECEIPTS/FEDERAL IDENTIFICATION NUMBER**

Receipts are given after ever payment is received. If you’re in need of a copy of your payment receipt, please note that a $5.00 fee is required for any and all copies of payment receipts. All copies are available from the MWSFCCC office upon request. An annual statement of tuition paid, although not required by law, will be distributed as a courtesy to currently enrolled families for tax purposes in the last week of January. However if your child was not enrolled for more than 90 days, a tax receipt will not be given for that said child’s service. Former participants (from the previous year only) may request a tax receipt by contacting the MWSFCCC office. Each family, current or former, will receive only one tax receipt form from our company. Your child must be enrolled for more than 90 days to be eligible for any and all tax release forms. The MWSFCCC federal identification number will be given on the last receipt of payment for those who are withdrawn for December 31. Copies of lost receipts are $5.00. Copies of the tax forms are $100.00. All tax forms must be signed for by the payee. When receiving the end of the year statement a contract renewal as well as form updates must be submitted. A one-on-one parent/provider conference of your child’s/children’s progress will also take place. Please allow a 15 minute time frame for this process.

**ADDITIONAL CHARGES**

**ANY AND ALL TRANSACTIONS DONE VIA CREDIT CARD WILL RESULT IN TAXES AND CONVIENENT SERVICE FEES. NO PERSONAL CHECKS WILL BE ACCEPTED.**

ADDITIONAL PAPERWORK REQUESTS i.e. additional tax forms are $100.00. The initial tax information is given for free but any request of additional tax information receipt forms are $100.00. NO ACCEPTIONS. Any requests of any letters with the MWSFCCC to include but is not limited to request for childcare payment history for the office of child support, request for child care voucher support, or custody cases. These said forms will carry a fee of $25.00-$50.00 per form. A 48-hour notice MUST be given for each request and payment MUST be made before receiving said forms. A receipt of payment confirmation will be given on the day of form is received.

·**ACADEMIC / CURRICULUM FEE** – Program downloads and applications for our handheld tablets are required and are the financial responsibility of the parent / guardian. Any damages to said device will be the financial responsibility of the parent / guardian.

**·EQUIPMENT / SUPPLIES / FACILITY**- Any/All damages to any/all supplies / equipment / facility to include but not limited to, books, computers, tables, chairs, windows, walls, and dishes, will be the financial responsibility of the parent / guardian.

**· LATE PAYMENT FEE** - Tuition payments are due the first Friday of each month from January

through December. A late fee of $30 per day will be assessed for any payment that is not received. Late payment fees will continue to accrue until the balance is paid in full. Accounts which are not paid within three (3) days of the due date may result in additional penalty fees and dismissal of the child from the program until the account is paid in full. At that time, if space is available, the child’s enrollment may be reinstated, with the payment of an additional $85 re-registration fee.

**·COURT FEE** - In the event that the responsible party fails to pay for child care services, that party will be turned over to a collection agency. The responsible party will also be liable for any cost related to the collection of fees, including but not limited to attorney’s fees and court cost.

**· LATE PICK-UP FEE – MWSFCCC** staffs have evening responsibilities and are not expected to remain past 6:00 PM. Although no child would ever be left unattended, a fee of $20 will be assessed for late pick-ups after 6:00pm and $1 for each additional minute after. (e.g., 6:00 arrival = $20 fee; 6:06 arrival = $26 fee). If a child has not been picked up by 6:30 PM and attempts to contact parents and emergency contacts have been unsuccessful, the police, MSDE/OCC and Prince George’s County Children's Services may be called. MWSFCCC reserves the right to terminate enrollment for recurrent late pick-up.

The late pick-up fee will be assessed beginning one hour after the time a parent is contacted to

pick up a child for any reason including illness, behavior, etc.

**· TRACE FEE -** If your child will be absent on a day he or she is scheduled to attend, you must inform MWSFCCC **prior to 10:00 AM** the day of the absence. Notice of absence can be sent via call, (if no answer please leave a message) text (preferred), or email the day before. This can also be done by writing in the parent sign-in notebook on-site and notifying a staff member, or by emailing, or by leaving a message on site's voice mail**.** (Site phone numbers and email addresses are listed on page 2 and on the MWSFCCC website (www.my-world-of-smiling-faces-childcare-and-tutoring-center.) For before and after care children a penalty fee of $10.00 will be charged for an unnecessary trace (pick-up from school) (i.e., parent was aware of the absence, but did not inform MWSFCCC). Please see page 3 for more information on the trace procedure.

·**TRANSPORTATION** - Pick up and drop off service: Once the children are in our care all pick up and drop off service to and from school is included, however any home pick up or home drop offs will be an additional $25-$75 (depending on distance from center to home) per week. Specific time must be specified within the hours of operations (6:30am-6pm). Children dropped off must have someone by the age of 14 or older to greet them at the door and a signature is required from that person.

**• ID CARDS** - We will be issuing “ID” Cards for the children in our care for their files and for field trips. The cost of the cards will be $25 per child. Each family will receive one card for mom and one card for dad. Additional cards are $5 each. These cards must be updated annually. The cards will have our building address, as well as the child’s address, their name, DOB, height, weight, eye and hair color, and right thumb print. All children enrolled in our care must have an “ID” card.

***· Acceptance of service will be when all forms are complete and turned in with signatures.***

***A $1.00 per page of any copies made of any documents (ex. Front page =$1.00, Front and back = $2.00) A $5.00 convenience fee will be added to all credit card transactions.***

**ADDITIONAL INFORMATION**

· Unless the parent or legal guardian informs MWSFCCC, in writing, to the contrary, the parent or legal guardian gives MWSFCCC permission to use and/or publish your child's photograph and/or likeness, your child's name, and/or your child's work (including but not limited to art work, drawings, writings, poetry, crafts, etc.) in the media, newspapers, the internet, newsletters, videos, publicity materials, and/or any other format or medium.

· The MWSFCCC telephone must be available for emergencies. For this reason, children are permitted to use the phone only for emergencies at the discretion of the MWSFCCC staff, and parents are asked to call their children only when it is absolutely necessary.

**MWSFCCC AND ALL STAFF, VENDORS, OR VOLUNTEERS ARE NOT RESPONIBLE FOR ANY CHILDS DAMAGE, LOSS, OR MALFUNCTION OF THE CHILDS CELL PHONE OR ANY ELECTRONIC DEVICE.**

· **MWSFCCC is a cell phone-free area**. Due to the importance of greeting children and hearing about their day, parents are required to finish phone conversations before entering the building. Children and staff are not permitted to use personal cell phones at MWSFCCC.

**Possessions:**

When your child/ren carries their cell phones, the responsibility of the upkeep, whereabouts, and use is totally their own. We are not responsible for the upkeep, whereabouts, or use of their phone at all. If your child/ren loses or misplaces his/her phone or if it gets taken from the teacher or principal from school, it is not our responsibility to try to find it of retrieve it from the school. If the cell phone is lost or stolen in school, the child/ren must notify us immediately so we can notify you. If your child/ren leaves his/her cell phone at the school and wants to return to get it, you will be called for the notification, however if we have already left the school and you want us to return to retrieve the cell phone then a $10 return to school fee will be due at pick up.

**Use:**

Your child/ren can only make phone calls from 4:30 p.m.- 4:45 p.m. (or in any emergency). If a “check in” is needed, it will be conducted in our presence between 2:30-2:45 p.m. Once your child/ren has gotten on the van the cell phone must be put away immediately in their back packs, bags, purses or book bags. Phone calls are strictly prohibited between the hours of 1:45-4:30 p.m. Please reiterate the importance of their responsibility to the cell phone they possess.

If you need to get in touch with your child during the hours of study (1:45-4:30) please call us first so we may have the opportunity to isolate your child while the communications between you may commence. We do not for any reason want to disturb or disrupt the other students from their work or their “one on one” tutoring time. Your child/ren is prohibited from using another child’s cell phone for any reason. Nor will they be allowed to let anyone else use their cell phone for any reason what so ever. The children in our care my use our (Ms. Shenna’s) cell phone if needed. Please note that all conversations used by Ms. Shenna’s phone will be placed on “speaker” mode. Children are NOT permitted to handle any staff, vendor, or volunteers phone at any time. It will not be used for their personal phone. If for any reason the children will need to use the phone, their phone conversation will be limited to 5 minutes per child per day. Please understand our cell phones are our business lines and other parents may need to contact us as well.

· Although staff will make every effort to help children keep track of their personal belongings, the final responsibility rests with the child. Appropriate items may be brought to the program, but if they are lost, stolen, or broken, MWSFCCC will not be held responsible for replacement or repair.

· ***MWSFCCC reserves the right to search the child’s belongings if the need arises***.

**DISCIPLINE POLICY**

A. POSITIVE DISCIPLINE

 1. Caregivers shall use positive discipline, which shall include the following:

 a. Communicate to children using positive statements.

b. Encourage children with adult support, to use their own words and solutions in order to resolve their own interpersonal conflicts.

c. Communicate with children by getting down to their eye level and talking to them in a calm quiet manner about what behavior is expected.

B. INAPPROPRIATE DISCIPLINE

1. Any person, while on child care premises, shall not engage in any of the following actions toward children:

 a. Inflict corporal punishment in any manner upon a child’s body.

b. Hit, spank, beat, shake, pinch, or any other measure that produces physical discomfort.

c. Cruel, harsh, unusual, humiliating, or frightening methods of discipline, including threatening the use of physical punishment.

 d. Placement in a locked or dark room.

 e. Public or private humiliation, yelling, or abusive or profane language.

C. Staff shall not associate disciplinary action or rewards with rest, food, or toileting.

D. Caregivers shall not:

 1. Use time out for any child less than three (3) years of age.

 2. Use time out for any purpose other than to enable the child to regain control.

 3. Physically restrain children except:

 a. when it is necessary to ensure their own safety or that of others;

 b. only for as long as it is necessary for control of the situation.

E. DISCIPLINE DOCUMENTATION/COMMUNICATION TO PARENTS

 1. This Policy shall be distributed to parents and staff.

2. Caregivers shall have ongoing communication between home and day care regarding all aspects of the care of the child.

3. Caregivers shall document any history of recurring discipline problems and subsequent formal parent conferences in the child’s record.

4. In cases of recurring or severe misbehavior, parents will be contacted so that we may work things out together. If the misbehavior continues the Director may place the child on a two-week probationary period. If the situation does not improve, or a plan cannot be implemented for improvement during the probationary period, parents will have one week to withdraw their child from the Child Care.

The goal of discipline is to help the child develop inner controls so that he/she may move toward appropriate social behavior. Methods for resolving conflicts are:

Positive guidance, setting clear limits, and redirection. As stated in our handbook, our center firmly believes in redirection. If redirection is not effective, we may possibly choose to ask the child to sit in a "time-out" depending on the age and development of the child.If "time-out" is given, the child will sit for no longer than 3 minutes. "Time out" is given in the classroom and in clear site of the of the teacher at all times. During this time a discussion of the inappropriate behavior will take place between the child and the teacher.

When disputes arise among children or between a child and a teacher, the teacher will encourage a talking out process among those involved. The goal of this talking out process will be to acknowledge feelings and find solutions using the children's ideas whenever possible. A child who may be overly aggressive or is repeatedly destructive of other children's work, toys, or even person, may be asked to make another activity choice in another area if talking things through hasn't resulted in in better self control. Staff will continuously supervise children during disciplinary actions. The staff shall not use abusive, neglectful, corporal, humiliating or frightening punishments, not shall a child be physically restrained unless it is necessary to protect the safety and health of another child or others. This will only occur in the presence of a witness(es), and throughly documented by the director in our incident/accident reports logbook.

· In an effort to provide consistency for the children, the MWSFCCC staff will have on-going communication with the school staff. By enrolling your child at MWSFCCC, you consent to this communication.

Employment of MWSFCCC staff members by parents for personal child care services is at the parent’s own discretion. Parents have the sole responsibility to determine whether a person has the skills and attributes to properly attend to their children and may in no way rely upon MWSFCCC to make that determination. MWSFCCC is not responsible in any way for the actions of employees beyond MWSFCCC program hours or off MWSFCCC premises. Parents are required to complete a Personal Child Care Release of Liability form, releasing MWSFCCC from liability, before a MWSFCCC staff member begins employment with their family.

· Vacation, Personal, & Sick Days: My World of Smiling Faces Child Care Center will be closed for two weeks annually for vacation, in which tuition fee will be paid in full 100%. A written two-week notice will be provided. Childcare will be closed for five personal days and five sick days annually, if necessary in which, tuition fee will be paid in full. During vacation, personal and sick days in which Childcare is closed, parents are responsible for providing childcare. However, emergencies are unplanned and unavoidable and advance notification is not always possible.

**Abuse and Neglect Policy:**

**1**. In our profession, all of our staff has a responsibility to prevent child abuse and neglect of any children involved in our center. The definition of child abuse is a child who has had non-accidental physical injuries inflicted upon him, injuries which are at variance with the history given of them. A child who is in a condition, which is the result of maltreatment, such as, but not limited to, malnutrition, sexual exploitation, deprivation of necessities, emotional maltreatment, or cruel punishment that also includes:

•Any non-accidental physical or mental injury (ex: shaking, beating, burning)

•Neglect of a child (ex: failure to provide food, clothing, shelter, education, mental care, appropriate supervision)

•Emotional abuse (ex: excessive belittling, berating, or teasing which impairs the child’s psychological growth)

•At risk behavior (ex: placing a child in a situation which might endanger him by abuse or neglect)

•The definition of child neglect is a child who has been abandoned, denied proper care and attention physically, educationally, emotionally or morally. A child who is allowed to live under circumstances, conditions or associations injurious to his wellbeing.

**2**. Staff responsibilities:

As child care providers we are mandated by law to report any suspicion that a child is being abused, neglected or at risk within 12 hours of the incident occurring, by making a verbal report to OCC and CPS.

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

•Call the Department of Child Protection Services (open 24 hours a day) at Tel: (301) 909-2450, After hours: (301) 699-8605

FAX: (301) 909-2200

Address: 805 Brightseat Road, Landover, Maryland 20785

•Call the Office of Childcare at 1-877-605-1539.or 301-333-6900

•The reporter’s name is required, but may be kept confidential information needed:

1. **Name, address, phone number of child**
2. **Name, address, phone numbers of parents or guardians**
3. **Relevant information such as: physical or behavioral indicators, nature and extent of injury, maltreatment or neglect.**
4. **Exact description of what the reporter has observed.**
5. **Time and date of incident**
6. **Information about previous injuries, if any**
7. **Circumstances under which reporter learned of abuse**
8. **Name of any person suspected of causing injury**
9. **Any information reporter believes would be helpful**
10. **Any action taken to help or treat the child**
11. **Seek medical attention for the child if needed.**

Dear ,

I would like to take this opportunity to thank you for your business and for putting your trust and confidence in me to care for your child(ren). I realize it’s one of the hardest decisions you’ll ever have to make and it means a lot to me that you chose me as your childcare provider.

It’s important for me to run a quality childcare that meets your needs and expectations. I ask for a few moments of your time to complete the survey below. Please understand that these are general questions, but I really need your detailed input to help us better ourselves.

|  |  |
| --- | --- |
| **1. Comfort level of my home/Center**:*  Very friendly
*  Somewhat friendly
*  Not friendly enough

**2. My childcare hours**:*  Meet my needs
*  Wish you opened earlier
*  Wish you stayed open later
*  Wish you had weekend hours

What do you need\_\_\_\_\_\_\_\_\_\_\_\_**3. Cleanliness of my home/Center***  Very clean
*  Average
*  Needs improvement

**4. Cost of services provided***  Worth it
*  Too high

What’s your ideal price\_\_\_\_\_\_\_**5. Communication between provider and parents***  Excellent
*  Good
*  Average
*  Poor

**6. Communication Preference:** * Email\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Talk/Text\_#\_\_\_\_\_\_\_\_\_\_\_\_\_
* FB\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**7. Parent Meeting Preference:** * **Group\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**
* **Individually\_\_\_\_\_\_\_\_\_\_\_\_\_\_**
* **Weekday PM\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**
* **Weekend \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**
* **Conference call\_\_\_\_\_\_\_\_\_\_\_\_\_**

**8. My child is learning basic preschool skills***  Yes, definitely
*  Some of them
* No, not at all 

What would you suggest\_\_\_\_\_\_\_\_\_\_\_\_ | **9. Activities with the children***  Satisfactory
*  Could be more
*  Need to be more challenging
*  Too challenging

What would you suggest\_\_\_\_\_\_\_\_\_\_\_\_**10. Assistance with potty training***  Satisfactory
*  Could have been more help
*  N/A

**11. Meals and snacks***  Satisfactory
*  Could be more nutritious

What would you suggest\_\_\_\_\_\_\_\_\_\_\_\_**12. Naptime***  Satisfactory
*  Not enough
*  Too much

**13. Discipline Policies***  Satisfactory
*  Too strict
*  Too lenient

**14. Vacation/Sick Day Policy***  Satisfactory
*  Too many

**15. My child’s comfort level with childcare***  Very comfortable
*  Somewhat comfortable
*  Still working on it

**15. Would you recommend us to your family, friends, or associates:*** Yes
* No

Why?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**16. Overall satisfaction with childcare***  Very satisfied
*  Somewhat satisfied
*  Needs improvements

What would you suggest \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

***Please give any/all comments or suggestion so I can better assist you in the great development of “our” children.*** Thank you for your time.

**PARENT HAND BOOK AND COMPLETE CONTRACT SIGNATURE RECEIPT PAGE**

Shenna C. Wheeler-Reed

My World of Smiling Faces Child Care Center

4516 Maple Rd., Morningside

Suitland, Maryland 20746

www.my-world-of-smiling-faces-childcare-and-tutoring-center.com

[Date]

[Recipient Name]

[Title]

[Company Name]

[Street Address]

[City, ST ZIP Code]

Dear:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_[Parent/Guardian]

Please sign and return this form to show that you have received your Parent Hand book and complete contract for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [Parent and Child]. Your child/children who has/have been accepted into the child care service of My World of Smiling Faces will be under the full time contract. Your returned receipt will give the director proof of understanding and acknowledgment of all rules and responsibilities expected by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_[Parent and Child] . All information that is provided to you and by you will be kept confidential..

If you have any questions, please contact me at 301-806-3500.

Sincerely,

Shenna C. Wheeler-Reed

Child Care Director

***THANK YOU***

*Thank you for choosing My World of Smiling Faces Childcare Center as your child care provider. The fact that you have enrolled your child and are reading this handbook demonstrates your genuine concern for the welfare of your child. We appreciate the opportunity to work with you and your child; and we will make every effort to see that your family enjoys a positive experience with MWSFCCC.*