



3158 GLENMORE AVENUE
CINCINNATI, OHIO 45211
P. O. BOX 58131
CINCINNATI, OHIO 45258
513-661-HELP (4357)
FAX 513-661-0123

EMAIL: CREATIVELEARNING@HELPINGHANDCHILDCARE.COM

HOURS: 24HRS AVAILABILITY

WWW.HELPINGHANDCHILDCARE.COM

HOURS OF ADMINISTRATORS: MONDAY -FRIDAY 8AM-4PM SUNDAY 1-4
APPOINTMENTS MADE WITH OFFICE MANAGER
PARENTS MAY SECURE APPLICATION DURING OFFICE HOURS

ADMINISTRATOR: DENISE MCCLLOUD
HUMAN RESOURCE MANAGER: ANTHONY MCCLLOUD
OFFICE MANAGER: AMANDA GRIFFITH
SOCIAL WORKER: ANGELA COLEMAN

WELCOME

It is our pleasure to welcome you to Helping Hands Creative Learning Childcare Center LLC. We are an energetic and creative team, dedicated to high standards of excellence and quality care for your child/children. We value each one of our families, and we hope you find our center as a place of trust and safety for your son's and daughter's.

MISSION

Helping Hands will become instrumental, as partners with parents to accomplish the following:

- To promote continued growth and health development.
- To introduce children to positive relationships with caring care givers.
- To provide children with stimulating environment.
- To encourage creativity, individuality, and independence in all of our children.
- To promote a healthy and helpful attitude towards the community

Ohio Department of Job and Family Services
CENTER PARENT INFORMATION
REQUIRED BY OHIO ADMINISTRATIVE CODE

The facility is licensed to operate legally by the Ohio Department of Job and Family Services. This license is posted in a conspicuous place for review.

A toll free number is listed on the facility's license and may be used to report a suspected violation of the licensing law or administrative rules. The licensing law and rules governing child care are available for review at the facility upon request.

The administrator and each employee of the facility is required, under Section 2151.421 of the Ohio Revised Code, ORC to report their suspicions of child abuse or child neglect to the local public children's services agency.

Any parent, custodian, or guardian of a child enrolled in the facility shall be permitted unlimited access to the facility during all hours of operation for the purpose of contacting their children, evaluating the care provided by the facility or evaluating the premises. Upon entering the premises, the parent, or guardian shall notify the Administrator of his/her presence.

Rosters of the names and telephone numbers of the parent or guardian of the children attending the facility are available upon request. The parent roster will not include the name or telephone number of any parent who request that his/her name or telephone number not be included the name or telephone number of any parent who request that his/her name or telephone number not be included.

The licensing inspection reports and complaint investigation reports, for the current licensing period, are posted in a conspicuous place in the facility for review.

The licensing record including compliance report forms, complaint investigation reports, and evaluation forms from the building and fire departments are available for review upon request from the Ohio Department of Job and Family Services. The department website is <http://jfs.ohio.gov/cdc/childcare.stm>

It is unlawful for the facility to discriminate in the enrollment of children upon the basis of race, color, religion, sex or national origin or disability in violation of the Americans with Disabilities Act of 1990, 104 Stat. 32, 42 U.S.C. 12101 et seq.

We know that we are only as good as our employees, so we search as widely as possible for talented and motivated individuals. Our recruitment method includes **Police Check, BCI and FBI Back Ground Check, Children's Services Check, Education History and Personal References.** **Anyone** who has been convicted of or pleaded guilty of child abuse or other crimes of violence including **SEX OFFENCES** or other crimes of violence set forth in section 5104:09 of Revised Code of Ohio Department of Children and Family Services cannot/will not obtain employment with us or any other children services agency.

- 1. Staff will not engage in any behavior (DISHONESTY), which would compromise the credibility of HHCLC.**
- 2. Staff will report any and all unethical behavior (CRIMINAL BEHAVIOR), which could affect client or bring reproach upon the integrity of HHCLCC.**
- 3. Staff will uphold mission of HHCLCC while executing professional competence by exploring and pursuing opportunities for increased proficiency and professional growth.**
- 4. Staff will at all times respect individual rights, and treat all parents, children and coworkers with courtesy and consideration.**
- 5. Staff will strive to be competent in their entire task and duties while onsite.**
- 6. Staff will at all times dress at the professional standard set by HHCLCC.**
- 7. Staff will be on time and present for all scheduled shifts (UNLESS OFFICALLY EXCUSED BY ADMINISTRATION).**
- 8. Staff will always communicate with the highest professional standards.**
- 9. Staff will always attend required meetings and trainings scheduled in advance.**
- 10. Staff will at no time attempt to damage the property of HHCLCC or that of our customers or coworkers.**
- 11. Staff will at no time attempt to remove any property of HHCLCC (OR COWORKERS) from the building without the permission of administration.**
- 12. Staff will at no time be intoxicated or under the influence of a controlled substance while on the premises (UNLESS PRESCRIBED BY PHYSICIAN THAT DOES NOT IMPAIR WORK PERFORMANCE) or have on person while on premises.**
- 13. Staff will at no time leave a child or children unattended.**
- 14. Staff will follow all confidentiality rules and laws concerning (FAMILIES & CHILDREN) (MUST NEVER SPEAK TO THE MEDIA i.e. radio, newspaper or TV... ABOUT HHCLCC WITHOUT PERMISSION OF MANAGEMENT STAFF).**
- 15. Staff will always complete all task the correct and trained way (REMEMBER NO CUTTING CORNERS). OJFS/DAYCARE rules and standard of best practices will be followed by everyone at all times.**
- 16. Staff will never threaten harm or participate in any behavior that compromises the safety and security of our customers or coworkers.**
- 17. Staff shall never discuss their pay or benefits with coworkers for any reason or purpose without the consent of management.**

Enrollment/Tuition/Fees & Payment Policy

INFANT	\$225 full time	\$120 part time
TODDLER	\$195 full time	\$105 part time
PRE SCHOOL	\$165 fulltime	\$85 part time
SCHOOL AGE	\$135 full time	\$75 part time
SCHOOL AGE SUMMER	\$150 full time	\$100 part time

(Less than 25 hours week is considered part time)

Full Time Hours 25 thru 50 hours weekly based on 5 days a week

Part Time Hours 6 thru 24 hours weekly based on 5 days a week.

(ODJFS voucher recipients full time is 60 hours, hours only based on 5 days a week)

Helping Hand Hours (based on temporary need) 10 hour shift \$50 for all children over 18 months and \$65 for infants between age 6 weeks thru 18 months.

The registration fee is \$25 per child to secure enrollments. Two or more children being enroll from same family registration fee \$20 per child. The registration fee is non-refundable. Registration will only be held for two weeks. After two weeks a new registration fee must be rendered unless special accommodation has been made with administrator. If children have been absent over two weeks without notifying HHCLC, the child will be withdrawn and a new registration fee must be rendered. If a child have to be withdrawn because of late annual medical records, a new registration fee may be charged.

All Guardians must fill out a work schedule with Office Manager. Work schedules must be updated as soon as it changes (no exceptions). A Late Fee of \$1 for every minute per child you failed to arrive on time according to your schedule. Fees must be paid by the next childcare day.

HHCLC WILL NOT TAKE CASH. Helping Hands have a no cash policy on the premise. All payments must be given in money order, check, cc card, or debit. Helping hand does not keep cash on the premises for our families and centers safety. All payments and fees must be rendered by the first day of care. Payments will be received by our Office Manager. No refunds will be given because HHCLC have counted your child in the staff to child ratio. Appropriate staff has been hire and schedule prior to shift.

At the time of enrollment, parents are required to sign a tuition agreement and other applicable forms that have not been signed prior to enrollment. The registration fee and deposits will secure a child's space in a classroom for a minimum of one (2) week. At the end of the week, the child would have needed to start the program, or another week of fees will be required. (No refunds on fees or tuition).

Ohio Department of Job and Family Services require Child Enrollment and Health Information form completed for Child Care Centers prior to enrollment. Guardians are required to submit a medical examination report and a current immunization report no later than the first day of enrollment. (All students are required to have on file at the center current annual physical and updated shot record).

Guardians are encouraged to visit the center before their child is enrolled and should bring their child/children with them. Guardians must make appointment to visit center. This will give children the opportunity to meet the teachers and other children before the first full day of attendance. All families are encouraged to attend the center at least one half day before the first day for orientation which will take about two hours with our Educational Director. During the

pre- enrollment conference, parents are encouraged to share information about their child/children, and express their expectations of the program and ask questions.

Trial Periods

The first ten days of your Childs enrollment is a trial period. During this time, your child/children will be at will enrollment. This period will allow the parent and HHCLC to make sure that our center is best suited for your family. During this period the parent/guardian or HHCLC can ask that the child care agreement be voided. After ten days common courtesy should be given from parents or center with a ten day notice prior to terminating care at HHCLC. If the parent does not provide a ten day notice before removing child/children parents may not enroll the child back in the program for a year. If there was a legitimate reason for a quick removal of child/children without notice reenrollment will be at the discretion of HHCLC.

Cancellation of services

When a parent/guardian decides they want to end daycare services at HHCLC outside of the trial period a 14 day written notice should be given. If a notice is not given, payment will be required and collection will be administered, and the child cannot be enrolled at HHCLC for a period of one year or/and until payment is rendered..

Hours and Days of Operation

Operating hours are 24 hours Sunday thru Friday. Otherwise, the center will only change in operating hours and closings during these times. New Year's Eve and Christmas Eve our hours will be reduced to 8:00 a.m. to 6:00 p.m. We will be closed on the 4th of July, Thanksgiving, Christmas Day and New Year's Day. Closing on other holidays will depend on the need. Any other closings or time changes notification will go out at minimum two weeks in advance unless extreme emergency arises where this notice is not possible. Full tuition is due for those weeks in which holidays or emergency closings.

Inclement Weather: During periods of inclement weather the center will close or will not open if travel is extremely hazardous. Late openings and early closings will be announced on the local TV stations. You may also call for updated instructional messages on the centers message line.

Special Accommodation HHCLC Families (Temporary Care)

Helping Hands is willing to add additional help to their families. At any additional time, as needed, we offer additional care. Our families, who may need a night out on the town, can count on us to help. We can care for your child as long as it is within a 24 hour request. Payment must be submitted also within 24hr prior to care. No refunds will be given unless care is cancel within 8 hours from submitting payment. There will be a \$50 fee for 10 hours of care children over 18 months and \$65 for infants between age 6 weeks thru 18 months and \$30 for 5 hours additional care. \$1 a minute late fee will be access. If any child is left in our care for over 3 hours with no guardianship contact; Local Authorities, Children Services, and ODJFS will be notified.

Staff/Child Ratios and Maximum Group Size

Infant	6 weeks to 14 months
Toddlers	15 months to 23 months
Twos	24 months to 35 months
Pre-School	35 months to 5years
After School Ages	6years to 12 years

When the group has children of different ages, staff-child ratios and group size must be met for the youngest child in the group

STAFF TO CHILD	MAXIMUM GROUP SIZE	CATEGORY	AGES OF CHILDREN
1:5 OR 2:12	12	INFANTS	0 – 12M
1:6 OR 2:12	12	INFANTS	12M - 18M
1:7	14	TODDLERS	18M – 30M
1:8	16	TODDLERS	30M TO 36M
1:12	24	PRESCHOOL	3YRS to 4YRS
1:14	28	PRESCHOOL	4YRS to 5yrs
1:18	36	SCHOOLAGE	AGE KG to 11
1:20	40	SCHOOLAGE	11YRS thru 14YRS

(KTM MEANS KINDERGARTEN) (YRS MEANS YEARS) (M MEANS MONTH) (ELI MEANS AGE ELIGIBLE)

Daily Schedules

Infant Schedule

8am-breakfast
 9am clean up infants
 9:30am sing songs / play music
 9:45am read books
 10am interaction games
 10:15 snacks
 11:30 sleep
 12:30 lunch
 1:30 outside play
 interactive/explore
 2:00 interactive
 2:45 snacks
 3:00 sleep
 4:00 outside walk
 5:00 pick up
 6:00 pick up dinner
 books
 7:00 interact /read book
 7:45 snacks
 8:00 clean up
 9:00 sleep

Toddlers Schedule

8am one
 9am breakfast
 9:30 sing songs music
 10am interaction
 10:30 snacks
 11:30 outside play
 12:30 lunch
 1:20 nap
 2:00
 3:00 kids' corner
 3:30 snacks
 4:00 open play
 5:00 pick up
 6:00 pick up / dinner
 7:00 interact/read
 7:45 snacks
 8:00 clean up
 9:00 sleep

Pre-School Schedule

8am life skills
9am breakfast
10am sing songs music
10:30 group interaction
11:15 snacks
11:30 outside play
1:00 lunch
2:00 nap
3:00 kids' corner
3:30 snacks
4:00 open play activities
5:00 pick up
6:00 pick up/dinner
7:00 interact/read book
8:00 clean up

School Age Schedule

7:00am breakfast
8:00am life skills
9:00am van to school
2:00 pick up school
3:00 read/comp
4:00 open play
5:00 pick up
6:00 pick up/dinner
7:00 interact/comp
7:45 snacks
8:00 clean up
9:00 sleep

Supervision

Quality supervision first means that all staff will maintain sight and hearing at all times of all children.

1. Staff will always know whereabouts of all assigned children (this involves frequent head counts and communicating with other staff members to their location)
2. All children will remain in appropriate designated areas at all times unless accompanied by assigned supervision.
3. On field trips or any type of outings all staff to child ratios will be maintained and increased when required by regulations. Head counts will be taken every 15 minutes when out of the building on field trips or other outings.
4. Swimming activities away from the facilities will only take place after parent has signed appropriate forms giving permission for child to be taken to an appropriate swimming venue. There will always be a certified life guard on duty and swimming areas must be appropriate for each age group. (Staff and child ratios must be in compliance and each staff will be within visual and hearing distance to their children in care.
5. No child will be permitted to dive off diving boards or swim in waters that are above the child's capabilities unless approved by life guards or written permission is given by parents/guardian of swimming capabilities.
6. Staff will not engage in any activities that are not related to the responsibilities of their shift and the care of their assigned child/group.
7. Staff will relate with consumers and families only in context of professional relationships.
8. Staff has the responsibility to protect the privacy of consumers and their families and safe guard them from unauthorized disclosures of information.

Arrival and Departure Policy

All Children must arrive before 9:30 am. HHCLC will not accept your children for care if arrive after 9:30 am. Only exception, if the child has a prior appointment and administration is notified. HHCLC will allow children to be drop off after 2:00pm for 2nd shift hours.

Parents will not be allowed to enter HHCLC without swipe card. If swipe card is denied, care for children will be denied.

All parents must sign children in upon assigned arrival times and out upon departure. Children must be supervised at all times. Each parent shall be assigned a code to access your child's account at the time of enrollment. This code is used to sign your child/children in and out of the center and allow you access to facility. Parents are asked not to share this code with unauthorized parent/guardian that is not listed on the safe custody list.

To prevent unnecessary accidents, parents are asked to take your children directly to check in desk upon entering the building. An assigned staff will take them to their assigned classroom. A parent/guardian can accompany their child to classroom; this will be allowed upon request. Students leaving the building must be accompanied by a parent/guardian at all times when leaving for the day. **DO NOT ALLOW** your child the freedom to run or roam the building, classroom or hallway. Once child has been check in staff has responsibility for supervision. Parents do not leave child until complete health check and check in has been completed. HHCLC will not be held liable for accidents or injuries that may occur to children who not under the care of HHCLC staff. When child is released from the class to parent/guardian they are no longer under the care of HHCLC staff. (If the center suspects a parent or guardian is under the influence of drugs or alcohol, staff is mandated by law to contact the police and 241-KIDS immediately).

If a child is being pick up from another program. A staff member must call prior to pick up and verify the child pick up time to ensure appropriate pick time and place.

Release and Custody Agreements

Staff will only release children to those listed on the release form provided by the parent. If an emergency arises the parent/guardian must provide a written signed note giving permission for person to pick up their child. (If signature does not match signature on file the child/children will not be released without vocal permission given by parent/guardian). Staff will check ID'S of any one they do not recognize. Please let people know to bring a picture ID or this may delay release of child to verify person requesting to pick up child/children. We do not wish to offend anyone **SAFETY IS OUR PRIORITY**. Staff will not release child/children to any one including parents who seem to be under the influence of drugs or an alcohol. The proper authorities will be notified ASAP. These situations will not be debated-**SAFETY IS JOB ONE**. (Emergency contacts can be called to pick up child/children as long as they are on the safe list).

If there is custody issues involving the child/children you must provide the center with court papers indicating who has permission to pick up the child and when. The center may not deny a parent access to their child without proper and legal documentation. (We also see this as a legal and safety issue).

Transitioning

You will be notified when your child is ready to move up to the next classroom. As part of the procedure a transition plan will be developed. This plan will include the beginning and ending date of transition period and schedule. The plan will be signed by the parents. Parents may request their child be transitioned. These requests will be reviewed by professional staff and accommodated with the best interest of the child and availability of space.

Child Abuse Reporting

HHCLCC staff will give children healthy checks every time child is dropped off, no **EXCEPTIONS**. If there are any injuries that were received while away from center staff must be informed of this at time of drop off. Parents are responsible to check child before leaving center. Center will not be responsible for any marks or bruises that are reported the next day or after the child have been removed from the center. All staffers are mandated reporters of child abuse. If staff has suspicions that a child has been abused or neglected, they **MUST** make a report to the local children's agency, no **EXCEPTIONS**. **Safety** of the **children** is our **first** and **only concern**.

Field Trips and Transportation

Field trips and nature walks will be taken periodically to nearby places and are considered an important part of the educational program. The same required adult supervision will be provided for these trips, the same as if they were in the center. Some field trips will be in walking distance and others will be provided by HHCLCC. HHCLC will transport any center vehicle or by contracted services. Parents will be notified in advanced of all field trips and a required permission slip must be signed. In the event your child cannot attend field trips they can remain at the center. The center must be notified so appropriate staffing can be arranged. If parent fails to give permission or notify what is desired the center will not be responsible for attendance of child. Parents must make other arrangements for child and must pick them up before scheduled time of field trip. **Late fee** will be charged if child is not picked up on time. **THE ENTIRE STAFF WILL BE NEEDED ON FIELD TRIPS TO ENSURE THE SAFETY OF THE GROUP**. No toys, games or electronic devices will be allowed on field trips. No child's personal toys or electronic is allow at HHCLC. We will not be responsible if child sneaks one of these items on field trip without permission.

Transportation

We will provide transportation for field trips to and from schools and homes. This transportation will be provided with HHCLC transportation or contracted services which has been approved by State regulation. The driver will be a certified staff member who is a license driver in the state of Ohio and in good standing. They will be trained in first aid and communicable disease training. All required seat belts and restraints will be used required by law. Children will never be left unattended in vehicle.

Transportation will be provided for children within a 5 mile radius including before and after school pick up (further distance can be discussed or arranged per agreement with administration). Parents will have to pay for transportation until other funding is in place. All transportation fees must be paid up front and submit request in advance (during admission process) to secure transportation. If transportation is not needed during initial start date it can be provided upon request and fees due at time of request. At the time of drop off if no one is there to receive the child, a charge of a \$1 minute will be charge until guardian has received child. Upon pick up if child is not ready a charge of a \$1 a minute will be charge.

<u>Transportation</u>	<u>1 Child</u>	<u>1 dollar per child</u>
Pick up	\$ 1dollar day	
Drop off	\$ 1dollar day	
Both ways	\$ 2 dollar day	

(Transportation is offered on a temporary or emergency basis, but 24 hour request must be provided to the center. All fees must be paid in advanced)

Behavior Management Policy

The guidelines for discipline at HHCLCC are to foster and teach children to be independent self-monitors of their behavior and to respect and love one another. This will be achieved through respectful behavior guidelines provided by teachers and staff. Children attending HHCLCC will never be subjected to any form of corporal punishment by any one working at the center (even if parents give permission). While providing services for HHCLCC all employees will provide positive verbal guidance by:

- Speaking kindly and respectful to all children.
- Providing positive verbal praise when interacting with children.
- Give clear instructions ensuring children know the consequences for inappropriate behavior.
- Avoiding making comparisons between children, knowing and understanding the mental and emotional needs of children are different.
- Give positive and understandable directions and suggestions.
- Promote positive self-esteem
- Plan developmental appropriate classroom activities and give children choices.

Children will be taught to respect people, places and things. Children exhibiting physical or verbal abuses towards others will not be tolerated. Children are expected to treat each other and materials possessions with respect; such as toys, clothing, walls, and food. The children must understand that rules are in place to keep them safe and foster a positive learning/ working environment. If a child is having problems following rules disciplinary action will be as follows:

- Redirect/ go over expectations
- Time out/ ask to sit down in classroom
- Loose privileges/ Field trip privileges
- Suspension from program (time discretion of administration)
- Termination from Program (will be 1 year)
- Contact parent/guardian if behavior escalates beyond control and safety of child and others.
- If the child demonstrates behavior that requires “extra attention” we may choose to develop and implement a behavior management plan. This plan will be developed in consultation with parents and consistent with **Rule 5101: 2-12-21 and with the consistency of rule 22 that child guidance must occur at the time of the incident.**

(HHCLCC RESERVES THE RIGHT AT ANY TIME TO DISCONTINUE CHILD CARE SERVICES TO ANY PARENT OR CHILD THAT JEOPARDIZES THE SAFETY OR REFUSES TO PRACTICE THE POLICIES OF THE CENTER)

Meals and Snacks

The center is/or will be enrolled in a comprehensive child care food program. All parents will be asked to fill out free meals reimbursement from the state. All meals and snacks are prepared based on the 1/3 required daily Recommended Dietary Allowances contained in MYPLATE.GOV. Menus are posted and sent home monthly in our newsletter. All parents will be required to fill out annually a Child Food Program Eligibility Application in order to stay in compliance. Enrollment application is part of the handbook.

Similac Advance Formula and baby food will be provided by the Center for infants. If parent choose to use a different formula, it must be prepared at home and brought in ready to serve. Parents desiring the center to provide meals for infants and or alternative meals (vegetarian no pork) purchased and prepared by the center must fill out a meal permission slip (additional fees will be charged). Parents are required to fill out an infant feeding schedule before the first day of enrollment whether the center provides the food or not. Parents must provide meals for children who are on special diets. Medical form from Physician is needed to modify diet. Children who bring meals from home must follow USDA Guideline. At any time staff reserved the right to replace child’s meal with a healthy meal. Meals that have been taken will be given to guardian at the time of pick up.

Meal Times

Breakfast-----	6am-8:30am
AM Snack-----	9:30am-10am
Lunch-----	11am-12pm
PM Snack-----	2pm-4pm
Supper-----	6pm-7pm
Eve Snack-----	8pm-9pm

Meals will only be served at times noted. The parents will be responsible for meals if arrive after meal times. With the summer time there is a slightly different program related to meals and snacks. Most of the children are full time in the summer. Children are excessively hungry and thirsty in summer. Parents are encouraged to bring extra juice or food for children. If food is brought it must be given to staff for proper storage. On field trips food is given by center. HHCLC strongly suggest children should not bring money on field trips. If money is brought on field trips HHCLC will not be responsible for lost or stolen money.

Meal Chart

BREAKFAST	CHILDREN 1-2		3-5	6-12
Milk, fluids	½ cup	¾ cup		1 cup
Juice, fruit or veg	¼ cup	½ cup		½ cup
Grains/Bread:	½ slice	½ slice		1 slice
Cereal: cold, dry or Cooked	¼ cup	1/3 cup	¾ cup of 3	½ cup
		¼ cup		½ cup
SNACKS				
Milk, fluids	½ cup	½ cup		1 cup
Meat or meal	½ ounce	½ ounce		1 ounce
Alternative 4				
Juice, fruit or veg	½ cup	½ cup		¾ cup
Grains/Bread	½ slice	½ slice		1 slice
Cereal, cold or dry	¼ cup	1/3 cup	¾ cup of 3	
	¼ cup	¼ cup		½ cup
LUNCH/SUPPER				
Milk, fluids	½ cup	¾ cup		1 cup
Meat or meat	1 ounce	1-1/2 ounce		2 ounces
Alternate poultry				
Or fish (lean meat				
Without bone)				
Cheese, egg				
Cooked dry beans/	1 ounce	1-1/2 ounce		2 ounces
Peas				
Peanut butter or other 1		1		1
Nut or seed butters	¼ cup	3/8 cup	½ cup	
Yogurt	2 tablespoons	3 tablespoons		4 tablespoons
Vegetables or fruit	½ ounce of 5=50%			
Grains/Bread	4ounces or ½ cup	¾ ounce=50%		1 ounce=50%
	¼ cup total	6 ounce or ¾ cup		8 ounce or 1 cup
	½ slice	½ cup total or ½ slice	¾ cup total or 1 slice	

Accidents and Emergencies

The center has several procedures to follow in case of emergencies. In the event of an emergency like a fire or tornado the staff would follow the steps listed on the instructions posted in each classroom describing the evacuation routes. The center will conduct monthly fire drills and weather drills between March and September every year. Should we need to have an emergency evacuation due to weather conditions, fire, loss of power; heat or water the emergency destination will be in the gymnasium in Midway Elementary located directly behind the center.

If there is ever an emergency that requires that we leave the area the kids will be taken to 3711 Robb Ave Cincinnati Public Library. A notice will be left out front of center as well communication thru email and phone as to when to pick up your child/children. It is very important that your safe list and emergency contact list is kept updated at all times. In case of an environmental or violent threat the children will be secured in the safest location possible, while proper authorities are being contacted. As the situation allows parents/guardians will be contacted.

- A child becomes ill or receives an injury which requires any first aid treatment
- A child is transported in accordance with this rule to a source of emergency assistance
- A child receives a bump or blow to the head
- An unusual or unexpected incident occurs which jeopardizes the safety of a child or staff; such as, a child unattended, a vehicle accident with or without injuries or children exposed to a threatening person.

If it is a life threatening emergency then a 911 call will be made and then parent will be notified (we will do our very best to contact parent/guardian ASAP after 911). A staff member will accompany child with health records. No staff will transport child only parent/guardian or EMS.

Incident:

An unusual event that happens that does not necessarily result in an injury to the child. A copy of the report for an incident shall be retained on file at the center or home for at least one year and shall be available for review by ODJFS.

Minor Injury:

An injury resulting in a child being able to return to normal activity; basic first aid may be given by staff. A copy of the report for a minor injury shall be retained on file at the center or home for at least one year and shall be available for review by ODJFS.

Serious Incident/Injury/Illness:

An unusual or unexpected event which jeopardizes the safety of children or staff: an incident, injury or illness resulting in a limitation in the child's activity; medical attention/intervention is necessary (beyond basic first aid by staff); child is taken home/medical office/hospital. Notification (speaking to a representative from the appropriate licensing office) shall be made within 24 hours to the Office for Children and Families Help Desk. The report must be received no later than three business days from the occurrence via fax or mail. A copy of the report for a serious incident/injury/illness shall be retained on file at the center or home for at least one year and shall be available for review by ODJFS.

Child Illness Procedure

The Helping Hand Creative Learning Childhood Center works hard to provide and maintain a clean and healthy environment. However, we do realize that children do become ill. When a child arrives we will give them some Health check. We ask that you not bring a sick child to the center. We will miss them but we want them well! Sick children will be sent home. Please have a backup plan if you are not able to take off from work or school. The child cannot return to the center without a doctor's written consent, no exceptions don't ask please.

A child with any of the following signs or symptoms of illness shall be immediately isolated and discharged to his parent or guardian or person designated by the parent or guardian:

- (1) Temperature of at least one hundred degrees Fahrenheit when in combination with any other sign or symptom of illness. Temperature shall be taken by the axillary (armpit) method with a digital thermometer. The thermometer shall be sanitized after each use.
- (2) Diarrhea (three or more abnormally loose stools within a twenty-four hour period).
- (3) Severe coughing, causing the child to become red or blue in the face or to make a whooping sound.
- (4) Difficult or rapid breathing.
- (5) Yellowish skin or eyes.
- (6) Redness of the eye or eyelid, thick and purulent (pus) discharge, matted eyelashes, burning, itching or eye pain.
- (7) Untreated infected skin patches, unusual spots or rashes.
- (8) Unusually dark urine and/or gray or white stool.
- (9) Stiff neck with an elevated temperature.
- (10) Evidence of untreated lice, scabies, or other parasitic infestations.
- (11) Sore throat or difficulty in swallowing.
- (12) Vomiting more than one time or when accompanied by any other sign or symptom of illness.

Any signs of illness not listed above will be isolated and carefully observed.

If a child starts these symptoms while in the care of the center, parents will be asked to come pick up child **ASAP. If the child has to be rushed to hospital, the parent/guardian will; be notified and must arrive at the hospital.** Here are steps that will be taken in case of emergencies: First aid or CPR, Poison Control, Physician Response, Paramedics, Hospital. Parents notified. **Incident report will be logged and parents will be given a copy)**

Administering Medicine

The staff cannot administer medications without first having the parent/guardian complete Request for Medication Form and all sections filled in. The medication must be given to teacher daily. No prescribed medicines will be kept in center overnight, for the day stored in a designated area not accessible by children. School age children can keep their inhalers but medication form with inhaler usage must be on file and staff must be notified. Parents must however sign a consent form for this to be permitted. .

All **prescription medicines** must be and kept in their original container and only taken per instructions on the label. The over the counter meds will only be taken in accordance of label. Any increase in dosage or uses of medication must be approved by doctor on a Request for Medication Form, **no exceptions**. The request for medication form must describe the dosage, how often, location (topical meds), and duration.

Outdoor Play

The center shall provide outdoor play each day in suitable weather for any toddler, preschool child, and school child in attendance for more than four consecutive daylight hours. Any center or program providing child care after school for more than two hours shall provide an opportunity for outdoor play each day in suitable weather. When weather is not suitable for outdoor play, indoor large muscle activities must be provided.

We believe at HHCLCC that spending time outdoors can help in the overall health of a child, so our children will have outdoor play time in a safe environment. If the weather hot or cold does not permit outdoor play children will not be taken outside. Please make sure your child/children have proper clothing when it's cold outside i.e. snow pants, mittens and boots.

Parent Participation

We are happy to welcome you to our family where parents become partners with Helping Hands. We sincerely hope that the enrollment of your children here will be a positive and rewarding experience. We encourage parent participation in class rooms, parties, field trips, and special luncheons. Or just stop by any time and join in the daily fun and activities. Parents will have unlimited access to all areas of the building used for day care. We ask that you make appointments with teachers so they can give you the time and information you need to track the progress of your child/children. Please feel free to bring up concerns so they can be addressed with Site Administrator ASAP. Site Administrator can be reached by phone 513-661-4357 or suggestions can be submitted by WEB Site www.helpinghandchildcare.com. We don't want something little to grow into something big just because we didn't communicate. We want this to be a strong and viable relationship. You trust us with the love and care of your children and that means so much to us.

Evening and Night Care

We are so excited to be able to offer night time care for our parents. We understand that work schedules change and parents need flexibility which helps when making important family decisions. Our night time program will start at **6PM to 6AM** daily including weekends. **Remember we are a 24 hour service.** The children will receive the same competent care as they do during the day hours. We will be fully staffed and tight security measures will always be in place. At all times staff will be required to remain awake. If any staff found sleeping, that grounds for termination.

Children who require night time care will sleep on their own cot. Guardians will supply blanket and pillows for their use. HHCLC request sleeping bags in original plastic bag will be used; because of the recent bug epidemic HHCLC will wash items. HHCLC will not be responsible for items that are bleached, tore, or rip due to washing or handling. Children will sleep with age appropriate children and gender. Guardians will be given surveillance web site to watch child's care all times. Children are required to be in bed at a specific time. Parents are required to inform center of any sleeping disorders such as sleep walking, talking in sleep and bed wetting. Parents must bathe children before drop off at night care. Staff will assist in face washing and teeth brushing. Face towels, soap, tooth paste, tooth brush will be provided by HHCLC. We will always work with parents to devise a schedule in consultation with parents so that bed times remain routine.

Evening Schedule

6:00pm Supper

6:30pm during day light hours outdoor play (weather permitting) indoor large muscle activities will be offered.

7:00pm Homework/quiet play/videos

7:30pm Children staying all night will begin preparing for bed (will receive light snack during this time)

8:00pm Story time/ video

8:30pm **LIGHTS OUT AND KIDS IN BED**

Children who do not stay for overnight sleeping will be provided with quiet activities away from sleeping children. The center will be fully staffed during these times. 5: am to 7: am Children will be woken as needed assistance will be given with teeth brushing and personal grooming. All overnight children will be served breakfast before they leave for school or begin other activities.