

**East Windsor Family Resource Center**

# **PARENT HANDBOOK**

**Located at  
Broad Brook Elementary School  
14 Rye Street  
Broad Brook, CT 06016  
(860) 627-9741  
E-Mail: [kmable@ewct.org](mailto:kmable@ewct.org)**

**Welcome to our Families,**

**On behalf of the staff of the East Windsor Family Resource Center's Child Care Program, we welcome your family. Our program is located in Broad Brook Elementary School. We provide both before and after school child care for Pre-K to 8<sup>th</sup> graders and a preschool Half Day Program for preschool children. Our program is available for all families whose children attend Broad Brook Elementary School and East Windsor Middle School.**

**Our Child Care Program also operates during school vacation weeks, staff development days, most holidays and all shortened school days. Any of these days require an additional fee and you must register in advance. Each month a letter will go home with students enrolled in the program or will be available at the sign in/out table and this letter will list any additional days for the upcoming month. The letter must be returned to the Family Resource Center office promptly in order to arrange proper staffing levels. We reserve the right to cancel childcare if less than ten children are registered for any specific date.**

**Please feel free to contact me by phone (860-627-9741) or stop by my office whenever you have any questions or concerns. A trusting partnership with parents and staff is so important to me. We look forward to a wonderful year with your child.**

**Kate Mable  
Director**

## **Mission Statement**

The East Windsor Family Resource Center will ensure that children are well prepared in mind and body upon entering school, open to learning, ready to grow and achieve their personal best. This is accomplished through the partnership of parents, educators and the East Windsor community who embrace the value of lifetime learning experiences.

## **Goals**

To foster the maximum development of children we will:

- ❑ Provide parents and families the opportunity to learn skills and behaviors that are consistent with positive parenting and to promote parents as the “first and most important teacher.”
- ❑ Advocate basic childhood services, including, but not limited to, social, health, nutrition and education.
- ❑ Develop a total community commitment involvement, which supports children and families.
- ❑ Provide opportunities for learning experiences outside the home, which promote positive parent/child interaction, including community and family celebrations, quality childcare, preschool and kindergarten extended day and the integration of all children.
- ❑ Seek parental involvement, support and feedback in determining the needs of the East Windsor children.

## **Our Philosophy**

By providing a stimulating, comfortable, safe and loving environment, children learn about themselves through the discovery and pursuit of their own interests. Through age appropriate activities and positive discipline the children gain self-confidence and independence.

## **Family Resource Center Office Hours**

Office personnel are normally available in the Family Resource Center office between the hours of 9:00 a.m. and 5:00 p.m.

## **Affirmative Action/Non-Discrimination Policy**

The East Windsor Family Resource Center does not discriminate on the basis of race, creed, color, sex, national origin, religion or physical ability.

### **Forward**

You will find the following information regarding our program policy on childcare helpful in ensuring your child/children experience a safe and happy endeavor with our program. At times, the East Windsor Family Resource Center may need to make policy changes to better serve our families. You will be provided with an update in writing as changes occur. *Please sign the back page to verify that you have read and understand our policies.*

### **Registration**

Each child is enrolled on an **annual** basis. Registration must be complete prior to the start of the school year. A non-refundable deposit in the amount of 8 days tuition is due at the time of registration and is credited to the first 8 days tuition. Failure to remit the deposit may result in loss of enrollment.

**\*\*PLEASE NOTE\*\*** *Prior enrollment does not guarantee future enrollment.*

**ANY FAMILY THAT HAS AN OUTSTANDING BALANCE FROM THE PRIOR YEAR WILL NOT BE ALLOWED TO ENROLL IN THE PROGRAM.**

### **Payments**

All normal tuition payments are due on Fridays for the following week. ***Failure to pay for 2 consecutive weeks will result in suspension from the program.*** Parents are encouraged to mail or bring in payments. Please do not send payments with your child. Checks or money orders should be made payable to EWFRFC. Also, please include your child's name and the week the payment is for on the check. All payments may be placed in the secure lock box located outside the main office in Broad Brook Elementary or mailed to East Windsor Family Resource Center, 14 Rye Street, Broad Brook, CT. 06016.

All payments for extended care (vacation days, shortened days, holidays and staff development days) are due on the Friday preceding the extended day.

If a child is out sick for an extended period (6 or more consecutive days) and we are notified, a credit of 50% of the tuition will be given for the sick days.

Tuition will be credited for any full day school closings (vacation days, some holidays and staff development days.) if the family does not need childcare on those days.

***PAYMENT IS REQUIRED FOR THE FOLLOWING HOLIDAYS, FOR WHICH CHILD CARE IS NOT AVAILABLE: LABOR DAY, THANKSGIVING DAY, THE DAY AFTER THANKSGIVING, CHRISTMAS DAY, NEW YEARS DAY AND MEMORIAL DAY.***

### **Late Fees**

**A \$35.00 FEE WILL BE CHARGED FOR ALL RETURNED CHECKS.  
A \$5.00 LATE FEE WILL BE CHARGED FOR ALL PAYMENTS OVER 4 DAYS LATE.**

**A LATE FEE OF \$20.00 PER CHILD WILL BE CHARGED FOR THE 1<sup>ST</sup> 15 MINUTES LATE IN PICKING UP YOUR CHILD AFTER 6:00 P.M, AND THEN AN ADDITIONAL \$5.00 PER MINUTE BEYOND THAT TIME. PARENTS ARE ASKED TO CALL THE CENTER TO NOTIFY THE DIRECTOR OF ANY UNAVOIDABLE LATE PICK-UP. LATE FEES ARE DUE UPON PICK-UP OR THE NEXT REGULARLY SCHEDULED CHILD CARE DATE.**

**\*\* Continuous late picks will result in suspension from the program\*\***

### **Child Care Assistance Program**

Any family that is enrolled in the Care 4 Kids program must continue to pay the full tuition amount until we receive verification of acceptance and information regarding the amount being paid by Care 4 Kids. Once we receive the first payment from Care 4 Kids, we will credit your account and adjust payments accordingly.

### **Withdrawal**

A two-week written notification is required prior to withdrawal of your child from the program. You will be required to pay the expected tuition and any unpaid balance.

### **Programs offered**

The East Windsor Family Resource Center Child Care Program services East Windsor children between the ages of 4 and 12 years old, who are enrolled in Pre-K through 8<sup>th</sup> grade. The varieties of programs we offer provide enriching child care in a safe environment with consistent caregivers. We promote security and reassurance for parents and promote trusting relationships with the staff. Health, Respect and Positive Expectations are all goals at the East Windsor Family Resource Child Care Program. All programs begin on the first day of school and are held at the Broad Brook Elementary School.

*Parents are expected to register for a consistent schedule for the year. If a parent schedule changes, we may be able to accommodate the change. All requests for changes must be made in writing 2 weeks prior to the change. We will not make any changes without a written request.*

## **Our Programs**

### **Supervision Policy**

The Family Resource Center aims to provide the best care and supervision of the children in the program at all times. East Windsor Family Resource Center implements, at a minimum, a ratio of ten students to one adult at all times. Head counts are completed periodically, as well as active supervision, are implemented by all staff while on shift to ensure no child is left unattended.

### **Before School Care: 7:00 a.m. to 8:45 a.m. – Broad Brook School**

Children in this program are brought in by a parent or guardian and offered activities until school begins. Children who attend the Middle School will be escorted by a staff member to a bus at approximately 8:00 a.m. and then transported to the Middle School. Children who attend Broad Brook Elementary School will report to their classroom at 8:45 a.m. The Before School Program is usually held in the cafeteria at Broad Brook Elementary School.

### **After School Care: 2:45 p.m. to 6:00 p.m. – Broad Brook School**

Children who attend the East Windsor Middle School will be transported by bus to the Broad Brook Elementary School at the close of school (2:45 p.m.). A staff member greets the children and escorts them to the cafeteria. Broad Brook Elementary School Children begin the after school program at 3:30 p.m.

Children are offered a variety of activities which will enhance gross motor and fine motor muscles, cognitively stimulating games, computer lab opportunities, creative art projects, dramatic play, homework sessions, snack time and a variety of play opportunities in a safe and stimulating environment. We strive to provide a warm and welcoming atmosphere and a place parents can rely on for quality childcare. Parents may call the center to check on their children and we encourage this especially during the transition period of back to school or new enrollment in the program. Enrichment clubs, such as Art Club and Dance Club are also offered throughout the year.

## **Half-Day Preschool Program – Room 1 - Broad Brook School**

We offer childcare during the session in which children are not enrolled in Pre-K. Our program encourages social development and offer theme based curriculum. It is developed appropriately for the needs of the children attending the program. Children may ride the bus to and from school. After the morning session ends, children enrolled in both the morning and afternoon sessions will eat lunch together. After lunch the children are escorted to their appropriate classroom. Children enrolled in Half Day preschool program may also enroll in the Before and After School programs.

## **Pre-School Program – Room 1 – Broad Brook School**

Parents who have children who are not enrolled in the Broad Brook Elementary School Pre-K program and wish to send their child to a Pre-School program may enroll them into either our morning or afternoon half-day session. Children that are 3 or 4 years old may be enrolled 3, 4, or 5 days per week and are allowed to utilize the public school busing system.

## **Extended Care Program**

We offer childcare for children ages 4 through 12 when school is not in session due to school vacations, most holiday, staff development days and shortened school days. On days when school is closed entirely, there will be no bus transportation and meals will be the responsibility of the parent as the cafeteria is closed. We encourage healthy, nutritious meals that serve as an example to others in the program. ***Please no soda or candy.*** Also, we do not microwave food, so please send hot food in a thermos container. You will receive notification at the beginning of each month of all extended care days. You must return the form as soon as possible in order to ensure proper staffing. ***All extended care days require additional payments.***

***The Family Resource Center Childcare Program will close at 3:00 P.M. on the day before Thanksgiving, Christmas Eve and New Year's Eve.***

***The East Windsor Family Resource Center reserves the right to cancel full day extended care if less than ten children are registered.***

***Please note: Depending on vacation schedules, FRC full day extended care is subject to change.***

## **EMERGENCY SCHOOL CLOSINGS, DELAYED OPENINGS AND SCHOOL CANCELLATIONS.**

**Please read the following information carefully. This information is extremely important to ensure the safety of all children in our program. It is imperative that parents understand where their children will be in case of any unscheduled early closing.**

**All of the programs listed below require an additional fee. The cost for Early closing and Late Openings is \$5.00 per hour per child.**

### **Emergency School Closing**

If school closes early due to an emergency and your child *is scheduled* to attend the After School Program, they will remain at the school as scheduled unless you notify us. If you have different childcare arrangements for these conditions, it is important for us to know prior to the time of the emergency. Please submit the information to our office in writing. You may also fax us written notification at 860-623-0717.

If school closes early due to an emergency and your child is *not scheduled* to attend the After School Program, they will be released from school unless you make prior arrangements with us. This includes all children in our preschool program. ***You must fax us a written request immediately at 860-623-0717 if you need us to keep your child in case of an unscheduled early closing.***

Please try to be considerate when weather is bad, forcing school to close early and allow yourself time to get to the Center to pick up your child as soon as possible. Our staff members need to get home safely also and appreciate your consideration during a time that can be somewhat stressful. We may close early if weather is bad.

### **Delayed Openings**

If school opens late due to emergency conditions and your enrolled child does not normally attend the Before School Program, you may bring your child in if necessary. If School is cancelled after the delayed opening, please keep in mind that you will be charged accordingly and your child will need a lunch.

We will make our best effort to be open regular hours when there is a delayed opening or early closing of school.

**Snow Days**The East Windsor Family Resource Center child care program is open most days that East Windsor Public Schools are closed due to snow or other inclement weather. If you choose to use our child care services, the fee for any part of this day, from 9am-4 pm is \$30.00. We expect payment that day or with next week's tuition payment. Your regular weekly fee will continue to be the same because snow days are made up in June. If the snow day is on a day that you regularly attend, you will not be charged for this day.

**\*\*Please be advised: If the governor calls for a State of Emergency due to inclement weather or disaster, the East Windsor Family Resource Center will close and expect**

parents to pick up as soon as possible, so that you, your child and our staff can return home safely. \*\*

### **Drop Off / Pick Up**

*On snow days, please plan to pull into the front circle for pick up and drop off. This will be the only area that is kept clear of snow for the purpose of FRC.*

### **Arrival and Departure**

CT. State Licensing Standards require that all children must be signed in each morning and signed out each afternoon. The time must be recorded next to the name of the person signing the sheet. Any person authorized to pick up your child must be listed on the application that was filled out when you registered your child. If anyone other than a parent, guardian or authorized person is to pick up your child, we must be notified by note, phone call, or in person of the change in routine. This persons name should be added to your authorization for pick up list. We will ask for identification of this new person prior to releasing your child. No child will be released to a sibling under the age of 13. Anyone dropping off and picking up children must come into the building. Children cannot be dropped off in the parking lot and be allowed to enter the building on their own. These policies protect the health and safety of all of the children.

A late fee of \$20.00 for the first 15 minutes will be charged for any child not picked up by 6:00 p.m., and then an additional \$5.00 per minute per child beyond that time. The late fee is expected at the time of pick-up or the next scheduled childcare day. ***When any parent/guardian is late picking up their child/children more than 3 times, a meeting with the Director will be held in order to determine continued enrollment in the program.***

There are always two staff members at closing, even when just one child is present. Staff will confirm that all children have been picked up prior to leaving the building at closing time. In the event that a child is not picked up by closing time (6:00 p.m.), staff will follow these procedures:

6:10 p.m. – Staff will contact your home and workplace.

6:15 p.m. – Staff will contact Authorized and Emergency pick-up contacts.

6:30 p.m. – The East Windsor Police Department will be contacted if we are unable to reach any of the persons listed on the registration form. If we are unable to reach any authorized person to pick up the child, it is considered abandonment. ***PLEASE TELEPHONE US IF THERE ARE ANY DIFFICULTIES IN ARRIVING ON TIME SO THAT WE DO NOT CONTACT THE POLICE DEPARTMENT.*** It is your responsibility to confirm who should be picking up your child each day.

## **Court Ordered Restrictions**

If there is a court ordered restriction, which prevents a parent or guardian to see or pick up a child, it is necessary for the East Windsor Family Resource Center to have this paperwork on file. We cannot keep a parent or guardian from their child unless we have official documentation to do so.

## **Absences and Schedule Changes**

Parents are expected to send in a written notice whenever their childcare needs change. We are responsible for knowing where the children in our care are located. If a child is expected in the After School Program and goes home on the bus, this could be misunderstood by our staff as a missing or lost child, and requires the staff to act appropriately. Parents must send a note to the child's teacher stating the change in schedule and ask that it be forwarded to the Childcare Center. If a change is made after your child has arrived at school you can fax us notification at 623-0717. If your child will be absent from school please contact us at 627-9741. Parents of middle school children must call the FRC office whenever their children are absent or being picked up from school.

## **Sign In/Out Table**

When you sign your child in or out, please check the table for any notices. A tuition box is located outside the main office in Broad Brook Elementary for your convenience when making payments.

## **School Bus Policy and Expectations**

Any child utilizing school transportation to or from our program will follow the East Windsor School Bus Policy outlined in the Public School Parent Handbook. Children who display inappropriate behavior on the bus will receive a written warning and parent/guardian will be notified. Loss of bus privileges may occur when child displays inappropriate behaviors.

Parent/Guardians must contact the School Bus Company prior to the start of the school year to notify them of children attending our programs. Any time a parent has a change in schedule, they must submit the information in writing to their child's teacher. The information will be forwarded to appropriate personnel.

## **Medical and Health Information**

Health records must be in your child's file upon enrollment and updated yearly from the date of physical. You may make changes at any time to update your child's medical or emergency information. We need all updated information to ensure immediate and effective care as necessary. Please alert us to any allergies your child has or develops. There is an appropriate place on the registration form for this information.

### **Illness**

If a child is unable to participate in normal daily activities and/or has a fever of 100\* or higher, episodes of diarrhea or vomiting or suspicious rashes we will call a parent for immediate pick up. Also, indications of any possible contagious or communicable disease will require us to call a parent for immediate pick-up.

### **Health and Safety**

Even under the most ideal supervised conditions, children will get bumps, bruises, scrapes or cuts. We will assist the children in the most efficient, appropriate and comforting manner in these situations. Most of our staff is certified in infant and child first aid and CPR. An accident report will be completed for any child needing first aid attention while in our care. Parents must sign the report for our records. You will be contacted immediately in the event of a more serious injury. If your child requires hospital or emergency care, the Center will contact an ambulance and the parent or guardian immediately and the Director or appropriate staff will accompany the child to the hospital and remain until the parent or guardian arrives. PLEASE UPDATE EMERGENCY CONTACT INFORMATION AS OFTEN AS NECESSARY TO ENSURE IMMEDIATE, EFFICIENT CARE.

### **Administration of Medications**

Any medication that needs to be administered to your child needs to have an "Authorization to Administer Medication" form signed by both your child's physician and a parent or guardian. Only staff that has been trained in Administration of Medication will be allowed to give prescription medications, which will be locked up. A record of each dose will be kept and signed by the person giving the medication. Non-prescription medications must also have a form filled out by the parent or guardian.

## **Nutrition and Snacks**

The East Windsor Family Resource Center Childcare Program provides snacks to the children in the Preschool and After School Program. A monthly menu is posted in the cafeteria on the Parent Information Board and copies are on the sign in/out table. A separate, clean eating area is provided for children in the Before School Program who bring their breakfast from home or who purchase our breakfast snack items.

## **Preschool Program - Lunch**

Children who are enrolled in the extended day preschool Child Care Program may bring a lunch from home or purchase lunch from the cafeteria. We ask that lunches brought from home are NUT FREE. The daily cost of the meal is \$3.00 and should be paid in advance for each month. Please mark the school lunch menu monthly and return with a check payable to The East Windsor School Lunch Program. All lunch information should be returned to the preschool program Head Teacher and not the child's classroom teacher.

## **Appropriate Clothing**

Children will go outside daily, weather permitting. Please send in appropriate outdoor clothing; mittens, hats, snow pants, boots and extra socks to change into. Children enrolled in the Half Day Program should have an extra set of clothes, labeled and in a clear bag, to leave in the classroom.

## **Field Trips**

At times our curriculum may best be experienced through field trips. In the event that we plan a trip, parents will be notified and will be required to sign a permission slip. If you do not want your child to attend the field trip, you will need to make other arrangements for childcare, as all of our scheduled staff participate in the field trip. School bus rules and appropriate behavior are expected to be followed when the group is away from the Center. Transportation will be provided by school bus. Separate fees are required for field trip payments.

## **Personal Items**

We ask that children leave personal toys and games at home. Children run the risk of their toys breaking when they bring them to our Center. The East Windsor Family Resource Center will not be responsible for any personal toys or games that are damaged while at our Center.

## **Property Damage**

In the event that a child intentionally damages school property, their parent or guardian will be responsible for the replacement cost. This includes, and is not limited to, broken windows, damaged or lost toys, games or supplies.

## **Discipline Policy**

The East Windsor Family Resource Childcare Program respects the dignity of all children. We expect the children will respect staff, parents and each other. Our approach to discipline emphasizes and rewards positive, pro-social behaviors while discouraging negative ones. We offer positive reinforcement through genuine and clear verbal praise and/or facial expressions and gesturing. Redirection and positive guidance are two other methods used by staff to encourage appropriate behavior and good citizenship. The withdrawal of a privilege is an example of a natural consequence that will result when a specific misbehavior occurs (i.e., continued poor sportsmanship after being warned by a staff member, will result in the child sitting out the activity). Removal from a situation in a gentle “time out” manner is also a method staff will use when other misbehaviors occur within our program (i.e., hitting, pushing or physical contact toward another child). This time away from the situation will provide the child an opportunity to regain control, consider his/her actions and formulate more appropriate ways of handling the situation in the future.

Significant misbehavior (disrespectful, disruptive or physical) will be discussed with parents/guardian upon pick-up the same day it occurs (if possible). Your child will be included in this discussion. We feel it appropriate for children to be accountable for their actions and be given the opportunity to tell you about the issue of their misbehavior. We view parents as partners in the effort to instill positive behaviors in children. Keeping communication open with you about your child’s behavior – both positive and negative – is critical in maintaining a positive social environment at our program.

## **Incident Reports**

Serious and/or consistent disruptive behavior, such as inappropriate physical contact with other children or adults, ignoring and not abiding by rules of the program or other unacceptable behaviors, will result in a conference between the

parent/guardian and the Director. Ways to resolve the difficulty and a behavior plan will be discussed. An “Incident Report” will be written up regarding the misbehaviors. Five incident reports will result in your child being dismissed from our program. A refund of unused tuition will be given. Persistent and/or serious behavior – abusive, aggressive, destructive or other inappropriate anti-social acts – may result in your child’s dismissal from the program, as we must provide a safe and comfortable environment for all the children who attend our childcare program. The Director reserves the right to immediately suspend or dismiss any child from the program without regard to the number of incidents, who causes harm to another child or staff member or if there is a potential threat of such. After appropriate efforts have been made with a child and family, and the child still does not appear to be benefiting from our program, we shall communicate our concerns to the family in a positive way and, if possible, offer them assistance in finding a more suitable setting.

Some examples of *inappropriate behaviors*: hitting, biting, pinching, pushing, shoving, kicking and any other physical aggressive touching. Other examples include but are not limited to using slang, swearing, name-calling, using a disrespectful tone with other children and adults, stealing and destroying property.

Consequences are given for behaviors, which do not follow appropriate behaviors:

- ❑ First offense – Verbal Warning.
- ❑ Second offense – Incident Report.
- ❑ Third offense – Incident report, conference with parent/guardian as soon as possible, behavior plan put in place. 1 day suspension.
- ❑ Fourth offense – Incident report, 3-day -1 week suspension from the program.
- ❑ Fifth offense – Dismissal from program. Student cannot return.

### **Open Door Policy**

The open door policy welcomes and encourages parents/guardians to call or visit anytime we are open. Anytime that a parent/guardian has a concern, they are encouraged to speak with the Director. We welcome any input from parents/guardians to assist in improving our programs.

### **Child Abuse and Neglect**

As childcare providers, we are considered **MANDATED REPORTERS**, and as individuals, we are required by law to report suspected abuse or neglect, or risk of abuse or neglect (CGS\* 17a-101) directly to the Department of Children and Families (DCF). We are immune from civil and criminal liability as mandated

reporters and could be fined and/or sued if a report is not made to the appropriate agency. The following are important definitions by DCF:

- ❑ Physical Abuse – Injuring of a child by shaking, beating, burning or other similar acts.
- ❑ Sexual Abuse – Engaging in sexual behaviors with a child or allowing sexual exploitation of a child.
- ❑ Emotional Abuse – Excessive belittling, teasing or berating which impairs a child’s psychological growth.
- ❑ Neglect – Failing to provide for a child’s basic needs (i.e., food, shelter, hygiene, education, medical care and supervision).

If any staff member observes evidence of suspected child abuse or neglect, we are mandated to report the evidence to the Department of Children and Families at 1-800-842-2288.

### **About this Handbook**

It is the goal of the East Windsor Family Resource Center Program Handbook to cover all necessary information, to keep communication open and have expectations of all parties involved made clear. It may become necessary to make changes to this handbook from time to time. You will be provided with an update in writing as changes occur. If at any time a situation arises that has not been covered in the handbook, the Director will consider the child’s best interest and make an appropriate decision. Please inquire if you have a special need not addressed in the Parent Handbook.

Please note: \*\*All stated fees, tuitions and regulations are subject to change.\*\*

## **East Windsor Family Resource Center Childcare Handbook**

**I have received a copy of the East Windsor Family Resource Center Parent and Student Handbook.**

**Parent/Guardian Signature:** \_\_\_\_\_

**Parent/Guardian Signature:** \_\_\_\_\_

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

**Child/Children's Name:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Parents may speak with the Director in person or make comments in writing regarding any portion of the Parent Handbook.**

**Please return this signed page to the Family Resource Center office so that it may be placed in your child's file. Thank you.**

