

# VAUGHAN LEARNING CENTER

Family Handbook



**2026-2027**

Revised on February 11th, 2026

## **Welcome to Vaughan Learning Center!**

It's our goal to provide your family and your child with a positive child care and early childhood education experience. We strive to make Vaughan Learning Center a place where children, parents, and staff feel comfortable, and where children are safe, nurtured, and educated in a caring environment. By working together as a team we can continue to make our environment grow, flourish and thrive.

The following information is provided to help answer any questions you may have regarding our policies and procedures. Communication is the key to a high-quality program. Please stop by the office at any time you have questions or concerns.

*Thank you for giving us the opportunity to care for and nurture your child!*

### **Our Philosophy**

We believe that play is essential in learning for young children. Play is the basis for learning in our program. Children will be immersed in exploratory activities that will help development in all areas, including physical, cognitive, social and emotional. It is our belief that a good program offers both directed and non-directed experiences, encouraging your child to plan and think about their actions. Each room provides a child-centered environment with a wide range of materials and developmentally appropriate activities, which will allow your child to create, manipulate, explore and discover according to their particular and unique interest.

We are committed to providing safe, affordable, high-quality childcare for your children. We are also committed to having a partnership with our families. We feel that partnerships between families and the center are essential to the growth and development of the individual child. We are committed to lower child-to-teacher ratios which enable teachers to:

-Spend more time with each child, developing closer teacher-child bonds of affection, trust and respect.

-Assess carefully each child's social, emotional, cognitive and physical growth and progress to individualize the program accordingly.

#### **Heather Ouellette**

Executive Director

[Heather@VaughanNH.com](mailto:Heather@VaughanNH.com)

603-356-5213

#### **Natalie Gammon**

Co-Director

[Natalie@VaughanNH.com](mailto:Natalie@VaughanNH.com)

603-356-5213

## **Non-Discriminatory Policies**

Vaughan Learning Center will maintain and conduct all practices relating to enrollment, discipline, and all other terms and benefits of child care services provided in a manner which does not discriminate against any child, parent or family on the basis of race, color, national origin, immigration status, religion, age, marital status, sex, sexual orientation, gender identity, socioeconomic status, disability, religion, or veteran status.

## **Confidentiality Policy**

At Vaughan Learning Center, we respect the privacy of all of our families. Any personal information you share with our staff will remain confidential. All of the employees sign a confidentiality agreement that states all financial and personal information is confidential.

## **Licensing**

Vaughan Learning Center is licensed by the State of New Hampshire Bureau of Child Care Licensing (license #00612). Copies of our licensing reports are in the office and posted in the foyer.

## **Tax ID#**

Vaughan Learning Center's Tax ID # is 02-0269550. Because we are a non-profit organization, donations made to the Center are tax-deductible.

## **Our Staff**

Our dedicated team of teachers is made up of experienced early childhood educators. We pride ourselves on the longevity of our team of teachers and staff. This provides the stability required to foster and encourage each child to trust, grow and develop. In order to ensure the safety of all children, fingerprinting and a criminal history background check is conducted on all staff members.

## **Hours Of Operation**

Our hours of operation are Monday through Friday, 7:30 a.m. to 4:30 p.m., year-round. Hours are subject to change, on a temporary basis, due to unforeseen circumstances.

## **School Year**

Our school year runs the Tuesday after Labor Day in September to the third Friday in June. Our summer program will start the following Monday until the week we are closed prior to the new school year.

## **Holidays**

Vaughan Learning Center is closed on the following holidays: New Year's Day, Presidents Day, Memorial Day, Juneteenth, Fourth of July, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Christmas and Civil Rights Day. We will also be closed the week prior to Labor Day for cleaning and planning. When a holiday falls on a Saturday or Sunday VLC reserves the right to close to observe the holiday either the preceding Friday or the following Monday. Weekly tuition remains the same regardless of holidays/closings.

## **Weather**

If the Conway Public Schools (SAU 9) are closed due to road conditions all VLC programs will be closed. If the Conway Public Schools are closed for any other reason VLC may be open WMUR Channel 9 will announce official closings. We will also post-closing and delays on our Facebook Page and through brightwheel. These closings will be announced by 6 am. Weekly tuition remains the same regardless of holidays/closings. In the event that there is a vacation for SAU-9, VLC will make the call based on weather if needed.

In the event of a delay we will open 2 hours later than our normal time. Children who are planning to still attend need to be at the center no later than 10 am. This will allow for their transitions to be smoother.

## **ENROLLMENT INFORMATION**

### **Drop-in Policy**

Children who are registered at the Center on a part-time basis may take advantage of our Drop-In policy. Drop-in is only available when space permits. Due to licensed enrollment limits, space may not be available. In the event you need child care on a day when your child is not scheduled, you are welcome to inquire in the office as to whether there is space on that day. The rate for drop-ins is the same rate you agreed to pay for your scheduled days. We will not switch one day for another, any days added outside of your contracted days is considered a drop-in and you will be billed accordingly. Sibling discount rates do not apply to one day drop-ins.

### **Withdrawal Policy**

We require two weeks written notice and full payment should you decide to withdraw your child from the Center. Any outstanding payments must be made before the family's departure, or a collections agency will be hired to pursue the balance of the payment owed, and charges for the agency will be billed to the family.

## **Termination Policy**

Although we strive to meet the needs of all children and families in our Center, there are instances in which we must discharge a child from our care. Cases that would warrant such action include, but are not limited to:

a) Continuing conduct which negatively affects other children at the Center, such as threats, violence directed toward children, staff or self and/or refusals to listen.

1<sup>st</sup> Offense: Verbal Warning- communicate with parents/guardians about the behavior in person,

2<sup>nd</sup> Offense: Written Warning- a letter to parents/guardians explaining the repetitious nature of the behavior and providing a timeline to correct the behavior to ensure the safety of all staff and students.

3<sup>rd</sup> Offense: Expulsion from our programs if the behavior continually compromises the safety of staff and/or students in our care.

b) Continued failure on the part of the parent or guardian to work cooperatively and collaboratively with the Center to address issues that arise at school.

c) Non-payment, with no action taken toward making a payment plan, for three consecutive weeks.

d) Failure to follow Vaughan Learning Center policies and procedures.

e) Failure of parent or guardian to follow correct admission procedures, especially as they relate to submission of required forms; such as the yearly physical form.

f) Repeated tardiness at pick-up.

g) Solicitation of Staff to provide personal child care (ex. nanny).

We will make every effort to rectify these problems before discharging a child. This may include, but is not limited to; meeting with lead teachers, meeting with administration, or a referral to outside agencies.

## **TUITION**

Tuition is based on scheduled/reserved days attending the Center. The fee schedule is in the application packet and is available in the office.

Tuition includes:

- Morning, lunch and snack prepared according to USDA guidelines.
- Milk and 100% fruit juice.
- Baby wipes

Rate increases are effective Sept 1<sup>st</sup>, with the adoption of a new annual budget. The Board of Directors makes every effort to have minimal tuition increases while maintaining the high level of care for our children.

## **Payment Methods**

We accept cash, checks or online payments that can be made through Brightwheel. Payment may be given directly to the administration or left in the payment box located on the wall to the left after the locked door. Checks should be made payable to Vaughan Learning Center. ***Please have cash payments verified by a staff member.***

## **Payment Policies**

Tuition is due by Friday in advance of the following week's child care services. If you choose to pay monthly, payment is due on the 1st of each month, in advance. As our costs remain fixed, the weekly tuition fees remain the same whether your child attends the Center or not. You are responsible for the agreed tuition fee regardless of your child's attendance. All outstanding balances must be paid in order to re-enroll for fall term.

## **Returned Check Policy**

A fee of \$25.00 will be assessed for any check returned for insufficient funds.

## **Sibling Discount**

If you have two or more children enrolled in our facility, you will receive a 10% discount on the second child and on each additional child. The sibling discount does not apply to one day drop-ins.

## **Tuition and Tax Statements**

Annual tax statements will be provided upon request. These statements will reflect a year-to-date summary of payments. In addition, weekly statements will be produced upon request for each family and will reflect weekly tuition fees and payments towards the balance.

## **Security**

Vaughan Learning Center is committed to ensuring the safety of your children. The front office is usually staffed to be sure that visitors are attended to as they arrive at the Center. Our Center is equipped with multiple closed circuit security cameras that allow our administrators to supervise the parking lot, entrances and exits, building perimeter, hallways, and classrooms. The Center routinely conducts emergency preparedness drills, and our highly-qualified teachers always have the children's safety at the top of their minds. Our security measures are only effective if everyone follows our procedures. With that in mind, parents and guardians are required to observe the following procedures to ensure the safety of the Center and, ultimately, the children:

- Children must be dropped-off and picked-up through the main entrance.
- Each parent or guardian is issued a key card or key fob for access to the building. Parents must report lost card keys immediately to the office. A replacement card key will be provided at a cost of \$20.

- Parents who habitually ask to be “buzzed-in” without a card will have their existing card key deactivated and a new card key issued at a cost of \$20.
- Please do not hold open the security doors for anyone behind you. Although it may not seem polite, the safety and security of the children is paramount.
- Parents must not share card keys with other parents or with friends or family members who come to drop-off or pick-up their children on their behalf. These individuals must check in with the office to sign the visitor log, present proper identification, and will then be provided access to your child’s classroom.

## **ARRIVAL AND DEPARTURE INFORMATION**

### **Parking Lot**

Our parking lot offers a limited amount of parking for both staff and parents. Please drive with particular care and always be aware of small children getting in and out of vehicles and walking in the parking lot. Our speed limit in the lot is 5 MPH! For health, safety, and legal reasons, the Center must ask that children not be left in vehicles, that cars not be left running in the parking lot, and that keys be removed from vehicles.

### **Dropping Off and Picking Up**

Arriving and departing can be a stressful time for both you and your child. Please keep in mind that the staff are used to dealing with all types of behavior and will usually have your child involved in the day’s activities within minutes of your departure. In fact, it is generally true that the longer you linger in a classroom to comfort your child, the more difficult it becomes for you to separate from your child and for your child to transition smoothly. We encourage you to make the drop off process as brief as possible and trust that the staff will support your child during this transition.

The Center opens at 7:30 a.m.; please do not drop off your child before then. If staff members are in the building prior to 7:30, they have come in early to prepare for the day. We ask that for all of our classrooms, that they be dropped off no later than 9:00am. If you are not here you may be told you can not leave your child. We understand things happen so if you're running late please call the office or send a message on Brightwheel.

If your child has an appointment in the morning, they can attend the center if they can arrive before their classrooms' scheduled drop off time. If they have an appointment during the day where they need to be picked up, they can not return due to the classroom's daily routine.

You must accompany your child into the classroom each day and notify the teacher that you have arrived. Sign your child in on the brightwheel app QR code located in each room.

When you come to pick up your child, you must also sign them out with the QR Code. When picking up your child, be sure staff is aware that he or she is leaving, check your child's folder for notes and check their cubby for artwork or projects. Once your child is ready to leave the Center, you must monitor your child and help reinforce our policy that children stay with an adult at all times. Children must never run around in the Center, or out of the Center, unaccompanied. Cars are constantly arriving and departing, and we do not want your child to be at risk of a serious accident. Please guide children safely to your vehicle.

### **Alternate Pick-Up Contacts**

Upon enrollment, we require submission of a list of people authorized to pick your child up from the Center. Only people authorized in writing will be allowed to pick up your child from the Center. We will require photo identification from an alternative person for your child. The Center reserves the right to act in the child's best interest, in the event of an unauthorized or incapacitated pick-up person, or if an alternate pick-up person fails to provide proper photo identification.

### **Divorce and Separation Note**

Our Center strives to serve all families in the best possible way, especially during difficult transitions. It is our policy and goal to avoid being in the middle of any dispute between parents. If shared custody agreements or parenting plans are in place which impact pick-up and drop-off times, parents must provide the Center with an updated copy of such agreements/plans to ensure that arrivals and departures for your child/children are seamless. Unless we have an updated legal document on file, the Center cannot presume that one parent has more or fewer rights than the other and will not prevent either parent from picking up a child on any given day.

### **Late Pick-Up**

We close promptly at 4:30 p.m. and children must be picked up on time. A late departure fee of \$25.00 for the first 15 mins and \$1.00 per min after per child will be charged. For example, if you are 10 minutes late picking up two children from the Center, your late fee will be \$50. The late fee is billed immediately and payment is due in the office at drop-off the following day. If you know you are running late, the staff and your waiting child will appreciate a phone call, but note that late fees still apply. Our staff is scheduled until 4:30 p.m. and staff members have obligations after the Center closes. Repeated tardiness at pick up may result in discharge from the Center.

## **THE CLASSROOMS**

Vaughan Learning Center has classrooms for children ages six weeks through kindergarten. Generally, the following guidelines are used for placing children in age-appropriate classrooms. Ages may vary depending on each child's individual development and needs. VLC assigns children to groups based on the age of the child in September of the current year. Children are with their assigned teacher from September until the following September when, if old enough will move to the next group.

\* In order to be in our Pre-K Classroom, the child must be independently potty trained with minimal help.

Infant- 6 weeks-13 months

Lil Tots- 13 months-2 years

Big Tots- 2-3 years

Preschool- 3-4 years

Pre-K- 4-5 years old

## **Curriculum**

Vaughan Learning Center offers a developmentally appropriate curriculum in a center-based environment, designed to meet the individual needs of each child. Our curriculum is planned and implemented by our lead teachers, and overseen by administration. We understand that young children are sensory learners, and use our vast knowledge and experience to promote programs that foster self-esteem while stimulating and challenging each child in academics, music, art, social/emotional development and motor skills.

## **Nap Time**

Naps are an important part of our day, and help with growth in all areas of development. In our youngest classrooms, children's individual nap schedules are followed and infants can nap whenever is necessary, as we understand that babies are different in this way. As children get older, we begin a more traditional nap schedule with quiet time after lunch. Each room has nap mats for each child. A special item such as a small stuffed animal or blanket makes the transition from your home to ours much easier. We encourage children to bring one favorite cuddly item and/or blanket that will fit easily in their backpack for naptime. Children are given the opportunity to nap or rest quietly. After a period of time, children who are unable to nap are given a quiet activity.

For classrooms with children 24+ months of age, per child care licensing rules, during naptime there may, on occasion, be one less staff person in a classroom than required to meet ratios. The total number of child care staff required to maintain all ratios will remain on the premises of the program and reachable at all times for immediate contact with the classroom staff for assistance if needed.

## **Diapers and Toilet Training**

Parents will provide diapers, pull-ups and training pants as well as any diaper creams for changes. VLC will provide wipes for all children. We strongly recommend communication with your child's physician about toilet training. Children usually indicate readiness to be introduced to toilet training. We will not force children to sit on the toilet or a potty chair and we will not punish a child who has an accident. Close communication and continuity between parents and staff is critical in this area. To help your child be successful, we ask that your child be accident free at home for two weeks **before** they wear underwear at school.

## **Clothing**

Each child should keep a spare set of seasonal clothing at the Center. All clothing and outerwear should be labeled with the child's name in permanent marker. Children are given the opportunity to participate in messy or wet activities indoors and outdoors. Parents are requested to send their children in comfortable and easily laundered clothes. Clothing and footwear should be weather and size appropriate, allowing for freedom of movement in both indoor and outdoor activities. Flip flops, dress shoes and open toe shoes are not a safe choice for school shoes and are not recommended. Please dress children in clothing appropriate for the season, as we play outdoors every day if the weather is not too severe. Please include: waterproof boots, waterproof mittens, a hat and snow pants in winter. Boots are still important for the wet spring weather and muddy ground. In the summer, include a swimsuit, towel and water shoes for water play. In addition to a full change of clothes, extra socks and underwear must be in each child's backpack. Smocks are provided for arts and craft activities, but enthusiastic, budding artists still manage to soil their clothes occasionally, so special or dressy clothes should not be worn to school. *Because we go outside as often as we can regardless of weather, we require all children to come to school prepared with the proper gear to do so. If your child doesn't have the proper gear, the teachers will require that you bring in the necessary gear prior to outside time or your child will be sent home.*

## **Toys from Home**

We request that toys from home NOT be brought to school. They are difficult to share and frequently become broken or misplaced. On scheduled "Show and Tell" days, any toys brought from home will be returned to the child's backpack for safekeeping upon completion of the group's Show and Tell time. We do encourage children to bring any books from home that they wish to share with their classmates. Please label them with the child's name! VLC is not responsible for lost or damaged items from home.

## **FOOD**

Lunch and snack menus are posted each week in the classrooms as well as on Facebook. Vaughan Learning Center is part of the USDA Child and Adult Care food program. Any dietary restrictions must be in writing from the parent or legal guardian. However, VLC is required by the state to ensure that children are receiving the proper nutrition. Should there be concerns, the Director may require the parents of any child to obtain and provide a written note from the child's licensed health care practitioner authorizing the dietary restrictions requested by a parent.

**Infants:** VLC provides formula (Similac Advance). Parents need to supply clean and labeled bottles on a daily basis. If you choose not to use our formula, you will need to supply breast milk or formula specifically labeled with first and last names on both the bottle and the cover. The center will be unable to provide breast milk or formula that is brought to the center and is not labeled as directed.

**Special Diets and Food Allergies:** Please discuss any specific dietary concerns with your child's teacher and the Directors.

**Regular Diets:** Lunch is supplied by the Center and is geared to youngsters' tastes, offering a variety of well-balanced meals. Whole milk is offered with the meals to children under two years and 2% milk will be offered with meals to children 2 years old and over

**Snacks:** Healthy snacks and 100% fruit juice are offered in the morning and after naptime in the afternoon.

### **Meals**

Breakfast is served in the mornings at 8:30 am for everyone. Breakfast consists of bagels, fresh baked bread, and fruit. Lunch is served between 11:15- 11:30 and consists of pasta, sandwiches, casseroles, The PM snack is served at 2:30. Snack consists of cheese and crackers, fruit and crackers, and fresh baked cookies. Water and Milk are always available at meals. On occasion we will have 100% fruit juice with snacks.

### **5210 Let's Go**

Our program is committed to helping raise a healthier generation of children. Therefore, Vaughan Learning Center has made it our policy to follow the Let's Go! Strategies for healthy eating and physical activity.

1. We limit unhealthy choices\* for snacks and celebrations
2. We limit sugary drinks. \*\*
3. We prohibit the use of food as a reward.
4. We provide opportunities to get physical activity every day.

\*Unhealthy choices include food and drinks high in sugar and/or salt such as soda, candy, cookies, cake, and chips.

\*\*Sugary drinks include juices (including 100% fruit juice), soda, sports drinks, energy drinks, lemonade, and sweetened coffee or tea drinks.

As a center who promotes healthy lifestyles, we ask that you do not send your child to school with sugary, sweet, unhealthy snacks. If they are unable to wait until our 8:30 am breakfast time, then a healthy snack may be brought to the center to satisfy them until their first school meal.

# **HEALTH AND WELLBEING**

## **Child Health Records and Requirements**

As required by the NH Bureau of Child Care Standards and Licensing: “Documentation of immunizations shall be on file for each child on the first day the child is in attendance at the child care agency in accordance with He-P 301.01 and RSA 141-C:20 and 21. Immunization records also need to be submitted every time your child receives a new series of shots. A child health form or an equivalent record of physical examination shall be on file at the child care agency for each child within 60 calendar days of the date of admission.

For children ages 5 and under, physical examinations shall be updated annually from the date of the admission physical.

For children ages 6 and older, child care agencies shall have on file a copy of the most recent physical examination record or physical examination update which is on file in the child's school provided the examination was completed within the past two years.

## **Absences**

Please notify us by phone or Brightwheel when your child will be absent from the Center, as well as share the reason for and duration of the absence.

## **Health and Illness Policy**

A variety of communicable diseases occur among young children, especially when they first begin attending a child care center. Because of the possibility of a disease spreading to other children and staff, we require that the children with the following contagious conditions be kept home for the times recommended by the State Division of Public Health Services:

If your child is out sick and you have other children that attend the center you will be asked to keep all children home; or if you are called to pick up a child, you will be asked to take any siblings also in the center as well. This will help reduce the chance for spreading illnesses across classrooms.

**Chicken Pox:** The child must remain home until six days after the rash begins and/or all of the blisters are dried up and crusted over.

**Conjunctivitis:** (Thick, greenish yellow drainage from reddened eyes). Very contagious-- requires antibiotic eye ointment or drops. Children may return to the Center when treated for at least 24 hours and eyes are clear of drainage.

**Gastro-intestinal disturbances:** If your child vomits or has diarrhea, he/she should stay home and may return after 24 hours of no vomiting or diarrhea. In the event your child vomits at school they will need to be picked up immediately, if they have diarrhea exclusion will happen after 2 episodes. In both cases your child may return after 24 hours of No symptoms.

**Hand, Foot and Mouth-**Your child should stay home from school or childcare until he or she has no fever for 24 hours and the mouth sores and open blisters have healed.

**Fever:** If your child awakens in the morning with a fever of 100.4 degrees or higher, please keep him or her home. Temperatures during the day will be evaluated on an individual basis. Parents are notified if it is necessary for them to come to pick up the child.

**Head Lice:** Child may return to the Center after specific treatment is completed and lice and nits are completely removed from the child's hair.

**Impetigo:** Child may return to the Center when treated for at least 24 hours or if the area is able to be fully covered while being treated.

**Rashes:** If your child has a rash, it must be identified by a physician and your child may return upon documentation from a physician.

**Scabies:** (A contagious infestation of the skin. Often noted between fingers, behind knees, inner elbows and body creases.) Child may return to the Center when the appropriate treatment is given--usually within 24 hours.

**Strep Throat:** Must be treated with prescribed antibiotics for at least 24 hours before the child can return to the Center.

**Vomiting:** Child may return to the Center 24 hours after the last episode of vomiting.

**Covid-19:** If your child has ANY covid-19 symptoms or has been exposed please see Covid-19 policy for exclusion.

**When returning to the Center, a note may be required from your child's doctor specifying the nature of your child's illness and permission for the child to return to group care. The Center reserves the right to modify this provision based on current recommendations of the State and/or medical/health care providers.**

## **When to Keep Your Child Home**

When ill, children are much more comfortable in their home environment. **If your child shows any signs of illness** (vomiting, diarrhea, elevated temperatures, earache, sore throat, coughing, excessively runny nose, sneezing, headache, etc.) **please keep them home.**

If your child has any **changes in behavior**, send your child to the program. But be prepared to be notified if your child has developed other symptoms and needs to be picked up.

If your child is struggling to participate and be a part of the classroom due to any type of symptom such as sleeping when not nap time they will be asked to leave.

Out of consideration for the other children at the Center, we ask that you do not medicate your child and then send them to school. Medication will only mask the symptoms of the illness; it will not decrease the exposure of the illness to the other children.

We understand that taking time off from work can be difficult, but our overall concern must be for the health and wellbeing of all children in attendance as well as our staff.

Please be assured that we will do our utmost to maintain a healthy, sanitary environment for your child - your cooperation and assistance is most appreciated. If you question whether your child should be with other children, please call and speak with us before you bring him or her to the Center.

**If a child has been exposed to a communicable disease, Vaughan Learning Center should be notified IMMEDIATELY.** If appropriate, the Center will notify parents of all children known to have been exposed while at the Center. Please know that this will be done in a confidential manner. Children who are ill with a communicable disease should be kept at home until they are no longer contagious. As time goes by, your child will build up his or her immunities, thus lessening their chances of “picking up everything.”

## **COVID-19**

We will be following the current CDC recommendations, and we will follow any mandates put in place by the Governor of NH and the CDC.

If your child(ren) is/are required to quarantine or self-isolate due to the presence of covid-related symptoms, OR if the center must close in full or in part due to covid-19, you are still responsible for paying for their scheduled days for up to 2 weeks. If the closure lasts for more than 2 weeks, the tuition will be reduced by 50% to hold the child's spot.

## **Illness at School**

The general health of each child is monitored by staff throughout the day. Although we make every effort to keep children at the Center during scheduled hours, there are occasions when children become ill and need to be sent home. Parents will be notified if their child becomes ill during the day. Parents must make arrangements for sick children to be picked up within the hour. Every effort will be made to make the child as comfortable as possible while waiting for the parent to arrive.

## **Medication Policy**

We will NOT administer prescription or non-prescription medication unless it is accompanied by a written authorization from the parent AND a licensed health care provider. Prescription medication in its original container labeled with specific instructions, date, and physician's name will be given, with the label suffixing for the physician's note. Most pharmacists will happily accommodate a request to split a

prescription into two labeled bottles to keep one at home and one at the Center. Any creams or medications need to be in their original containers. "Authorization to Administer Medication" forms are located in each classroom and all medical information will be kept confidential. Please ask your child's teacher for help with these forms. Staff will NOT administer the first dose of any medication.

## **Benadryl**

Vaughan Learning Center programs serve very young children, many of whom have not had exposure to potential allergens in their environments. In the event that a child exhibits signs of an allergic reaction such as wheezing, croupy cough, hoarseness, difficulty breathing or swallowing, chest or throat tightness, drooling, slurred speech, confusion, weakness and fainting, rash, hives, itching, and facial swelling, we will:

- Administer an age and weight appropriate dose of Benadryl;
- Call 911 if needed;
- Contact parent or another designated emergency contact;
- And observe the child closely for changes until the emergency medical team arrives (if called).

You will be asked to give permission for the center to give your child Benadryl if needed on enrollment paperwork.

## **Sunscreen and Bug Spray**

In season, the Center uses a (fragrance free, water resistant) lotion as our standard sunscreen, and bug spray that is DEET free to protect your child from mosquitoes, ticks, biting flies, EEE and West Nile Virus. You may elect to use Center provided protection for free, or you may provide your own sunscreen and bug repellent. Please indicate your preference by selecting one of the options upon enrollment. You will be asked to give permission for the center to apply sunscreen and bug spray to your child on enrollment paperwork.

## **Emergency Health and Accident Plan**

You will be notified immediately in case of any emergency involving your child. Your child will be taken to the hospital via ambulance should his conditions warrant. Parents or legal guardians will be responsible for fees incurred. It is very important to keep us informed of any change of address and work or home telephone numbers.

## **Accident and Incident Forms**

Occasionally children do have minor injuries resulting from incidents during play. We will treat your child with basic first aid measures and report any injury/incident to you in person or phone call and document it on an accident/incident form. These forms will outline the events that took place to cause the injury as well as what treatment was given to your child. Parent or legal guardians are required to sign and return any accident or incident reports.

## **Medical History**

Please inform Vaughan Learning Center if your child has any allergies, is on any regular medications, or has any medical conditions that may be pertinent to the care of your child. Any significant or life-threatening allergies or conditions require an action plan from the child's medical provider.

## **Mandatory Reporting**

Vaughan Learning Center is committed to a safe, nurturing environment for children to grow and learn in a positive manner. The State of New Hampshire and the Division of Child, Youth and Families mandates that our staff immediately file a report to the DCYF if a staff member has any reason to suspect that a child in our care has been abused or neglected.

## **COMMUNICATION**

### **Mailboxes**

Each classroom has an area with mailboxes for each child. In this box, you will find a daily note about your child's activities, as well as notices that pertain to things happening in the center or to your child. The staff in your child's room will gladly talk to you if you need clarification about anything or want more information about the day.

### **Bulletin Boards**

Inside each classroom, you will find a bulletin board with staff photos, monthly calendars and other helpful information. Be sure to check these monthly. In addition, our Parent Information bulletin board is located in the main hallway. This serves as a central place to notify parents of events happening at the Center as well as posting of menus and fee schedules.

## **Website and Social Media**

Vaughan Learning Center communicates important information online, through its website, brightwheel and a private Facebook page. Follow us on Facebook for updates and reminders.

Please do not contact teachers via social media regarding Center related matters, such as school policies or to inquire about classroom incidents. It is important for parents to follow the Center's policies for communication when there are questions or concerns. The staff have been instructed to refrain from answering questions pertaining to the Center via social media.

## **Parent Conferences**

Conferences with parents shall be scheduled at the request of the individual parents, teachers or administration. Please keep us informed of any special events or problems that might be affecting your child. In addition, we encourage you to call whenever you have a question or concern about your child, the program, or when you just want to see how they are doing that day.

## **Grievance Procedure**

If at any time you have a question or concern regarding the care given at the Center, please speak first with your child's teacher or the Center administration. VLC has a very strict policy addressing your concerns. It is imperative that all concerns immediately be brought to the lead teacher in the first instance whenever possible. If you are not comfortable sharing your concerns with the classroom teacher or if your concerns pertain to the lead teacher or another member of the staff, please bring your concerns directly to the Executive Director or Co-Director.

## **Visitation**

Parents are always welcome to drop in, and are encouraged to spend time at the Center when they can. Please keep in mind that once you arrive your child naturally regards you as the foremost authority figure. To make the time pleasant for all, please help the teachers and your child by continuing to follow the guidelines and practices that the teachers use for all the children throughout the day. If you are unsure of what is appropriate, please do not hesitate to ask, the teachers will be happy to help.

