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Introduction

This brief handbook has been developed for the children and parents of East Aurora Community Nursery. The information in this booklet is designed to make it easier for all concerned to have a successful year at school.

Please read this booklet carefully and keep it for future reference. Should you have any questions regarding any of the topics covered here, please feel free to call the center office. The telephone number is (716) 652-9449.

Philosophy

East Aurora Community Nursery fosters the development of children and their families by providing a program whose focus is on nurturing children in an environment which meets their physical, intellectual, social and emotional needs. This involves offering children a variety of developmentally appropriate activities throughout their day.

We are committed to the health and safety of the children entrusted to our care. Communication between parents and staff members is encouraged on a daily basis to bring consistency between home and the center.

Our daily goal is to have children feel good about themselves and their time spent with us. In addition, our program ensures a caring response to unique family situations.

Mission

East Aurora Community Nursery, Inc. ("EACN") is a not-for-profit corporation serving families and children by providing loving, high quality care and education in a nurturing environment that meets the needs of the whole child and provides a foundation for learning.

History

East Aurora Community Nursery, founded in 1948, was the first nursery school in East Aurora. In 1978, the school was incorporated as a not-for-profit day care center licensed by New York State.

Since that time, our program has grown from two rooms at Southside School to our current facility on Fisher Price's Girard Avenue campus. We continue to provide extended day care for infants, toddlers and pre-school children.

In response to the community's continuing demands for more programs, we have evolved from a limited Pre-K program to one that provides a curriculum based on the needs of the children between two months and five years of age.

Board of Directors

East Aurora Community Nursery, Inc. is governed, according to its by-laws, by a Board of Directors composed of volunteer parents and members of the community. The Board formulates policy and administers the affairs of the center, including the establishment of its enrollment policy, tuition rates and salaries, appointment and dismissal of administrative personnel as well as control over and responsibility for all financial and business aspects of the center.

Hours & Holidays

The center is open year-round, Monday through Friday, with the exception of the days listed below. Hours of operation are 6:30 am – 6:00 pm.

If for any reason we should have an emergency school closing (e.g., blizzard), an announcement will be made on Channel 2 (WGRZ), Channel 4 (WIVB), and Channel 7 (WKBW) and WBEN Radio 930. Please note that we are almost always open when public schools are cancelled, closing only when business and industry have been forced to shut down. In the event of an emergency or snow day closing, no credit will be given.

We will be officially closed for the following holidays: Labor Day, Thanksgiving, and Friday after Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve, New Year's Day, Good Friday, Memorial Day, and Independence Day.

If any of these holidays fall on a weekend (Christmas, New Years, Memorial Day, Independence Day) we will observe them on a Monday or Friday. Occasionally, the calendar will allow for additional days. Parents will be given a calendar that indicates center closings.

In addition, we are closed for two days right before Labor Day (usually the Thursday and Friday before) for staff training and to get ready for the start of the new school year. If Labor Day falls late in the month, these days will be scheduled earlier.

Data Privacy

Records concerning your child and your family; enrollment forms, health records, financial data, classroom observation records, written parent-teacher conference reports and all other information and will only be accessible to you, our school administrators, the nurse, your child's teacher and a person designated by the state department of social services to review our records for licensing purposes. We are mandated to report any cases of suspected child abuse and neglect to the authorities.

Admission / Enrollment

Once a space becomes available, the Directors work together to prepare the necessary paperwork required for admission and enrollment. Once all paperwork has been completed by the Parent(s) and returned to EACN, and the Nurse has approved Medical, enrollment is considered complete.

Registration Requirements

New enrollees: Contract, signed on both sides and accompanied by \$50 registration fee and \$100 deposit; Medical Report completed by a physician; Enrollment Information Form providing information about your child which will help his or her Teacher provide appropriate instruction; Family Emergency Information Form providing emergency phone numbers and important information about those who will be allowed to pick up your child; Day Care Registration Form (Blue Card) which ensures that emergency information is available even when your child is off-site; and Child and Adult Care Food Program form which makes it possible for us to receive partial reimbursement for a small portion of our food costs.

Current enrollees (each year): Contract, Review of Emergency Information, update of Immunization Data (if necessary); Enrollment Information Form for child's new Teacher; and Child and Adult Care Food Program Form.

Classroom Placement

New enrollees are placed in classrooms according to their birth date. Each year the age ranges in each room are determined by the NYS Office of Children & Family Services.

Children usually stay in one room for the school year (September through June). The summer session is independent of the school and therefore your child's classroom assignment may change.

Parents who wish to have their child's placement changed should bring this to the attention of the Director. If the child's Teacher and the Director agree that such a change is appropriate, and permitted by NYS OCFS, we will make every effort to fulfill the request.

Child's Adjustment to Care

The adjustment process for each child is unique and may involve different stages. At first, the child may feel: "I have been left in a strange place with strange people. What is happening? Where is my Mommy?" A child that doesn't understand that mother or father will be back can be seriously distressed. An understanding adult who empathizes with a grieving child can provide the support necessary to help the child gradually overcome and conquer his/her fears and learn to trust and enjoy the new experience. The goal is not to deny grief or distress but to work through it.

There are individual differences in adjustment to new child care settings. Some children breeze through the transition with relative ease. Some seem to adjust well at first, only to have a delayed reaction several weeks or months later. Others seem to have difficulty from the beginning.

What is the cause of these variations in adjustment? It is the interaction of the attributes of the child, the feelings and attitudes of the parents, the characteristics of the childcare providers and the features of the childcare environment.

We will work with you to make your child's transition as easy as possible. Please do not hesitate to talk to us if you have any concerns about anything related to your child's adjustment to our program.

Arrival and Departure

Arrival - For your child's safety, we require that you or another authorized adult bring your child into the center each morning and get him/her settled. Be sure that the caregiver is aware of your child's arrival before you leave. If you are going to be away from your place of work for the day, please leave a phone number where you can be reached in case you are needed for a medical or any other emergency. If your child(ren) will not be attending on their scheduled day(s), we request that you call the Center by 9:00 am to let us know.

Departure - When picking up your child, be sure the teacher knows he/she is leaving. You will also need to sign your child out at the front desk. (This procedure is for your child's protection). If someone other than a previously

authorized person is to pick up your child, you must notify us in advance and we will require a form of photo-ID before releasing your child. Please remember that the Center closes at 6:00 p.m. We expect that you will have left the building by that time.

Transportation

The center does not transport children between home or school and the Center. We do, on occasion, contract with a local bus company for field trips. Parents are always notified in advance of any field trip and will be asked to sign a permission slip each time. Staff is not allowed to transport children in their vehicles at any time.

Administrative Staff

Executive Director –

The Executive Director, appointed by the Board of Directors, is responsible for the day-to-day operation of the Center and is charged with administration of its programs in accordance with the policies and philosophies of the Board. Duties include, but are not limited to, responsibility for the curriculum, hiring and training of personnel and community relations.

Director of Business Operations –

The Director of Business Operations, also appointed by the Board of Directors, is responsible for the financial management of the Center. Duties of this position include, but are not limited to, registration and enrollment, accounts payable, accounts receivable, general ledger and record keeping necessary for various grants, contracts and license requirements.

Administrative Support Staff –

Our Nurse gives lessons in healthy living habits while keeping an eye on the health of our charges and on Center sanitation. Our Cook prepares nutritious meals and snacks, plans the menu, maintains food inventories and does the ordering and shopping. Our Receptionist is in charge of the front desk at the end of the day and assists with various recordkeeping duties.

Teaching Staff

At East Aurora Community Nursery, we have many things of which we can be proud. Most important is our fine teaching staff, which includes graduates of early childhood curricula at regional colleges and specific training in child development. They have come to us with a multiplicity of backgrounds – from those fresh out of school with an Associate’s Degree with an armload and headful

of new ideas to those having a Master's Degree in Early Childhood Education and years of experience.

Members of our staff are encouraged to attend conferences and workshops to maintain professional growth and a sense of pride. In addition, a portion of each staff meeting is used for staff training and development. New employees benefit from a mentoring system, which pairs them with experienced teachers. Yearly evaluations monitor employee performance and growth.

We feel most gratified and fortunate to have the professional staff that we do. Some staff have been with us for more than thirty years and all generate a feeling of freshness and excitement.

This Center also provides a training ground for student teachers enrolled in early childhood education programs in area colleges, as well as field experience for local high school students considering a career in childcare.

Expectations

PARENTS

1. To communicate regularly with teachers and check mailboxes daily for messages, invoices and other important information.
2. To keep your children home when they are ill where they can recover comfortably, and to notify the Center when your child will be absent.
3. To make tuition payments on time on the first of each month, to make the business office aware of difficulties in your financial position, and to keep the Center up-to-date on changes in address or phone numbers (both home and work).
4. To allow ample time for your children to gather their belongings when you arrive to pick them up. Our Center closes promptly at 6:00 p.m.
5. To complete Center surveys in a timely fashion to enable us to plan successfully.
6. To address any questions or concerns promptly to Center Administrators.

STAFF

1. To provide developmentally appropriate activities.
2. To create a varied and rich environment.

3. To maintain clear rules for safety and health purposes.
4. To be strong adult role models.
5. To be a liaison between the home and the Center.
6. To respect and listen to children.
7. To communicate regularly with parents.

CHILDREN

1. To respect and listen to adults and children, treating others as you would like to be treated.
2. To use toys appropriately, not as weapons.
3. To save loud voices and active play for outdoors or in the gym.
4. To use words to solve problems, rather than name calling, hitting or biting.

Parent-Center Communication

Information about the program is given to new and prospective families, including written descriptions of program, philosophy and procedures. We endeavor to answer any questions fully and in a timely fashion.

A process of orientation for both parents and children (e.g., pre-enrollment visits, gradual introduction of the child to the Center, parent orientation meeting) is followed.

Once a child is enrolled, daily contact between parent and staff is an important part of the program. By sharing information concerning your child's activities and welfare, we can work together to meet the child's needs. We know that parents are the most important and influential people in a child's life. We work with each family to develop a relationship built on mutual respect. Staff will provide parents of infants and toddlers with daily written reports on food intake, elimination, sleeping patterns and general behavior. Every effort will be made to speak directly to each parent each day regarding his or her child's time spent with us. From time to time, the Staff will communicate with parents via a handwritten note or a personal telephone call.

Each classroom has a bulletin board that is used to communicate daily schedules, weekly activities, lunch menus and the like. Additionally, the

Classroom Teacher will provide monthly classroom newsletters to update the families on what's been happening and what's coming up. Daily reports are given to parents with children under the age of 18 months.

Should you have a change of residence, employment, or phone number, please be sure to let us know so that we may bring our office records up to date. Also, we ask that you let us know of the addition of children to the family, or any changes in occupation, place of employment or marital status.

A written parent survey is sent home annually in order to help staff evaluate the childcare service so that we may continually improve on the quality of our program. Comments are welcome, however, at any time. In addition, we ask parents of children who are leaving our care to fill out an "exit questionnaire", with the aim of learning your likes and dislikes with regard to the program.

Parent Involvement

Parent participation and observation is encouraged. Parents may visit the Center at any time during the hours of operation. In this manner, parents can gain a deeper understanding of their child and the program. Some parents have special talents, skills or experiences that they can share with the classroom or they may wish to chaperone a field trip. We welcome any such volunteers!

There are a number of ways parents can get involved in the program, such as:

- Serve on the Board of Directors;
- Visit the Center anytime during the day;
- Observe in the classroom;
- Volunteer in the classroom to share family traditions or a special story;
- Volunteer for a field trip;
- Participate in EACN Community events; and
- Attend graduation with your child and extended family.

Parent Resources

There is a wide variety of parenting/child rearing resources in our conference room and Director's office. If you feel the need for support, please do not hesitate to ask – we will be happy to help in any way! If you have a concern about your child's development, we can help you find the necessary resources in order to complete a developmental evaluation on your child.

Feedback, Suggestions & Grievances

Feedback from parents is very important to us and will be sought on a regular basis. If you, as a parent, have a concern or complaint, we ask that you contact the Director or your child's teacher immediately. We will make every effort to solve the problem to everyone's satisfaction. Exit questionnaires are sent to the families of all departing students asking them to assess their experience at EACN.

Nutrition

Our guidelines for nutritious meals and snacks include:

1. A variety of foods each day;
2. regular times for meals and snacks;
3. portions appropriate to child's age;
4. nourishing snacks to round out a well-balanced diet;
5. encouragement of good eating habits consistent with good health; and
6. avoidance of food with excess salt, fats and sugar.

EACN is a tree-nut, peanut-free Center, and always has several children with food allergies. For this reason, this Center does not allow food from outside to be brought in. Please do not allow your child to enter the Center when eating food from outside.

This Center participates in the government sponsored Child and Adult Care Food Program (CACFP) which reimburses us for a portion of our food costs each year and which has stringent food preparation requirements and nutritional guidelines. Income information provided by parents for this program is completely confidential.

Outdoor Play

Daily outdoor play is very important for young children and is planned whenever possible. In the winter, we will go out as long as the temperature (with wind chill factor) is 20 degrees Fahrenheit or above. If the temperature is 90 degrees Fahrenheit or higher, children will be kept indoors. If children are dressed properly, weather conditions should not pose any health risk.

During an "ozone alert", children under the age of two years will not go out-of-doors. Children over two years of age may go outside for 20 minutes during the morning hours (6:30 am-12 Noon) only.

Please supply appropriate clothing allowing for the weather extremes found in Western New York. In the winter, children should have available to them:

mittens, boots, shoes, hats and snowsuits or snow-pants with coats. In the summer, they should have available: cool tops, shorts and closed toe shoes or sneakers, hats to protect them from the sun, sunscreen as well as outfits (bathing suits, towels and the like) for water play.

Children's Belongings

Children's clothing (especially coats, jackets, snowsuits, hats, boots and mittens) should be clearly marked with the child's name. Each child will need a personal "tote" for their personal belongings. It is requested that each child bring a complete set of clothing (shirt, pants, underwear, socks) to be left at the Center in case the child needs a change of clothes. The individual classroom teachers will inform you about anything else needed (such as show-and-tell items) as well as policies regarding bringing in personal toys, etc. Should your child lose an article of clothing or favorite toy in school, PLEASE be sure to check the Lost-and-Found at the Front Desk.

Nap and Rest Agreement

All children in the Center participate in a time of rest or sleeping in the early afternoon. Nap and quiet time are an integral part of center-wide programming. Young children require a sufficient amount of time in the afternoon to relax and unwind from their busy morning schedule. However, while all children require a rest period (a time in which stimuli are reduced) not all children will find it necessary to sleep during this time.

Children sleep on cots or in cribs in their classroom and are supervised by classroom staff. Aspire children will sleep in the Aspire room on cots and will be supervised by Aspire staff. Children are welcome to have security objects such as stuffed animals, blankets and pacifiers at nap time. Quiet music is played during this time and a staff member will make every effort to comfort resting children.

It is our policy that, if a child falls asleep, his/her body requires the rest. Therefore, we will make no effort to keep a child awake during this time. Extreme measures to get a child to sleep are prohibited.

After twenty to thirty minutes, any child who has not fallen asleep will be allowed to engage in quiet activities (i.e., books, coloring, puzzles, etc.). Nap/rest time is never a tool for punishment, nor is the rest period lengthened as a means of disciplining a child.

Diapering and Toileting

Parents of children in diapers should provide disposable (single-use) diapers as well as wipes and diaper cream. You may bring an entire box/bag of diapers (labeled with your child's name) and leave them at the Center or you may bring enough for each day.

Diapering and toileting will be done on a regular basis and also as needed. Following is the protocol used at this center:

1. Gloves are always worn and changed between each child;
2. Wipes, paper toweling, gloves, single-use diapers, etc. are disposed of in a covered or secured waste receptacle;
3. Potty chairs are emptied and rinsed after each use and before the next child's use;
4. A toddler using the bathroom is always attended;
5. Hand washing of the toddler is always attended;
6. Caregivers also wash hands after every toileting or diaper change;
7. PLEASE NOTE: If children are sick or on medication and their waste can be termed "infectious", the diapers will be bagged and sent home for disposal. "Infectious" is defined as any organism (viral or bacterium) capable of being communicated by invasion and multiplication in body tissues and capable of causing disease or adverse health impacts in humans. (EACN is unable to dispose of infectious waste at the Center due to the prohibitive costs associated with waste disposal as regulated by OSHA.

If it is the parent's desire that our staff work on toilet training, we request that an adequate supply of clothing be provided for those occasions when accidents may occur.

Curriculum

Programs at East Aurora Community Nursery include a blending of teacher directed and child-initiated activities supported by developmentally appropriate practices. All curriculum activities are based on play and experience learning and include flexibility and direction.

Infant & Toddler Programs

Infant and Toddler programs revolve around custodial care. Infants are held, rocked and talked to, and have daily opportunities to move freely, including tummy time. Music and stories are an integral part of the program. Walking infants (toddlers) are given the opportunity to test their wings through

exploration, water and sand play and other tactile activities. The non-walking infants experience bonding and trust through the caregiver's speech and touch. All infants and toddlers are taken outdoors, weather permitting, to the infant playground or for a stroll.

Post-Toddler and Pre-School Programs

Centers such as housekeeping, reading, blocks, science and art are utilized to promote group play as well as given opportunities for more solitary activities. Children learn the finer points of group dynamics (i.e., cooperation, sharing and respect) by trial and error with minimal teacher intervention. The child who requires time alone or in a small group may choose a "quiet corner", reading or art center to pursue more individualized activities. Teacher directed activities such as circle time and "lessons" introduce such concepts as community helpers, numbers, colors letters and shapes.

Policy Statement TV/Video

TV/Video is allowed in the classroom once per month for post-toddler and preschoolers. Children under 18 months do not have access to TV/Video. Scheduled time is never at nap time and may only be used as part of the curriculum with educational objectives. Teachers are encouraged to use programming that is movement based or commercial free.

Health Care Policies

EACN's health care policies were developed according to established New York State Department of Social Services regulations. The purpose of these policies is to protect the health of the children and maintain the safety of the environment.

Immunizations - Immunizations against poliomyelitis (Prevnar), diphtheria, tetanus and pertussis (DTAP), measles, mumps and rubella (MMR), hemophilus influenza type B (HIB), hepatitis B and Varicella (chicken pox) are required by New York State law prior to entering day care or nursery school. Additionally, the state mandates a tuberculin test and a blood test for lead screening be done on all day care children.

IMPORTANT: No child will be allowed to attend day care without proper evidence of full age-appropriate immunizations. Our Nurse will contact the parents of any child whose health record is incomplete.

Illness at Home – In order to help insure a healthy environment for your child and others, we ask you to please keep your children at home if they are ill. When a child is absent due to illness, we ask that you notify us (652-9449) as early as possible in the morning.

In the event a child contracts a communicable disease, please let us know immediately, so that we may alert other parents. Please refer to the Chart of Common Illnesses, provided with this Handbook and titled Health Care Policies, for exact guidelines for the length of time a child will be excluded from day care due to each communicable disease. These exclusion guidelines will be strictly enforced.

Illness at the Center – In order to work together, the staff tries to keep you informed of any signs of possible illness. Parents are expected to respond promptly when called to pick-up a sick child. It is essential that you have a back-up care provider who is available at all times in the event you cannot be reached. EACN does not provide sick care.

If you are asked to take your child to the doctor, you must have a written report of the doctor's finding, with clearance for your child to return. Please refer to the Chart of Common Illnesses, which identifies the conditions requiring a written doctor's note before the child can return to the Center.

Injuries incurred at Home – If your child incurs an injury while at home (in the morning, evening or on the weekend) and is seen by Urgent Care, an Emergency Room or their Pediatrician's office, we MUST have a note clearing him/her to come back to childcare. With or without restrictions, we must have a note from the Dr. giving permission for your child to return to care.

Administering of Medications – Children may not be given ANY medication without written instructions from the parent and the physician stating that the Center may administer the medication. Prescription or nonprescription (OTC) medication requires a written order from a physician before Center staff may administer any medication to a child. All medications must be in the original container, labeled with the child's name (first and last), medication name and recommended dosage; times and methods of administration. Please advise staff if a child was given medication before being brought in; medication, time given and reason. (Parents of Infants and Toddler may note this on daily sheet). Topical Ointments may be applied as needed to protect against sun and diaper rash with written parental instructions. If possible, dosage times should be arranged during the Nurse's hours (8:30 am – 4:00 pm) or at times before and after day care when the parents can administer the medication themselves. For your convenience, we have posted the Medication Form on our website.

Criteria for Exclusion from Day Care - Please refer to the Chart of Common Illnesses for the amount of time a child must remain home before returning to day care, and to determine whether a doctor's note is necessary before returning. Consultation with the Nurse is necessary before your child returns to the Center. Communication is the key in this process to prevent the spread of infection. Children attending day care should be able to participate in all daily routines of the program, including going outdoors or to the gym.

Special Medical Conditions - Allergies to medications, foods, insect bites or stings, as well as chronic conditions such as asthma should be discussed with the Nurse for proper management. Note that space is provided on your child's enrollment forms for this important information.

Health Information - Please keep the Center up to date on any serious illnesses, contagious conditions or disability limitations. We also need to be made aware of changes in medications, allergies and additional immunizations received by your child.

Chart of Common Illnesses – The Chart of Common Illnesses will be provided to each family before the first week of attendance in day care. You may also find the chart on our website www.eacnchildcare.com. This will answer many questions about whether to bring your child to school during or after an illness.

Child Abuse Guidelines

If you feel that your child has been abused or maltreated, contact the Director of the Program immediately and call the Child Abuse Hotline at 1-800-635-1522.

MANDATED REPORTING: Child care workers are by law mandated to report suspected cases of child abuse and maltreatment. The Law States: *“In accordance with the provisions of Section 413 and 415 of the NYS Social Service Law, the Staff and Directors of day care centers are to report to the New York State Child Abuse and Maltreatment Register (CAMR) whenever there is reasonable cause to suspect that a child has been abused or maltreated.”*

Reporting shall be done in the following manner:

- a) Center staff shall report such information to the Director of the Center; and
- b) The staff member with the Director present, is then responsible for making or causing a report to be made to the CAMR immediately by telephone and within 48 hours by writing a report to the appropriate Department of Social Services in the County in which the child resides.

EACN will strictly adhere to this policy.

Policy on Behavior Guidance

Our program promotes a positive approach to managing the behavior of the children in our care. Discipline at the Center has two primary goals: First, we strive to find a solution to the current situation; and second, we attempt to help children process feelings, recognize consequences, explore alternative solutions and outcomes and develop internal self-control. Any discipline used must relate to the child's action and must be handled without prolonged delay on the part of the staff so that the child is aware of the relationship between his/her actions and the consequences of those actions. Staff may use a variety of techniques including prevention, positive redirection, modeling appropriate behavior, limit-setting and problem-solving.

Isolating a child in a closet, darkened area or any area where the child cannot be seen and supervised by a teacher is prohibited. Physical restraint is prohibited. Physical restraint is the act of using force to extremely limit a child's body movements for a lengthy period of time. It involves holding a child against his/her will and putting pressure on the child's chest and/or extremities in an effort to significantly restrict his/her movement, thereby making it extremely difficult for a child to move. Where a child's behavior harms or is likely to harm the child, others or property or seriously disrupts or is likely to seriously disrupt group interaction, the child may be separated briefly from the group, ("time-out") but only for as long as is necessary for the child to regain enough self-control to rejoin the group. The child must be placed in an area where he or she is in the view of, and can be supervised and supported, by a teacher. This is not a punishment but rather a time of renewal for the child.

Frightening, demeaning or humiliating techniques of discipline are prohibited.

Physical intervention is permitted. Physical intervention is the act of using bodily contact as a short-term immediate response to prevent children from incurring substantial or serious injury to themselves and/or from injuring others. It may involve picking a child up and moving him/her away from danger or conflict; holding the child's hands or gently touching the body to direct their movement; rocking a child to soothe him/her; and blocking a child's path when he/she is about to injure themselves or others or destroy property.

Corporal punishment is prohibited. The term corporal punishment means punishment inflicted directly on the body, including, but not limited to, physical restraint, spanking, biting, shaking, slapping, twisting or squeezing, demanding excessive physical exercise, prolonged lack of movement or motion, strenuous or bizarre postures, and compelling a child to eat to have in the child's mouth soap, foods, hot spices or irritants or the like. Withholding or using food, rest or sleep as punishment is prohibited.

Any type of abuse or maltreatment of a child is prohibited. Child Abuse and Neglect is defined in Section 412 of the Social Services Law. Staff are trained annually on appropriate behavior and take a class titled, “Child Abuse and Maltreatment”.

Tuition

Tuition is based on the number of days per week a child attends as well as on group size and staff to child ratio in the classroom. Rates are competitive with other licensed centers in the Southtowns area where comparable care and curriculum is offered.

Tuition is billed on a monthly basis at the beginning of each month of service. Parents experiencing difficulty in making monthly tuition payments should contact the Director of Business Operation to make arrangements for a payment plan.

Financial Policies

Registration Fee – A nonrefundable \$50.00 registration fee is required for all first-time enrollees.

Deposit - A refundable deposit of \$100.00 is required at the time of registration for all first-time enrollees. This amount will be credited toward the last month’s tuition.

Tuition - Includes breakfast, lunch and afternoon snack. Age-appropriate program activities are provided for all enrollees.

Sibling Discount – If more than one child from the same household is enrolled at the Center, a 10% discount is given to the tuition for the elder sibling.

Thank A Vet Discount - The “Thank A Vet” card is a complimentary photo I.D. certified by the Erie County Clerk that a veteran has produced their original discharge paper and has been honorably discharged. The card is available to any veteran who is an Erie County resident and **honorably** discharged from any branch of service of the United States Armed Forces.

Upon filing your **ORIGINAL** discharge papers with the Erie County Clerk, you will be issued a “Thank A Vet” discount card that can be used at EACN. Your original document is returned to you immediately upon recording. A scanned image is chronicled for safe-keeping and peace of mind. Discharge papers include: DD-214, DD-256, NGB-22 etc.

“Thank A Vet” Cards are issued Monday-Friday between 9am-5pm, at Old County Hall (across the street from the Rath Building), 92 Franklin Street, Buffalo, NY. (716) 858-4737.

Payment – Tuition is due and payable on the first day of each month. A statement will be issued monthly as a reminder that payment is due. School policy dictates that you will be asked to withdraw your child if payment is not received in a timely fashion.

Hours – Tuition covers any hours between 6:30 am and 6:00 pm. There will be no reduction in tuition for children attending only a portion of the day.

Days – A child’s schedule of attendance must consist of the same set of days each week. There is a minimum enrollment requirement of two days per week. If a child needs an additional day and there is space available, an extra day charge will be incurred. Extra days cannot be substituted or switched for a child’s regularly scheduled days. The charge for Extra Days is the average daily rate for that module (without discounts) plus a premium.

Penalty Fees – Penalty fees will be assessed for the following:

Late Payment: - A five percent (5%) penalty will be imposed on any balance not paid by the 10th of the month in which it was due. If payment is not received in full by the 15th of that month, or other arrangements been made with the business office, child care will be discontinued.

Returned Checks: Checks that are returned (for any reason) are subject to a penalty fee of \$50.00. When checks have been returned twice, all future payments will be required in cash.

Late Pick-Up: The Center closes at 6:00 p.m. If late picking up your child(ren), a charge of \$10.00 per child will be added to your account, with an additional \$10.00 per child for each 15-minute period. In cases of chronic tardiness, the fees will be doubled.

Vacation/Illness: You will be granted one-week of vacation/sick credit days per year (if your child attends 3 days/week, 3 credit days will be allowed). If a child changes the number of days per week attending, the credit day balance will be adjusted accordingly. **In the case of extended illness, an appeal can be made to the Board of Directors and will be heard on an individual basis.**

Schedule Changes and Special Requests

If your childcare needs change (in terms of days required), please contact the Executive Director as soon as possible to determine whether we can accommodate the change. It is easiest for us to schedule changes if they coincide with the beginning of the month.

Dropping Days – A thirty (30) day notice is required prior to dropping days from your child’s schedule. Please contact the Director with the information as soon as you are aware of a schedule change.

Adding Days – If the additional days you require are available, we can add them to your child’s schedule immediately. We can hold these days for you for up to thirty (30) days. If the additional days are not currently available, we will make a note of your request and contact you as soon as days open up. If the same day in the same room has been requested by more than one family, requests will be filled in the order they were received with Fisher-Price employees receiving first priority.

Extra Days – If your family needs an additional day occasionally, and there is an opening in your child’s classroom on that day, you may make arrangements with the Director to bring your child in. We will add an “Extra Day” charge on the following month’s bill. Extra Days cannot be substituted or switched for a child’s regularly scheduled days. *Extra days will be treated like regularly scheduled days – if you reserve them, you will be charged for them whether they are used.*

Summer – We survey our parents to determine their child care needs for the summer months (July and August). Parents may have their child(ren) attend some, all or none of these two months. If a child will be attending any amount of time during a given summer month, the full month’s tuition will be charged. It is not necessary to attend during the summer in order to retain a spot in the fall.

Withdrawal – If you wish to withdraw your child from our Center completely, a thirty (30) days written notice is required.

Transition to Kindergarten

Information will be posted and sent home to parents regarding Kindergarten registration for local schools. Parents will also be provided with an end of the year portfolio with their child’s progress and kindergarten readiness, along with a packet of kindergarten readiness skills to help parents better understand what is expected at the next level of education.

Termination of Care

By the Parent - When parents decide to terminate a childcare arrangement with the Center, a one-month written notice to the Director is required. In the great majority of cases, withdrawal of a child from the Center is due to reasons such as relocation, child entering kindergarten, job changes, etc. However, we also recognize that not every situation is appropriate for every child. If, for any reason, this program is found to be unsatisfactory for a particular child, we will make every effort to discuss this with the parents in order to determine the cause. Sometimes we can help the child make the adjustment. If this is not possible, the parent may choose to terminate the arrangement.

By the Center - As stated above, the child's adjustment to care and the appropriateness of this particular care arrangement for an individual child may cause concern for a child's emotional well-being. If the Center staff do not feel that we are able to meet a child's needs, we reserve the right to terminate the care arrangement on a time-line that is in the child's best interest.

Other circumstances which may result in the termination of a specific care arrangement are as follows:

1. Nonpayment for child care services and/or lack of adherence to our financial policies;
2. lack of cooperation from parents with the Center's efforts to resolve differences through parent/staff meetings or conferences;
3. abusive behaviors and/or verbal threats by parents toward Center staff or other parents (immediate termination);
4. parents disciplining, in any way, children (other than their own) while at the program; and
5. if a child exhibits special needs or requirements that are not possible to meet at the Center. The Center staff will make every effort to involve the parents, and possibly other resource persons as appropriate, in order to decide on the best course of action for the child, prior to termination.

EACN is regulated by the New York State Office of Child and Family Services. Day Care regulations are available at the Front Desk at the Center or online at ocfs.ny.gov. Please direct any questions or concerns to EACN Director, Karie Kelchlin.

NYS OCFS Complaint Hotline 1-800-732-5207

And, Finally...

East Aurora Community Nursery provides:

- ... a curriculum based on the needs of the children;
- ... a safe and nurturing environment;
- ... opportunities for learning through discovery and experience;
- ... frequent, positive, warm interactions among adults and children;
- ... emphasis on the development of the whole child and his or her self-affirmation;
- ... group involvement with an opportunity for individual learning and lifestyles;
- ... where unique family situations receive a caring response;
- ... academically trained and experienced Teachers;
- ... effective administration and ongoing, systemic evaluation of the program, policies and procedures;
- ... regular communication with parents who are welcome visitors at any time; and
- ... the facilities of a school environment.

East Aurora Community Nursery, Inc.
606 Girard Avenue
East Aurora, New York 14052
(716) 652-9449

www.eacnchildcare.com