

Zadie's
*Nurturing, Educating,
and Developing
the Next Generation*



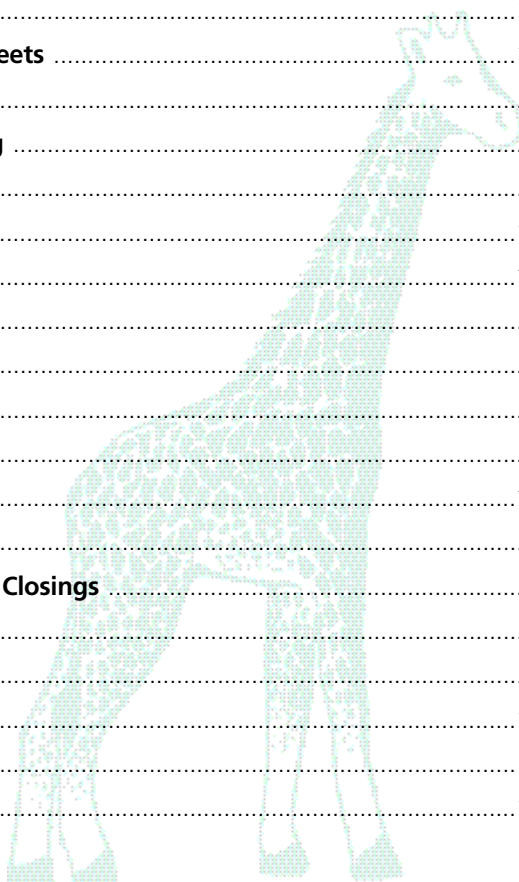
Parent Handbook



One of the most important aspects of conducting a childcare facility is maintaining smooth operating procedures. In order for Zadie's Nurturing Den to be a first-class childcare center and maintain its core belief in operating as an extended family, various policies and procedures must be in place to secure an efficient and effective operation. We recognize that parents are instrumental in this process and have developed this handbook to serve as a guide to our policies.

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Registration Policy

Parents are required to complete all the forms in the Enrollment Packet prior to the child's start date at Zadie's Nurturing Den. The Enrollment Packet includes the (1) Child Enrollment Application, (2) Financial Agreement, (3) Emergency Medical Treatment and Transportation Form, (4) Universal Child Health Record, (5) Infant/Toddler or Preschool Assessment, and (6) Parent Handbook. The immunization record needs to be completed by a physician within the first month of enrollment. Updates to certain forms will be required to ensure accuracy of our files. Should any contact information change during your child's enrollment, please make sure that the Director is notified as soon as possible.

Initial Trial Period

Your child's adjustment to Zadie's Nurturing Den is very important to you as well as Zadie's Nurturing Den's staff. **There is a two-week trial period in order to determine how well your child is adapting to the care provided, the environment, and our staff.** However, pursuant to our contract with you, we do reserve the right to terminate service to any child or parent who does not seem to adjust well.

Deposit

Pursuant to our contract with you, a two-week security deposit and enrollment fee is due upon your child's enrollment at Zadie's Nurturing Den and a one month security deposit for Zadie's House. The deposit is applicable to your child's last two weeks at Zadie's Nurturing Den or your last month at Zadie's House, if written notice is provided. Failure to provide **written** notice will result in a loss of your security deposit.



Tuition

Tuition checks must be received before care is rendered.

Before your child's first day at Zadie's, please inform us of whether you will be paying on a weekly or monthly basis. If you pay weekly, tuition must be paid on the preceding Friday. Monthly tuition payments are due by the 5th of the month. Please place all tuition payments in the box located in the main hallway on the first floor. If payment has not been received, your account will be billed a \$35 late fee. Zadie's will issue **account statements** each month. Please review your statements carefully and call the Business Manager with any questions after 5 p.m.

Remember to write your child's full name on your payment. If your payment includes anything other than tuition please note the additional items in the memo section of your check.

Parking

There is a five-minute parking limit for the parking lot outside the back door. If you need help getting your child to the car, please ask a staff member for assistance.

Parents with infants and multiple children will take longer, but please attempt to drop-off and pick-up as quickly as possible. If you need more time, please consider street parking, utilizing the Overlook parking garage, or finding other alternate parking.

In addition, waiting for a parking space is highly discouraged. This causes traffic to back up on Walnut Street, which can interfere with emergency vehicles. If there are no parking spaces available, please consider circling the parking lot or parking elsewhere, but **do not stop and wait**. Also, when parking in the parking lot, please do not back out of the driveway, it is both illegal and dangerous.



Closed Gates

When the gates are closed, please understand that we are doing it to give our little ones more running room. During these times, please do not park in front of the gate or block any exits. Please utilize the metered parking areas or the Overlook Garage parking. Parking illegally on the streets of Summit can result in your car being ticketed by the Summit Police Department.

PIN/Door Codes

Each parent is assigned a PIN code for access and egress for drop-off and pick-up. Once you have entered the building it is required that parents use the computer to sign their little ones in and out on a daily basis. This is our way of knowing how many children are in the building at any given time.

The codes provided are for your use in order to enter and exit the building. These codes **should not be given to anyone else including your spouse and child**. Each parent is assigned his/her own code. If someone other than the parents picks up on a frequent basis, ask the Director to assign an access code to that person.

Please do not allow your child to use your door code because the use of keypad serves as a security measure. We do not want children to have an opportunity to exit our facility or allow entry for any unknown persons. Encouraging this activity not only threatens your child's safety but also the safety of every other child and person in the building.

Safety Issues

Elevator: Please do not encourage your child to push the elevator buttons or allow them to enter the elevator without you. This behavior is highly discouraged and dangerous.

Parking: The parking lot can be extremely dangerous. All children should remain on the sidewalk until parents are ready to place them in the car.

Running in the Hallway: Please discourage your child from running in the hallways at Zadie's when you are dropping off and picking up. This will help in preventing accidents and in maintaining a calm environment.

Infant Rooms: Shoes are NOT to be worn in the Infant rooms. Please remove your shoes before entering the room to drop-off and pick-up your child to help keep the floor clean, as the infants spend a good amount of time crawling and playing on the floor. If you prefer, you can wear footies over your shoes. Footies are kept under the water fountain on the first floor.

Drop-Off and Pick-Up Procedures

A.M. Drop-Off:

Smooth transitions for the children during the morning drop-off as well as the evening pick-up are very important.

Routines have been created to ensure this process does not have a negative impact on the children. Parents are asked to assist with smooth transitions by limiting their stay in the classroom areas to a maximum of 10 minutes.

Please place your child's belongings in their rooms in the mornings. This will eliminate the pick-up "BELONGINGS HUNT." It takes a few additional minutes but has the potential to save you an enormous amount of time in the evenings.

Please refrain from dropping your child off in rooms that do not contain children of that same age range. We want to encourage socialization with others in your child's age range.

Food is not allowed in any rooms except the cafeteria. If your child needs a little extra snack before breakfast, please have them finish it in the car.



Early Drop-Off:

Please do not enter the building before 7 a.m. unless you have scheduled an early morning drop off with the Director. If you need to drop off your child early, please notify the Director the day before to ensure that someone will be here to care for your child. The charge for drop-off before 7 a.m. is \$30 per hour (Fee Schedule 2004) or any part of the hour, per child.

Late Pick-Up:

When it becomes apparent that you will be late picking up your child, please contact the Director so that arrangements can be made for a staff member to stay with your child until you arrive. The fee for late pick-up is \$30 per hour (Fee Schedule 2004) or any part of an hour, per child.

Extended and Overnight Care

Zadie's Nurturing Den provides overnight care when parents require additional support. Arrangements must be made with the Director ahead of time whenever possible. Extended care is generally not offered before and during major holidays.

Please speak with the Director to determine the fee for extended and overnight care.

Zadie's Nurturing Den requests that parents refrain from asking staff members to provide additional care for their children during the staff member's personal time.



Supplies

Starting Supplies:

On your child's first day at Zadie's, please provide the following items:

| | |
|---|--|
| <u>Infants 0 – 4 months</u> 3 or 4 bottles labeled 1 powder or ready to feed formula or 2 day's supply of breast milk 1 package of pampers 2 changes of clothing labeled 1 box of wipes and 1 refill 1 tub of diaper ointment | <u>Infants 4 – 12 months</u> Same as infants 0–4 months 2 spoons 1 bowl |
| <u>Toddler 12 – 24 months</u> 1 package of pampers 1 box of wipes 2 changes of clothing labeled 1 tub of diaper ointment 2 sippy cups | <u>Children 24 months and older</u> 1 pack of pull-ups or change of underwear 1 box of wipes 2 changes of clothing labeled |

Monthly Supplies:

The following supplies are required to be purchased and brought in on the first Monday of each month:

Diaper Ointment: We recommend three brands of diaper ointment: *A&D*, *Balmex* and *Triple Paste*. We ask all parents to bring in one of these three ointments in the one-pound tub each month. No generic brands please.

Baby Wash, Lotion and Shampoo: Parents whose children receive baths are recommended to choose from one of the following brands: *Johnson and Johnson*, *Baby Magic* or *Gerber*. Parents will be responsible for bringing in the 15 oz. standard size each month.

***If your child is an infant or toddler who does not receive a bath, we ask that you please bring in a 9 oz. bottle of baby wash each month. (See recommended brands above.)*

Diapers: One package of diapers or pull-ups (brand of your choosing) is required for your child each month.



Baby Wipes: Parents are asked to bring in one pack of unscented wipes (brand of your choosing) each month. If your child is on the first floor, please bring in two (2) refills of wipes per month, if your child is on the second floor, one (1) refill each month.

Sunscreen (April–September): Parents will need to supply sunscreen for children six months or older. Sunscreen will be used to help prevent sunburn. However, if your child is an infant, please provide a hat or bonnet.

Personal Items

Please label all of your child’s belongings with a permanent ink marker.

This is the only way that we can ensure that your child’s items will be returned to you. Everything, including diaper bags, pacifiers, book bags, bottles, tops, socks and hats, should be labeled.

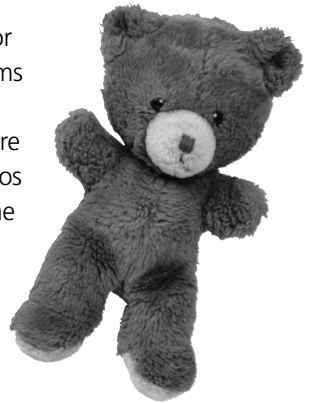
All personal items should be kept in your child’s bag for safekeeping. Blankets and special sleeping/calming items will be taken out of your child’s bag when necessary. However, we will not be responsible for items if they are unmarked or not left in your child’s bag. Toys and videos should be kept at home at all times and we will assume no responsibility if they are misplaced or broken.

Please make every possible effort to use the same bag everyday for easy identification. All personal items should be placed in your child’s classroom.

Each day, parents are required to supply the following items:

- Two full sets of clothing labeled with your child’s name
- Baby formula, baby food and any items necessary for special dietary needs
- (When necessary) Over-the-counter and prescription medications labeled with your child’s name. Instructions must be provided for all medication to be administered to your child.

Additionally, all children have playtime outside whenever weather permits. Please make sure your child is dressed properly, or has suitable clothing provided in his or her bag.



Health/Illness

We are always concerned about the health and happiness of our children. In order to protect all children at Zadie's Nurturing Den, we reserve the right to determine when a child is too ill to receive our care. If you feel that your child is not well, we would appreciate your keeping him/her home, especially if he/she has an illness that may be contagious. If your child becomes ill while under our care and we determine that he/she should not remain at Zadie's, you will be notified immediately.

If your child has any of the following symptoms, we suggest at home care for at least 24 hours:

- Fever – higher than 101 degrees
- Combination of diarrhea and vomiting
- Unidentifiable Rash – please provide a doctor's note upon return to Zadie's
- Conjunctivitis – redness or discharge from one or both eyes. Administer medication for at least 24 hours before returning to Zadie's.
- Sinus Infection – yellow/green discharge from the nose is a sign of infection
- Head Lice – all nits must be removed before returning to Zadie's
- Sore Throat

Snow Days/Emergency Closings

Every effort will be made to keep Zadie's Nurturing Den open whenever there is inclement weather. However, for the safety of children, parents and staff, the Director will use her discretion in regards to closings and/or late openings.

If you are unsure as to whether the center will be open or closed, please call before traveling to Zadie's. Call the voicemail at (908) 277-8584 or (908) 277-4125, either the night before or the morning of, to determine our closing status. If we have a snow or emergency closing, a recorded message will be left.

If we find it necessary to close early due to weather or emergency, we will notify parents by phone as early as possible.

There will be a late fee for those parents picking up after a designated time for early closings.

Holiday Closings

Zadie's Nurturing Den is closed for the following holidays each year:

- *New Year's Day*
- *Dr. King's Birthday*
- *President's Day*
- *Good Friday*
- *Memorial Day*
- *Independence Day*
- *Labor Day*
- *Columbus Day*
- *Veteran's Day*
- *Thanksgiving (Thu. & Fri.)*
- *Christmas Eve thru New Year's Eve*

For holidays that fall on Saturday and Sunday, Zadie's will be closed on Friday or Monday, respectively. Tuition must be paid in full for weeks that include a holiday closing.

Family Vacations

Please notify us in advance of any vacation(s) during which your child will not be in attendance. We are always interested in the well being and whereabouts of your child when he/she is not at Zadie's. Please be advised that pre-payment of weekly tuition is required in full in order to maintain your child's enrollment.

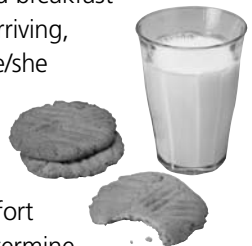
In-Service Staff Training

In an effort to provide first-class childcare services, in-house staff training will be conducted three times a year. On these occasions, Zadie's Nurturing Den will either close early or close for the day. We will provide sufficient notice so that you can make other child care arrangements.

Meals

We provide a variety of nutritious meals each day. Breakfast is served until 9 a.m. If extended care is provided past 7:15 p.m., dinner will also be served. If you drop off your child after 9 a.m., please feed your child breakfast beforehand. If you are unable to provide breakfast before arriving, please allow 10 extra minutes to sit with your child while he/she eats Zadie's breakfast.

If your child has any special dietary needs, including but not limited to a vegetarian diet, certain food allergies or religious practices, Zadie's Nurturing Den will make every effort to accommodate such needs. However, the Director will determine which requests can be accommodated and will inform you accordingly. **Parents are responsible for making sure Zadie's is notified of any food allergies prior to your child's first day or when allergies become known.**



Rest, Sleep, Quiet Time

Children are encouraged to rest one to two hours daily. They are never forced to sleep but must remain quiet during this time. Infants are allowed to sleep on their own schedules. Each child has his/her own resting place. Cribs, cots and linens are not shared.

TV Time (Videos)

We watch television everyday from 6 p.m. – 7 p.m. during the winter, and thirty minutes a day during the summer.

Infant Daily Sheets

Infant Daily Sheets are designed to make your lives easier and to reduce the number of questions you may have about your child's day.

These sheets inform you of your child's eating habits, bowel movements and any health issues that may have arisen.

Please fill out the Infant Daily Sheets to inform the caregivers about your child's morning, including his/her first feeding and any medication administered.



Classroom Changes

Infants and Toddlers are moved from classroom to classroom based on his/her developmental accomplishments. Transitioners and Preschoolers move based on their classroom goals.

Weather

Throughout the year, please provide clothing (labeled) that is appropriate for the season's temperatures. Children have outside playtime when the temperature is above 38C. When the weather is more conducive, infants are taken out for short strolls and playtime. During the winter season, appropriate outdoor wear includes coats, hats, scarves, gloves or mittens. During the spring and summer seasons, please provide bonnets or sun hats for face and ear protection.

Optimal Calling Times

The best time to call Zadie's is between 9:30 a.m. and 11:30 a.m. or after 1 p.m. Also, you can send email to winifred@zadiesden.com.

Birthday Parties

At Zadie's Nurturing Den

If you would like to celebrate your child's birthday at Zadie's Nurturing Den, on the weekend, please see the Director regarding dates and availability. We recommend at least a 21-day (or three week) advance notice.

Parents must provide all party items. This includes all party favors such as plates, cups, napkins, spoons/forks, juice/water/ milk, chips, cupcakes/cake and entertainment. See the Director for recommendations and prices.



During School Parties

Please notify your child's teacher a week in advance of your child's birthday. If you send invitations, please include your child's upcoming age so that parents can make appropriate gift selections. We encourage parents to mail party invitations to ensure that all invited children receive them in a timely fashion.

If you need a class roster for your guest list and addresses for mailing invitations, please see our Director as soon as possible.

Parent Participation

Parents are asked to volunteer for a day at Zadie's whenever possible. The day is spent interacting with children in classrooms other than that of your child's, yet provides a wonderful opportunity for parents to familiarize themselves with the care and service we provide and the manner in which it is provided. Volunteer participation is not mandatory, but is an opportune time for parents to experience the love and care that is given at Zadie's Nurturing Den.

Web Camera Access

Zadie's View is designed to be a pleasure. It's a way for you to see all the wonderfully exciting things your child does throughout the day. Internet viewing is available for a nominal monthly fee. Parents must sign up with the Director.

Holiday Giving

During the holiday season, some parents like to thank the staff at Zadie's by distributing gifts. This is not mandatory. However, for those parents who would like to say more than "Thank You" we ask that you contribute to a Holiday Gift Pool, which is distributed evenly amongst the staff. Please refrain from giving individual gifts to individual caregivers and teachers.

Discipline Policy

Principles

Discipline is a matter of planning, and setting clear limits and expectations; it is redirection and logical consequences, not punishment. Discipline is also a matter of anticipating and preventing situations and “heading them off at the pass.”

At Zadie’s Nurturing Den, our job is to gently encourage and support self-control, to protect children, and to help them learn how to behave responsibly.

We believe that it is natural for infants and children to poke, push, hit and even bite each other; and that it is natural for toddlers to test limits, and to assert themselves in order to find out about their own power.

Each child at Zadie’s Nurturing Den is respected as a special individual, even during the power struggles and the fights for independence. We do not believe in characterizing children as bad, mean or nasty or in using any other derogatory terms.

Labels stick. At Zadie’s Nurturing Den, we avoid labeling children because children believe what we tell them about themselves, and their behavior will reflect those beliefs.

We praise children when they are behaving well so that they know how pleased we are when they are behaving in an acceptable manner.

We remember to model appropriate behavior because children imitate and learn from us.

✓ Discipline Do’s

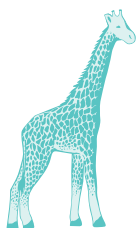
Zadie’s Nurturing Den staff members shall:

- Make clear that it is the child’s behavior, not the child that is unacceptable
- Help the child with appropriate language to understand the problems with his or her behavior
- Use redirection, logical consequences or Cool Down Time methods to discipline inappropriate behavior
- Assist and encourage children to express his/her feelings
- Try to appear confident, even when not, understanding that our manner brings about cooperation

X Discipline Don'ts

Zadie's Nurturing Den staff members shall not:

- Hit, shake or use any other form of corporal punishment
- Use abusive language, ridicule or speak harshly to children
- Humiliate or frighten or use any other form of emotional punishment
- Engage in or inflict upon any child any form of abuse and/or neglect
- Withhold food, emotional responses, stimulation or deprive rest or sleep
- Ask a child to remain silent or inactive for an inappropriately long period of time



Zadies Contact Information:

Address: 1 Walnut Street, Summit, NJ 07901

Telephone: (908) 277-8584

Fax: (908) 277-6838

Website: www.zadiesden.com

Email: info@zadiesden.com



The mission of Zadio's Nurturing Den is to provide the highest quality childcare in a nurturing, inspiring and academically stimulating environment.

We aim to employ and retain the highest caliber individuals who love, respect and value the learning process for children.

We are determined to develop your 'little ones' into self-confident and self-expressive beings who excel in mastering the basic academic skills needed to achieve life's success.



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