Parent Handbook 2026-2027

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INTRODUCTION We are delighted you have chosen Parker Academy Child Care and Learning Center, Inc. as your childcare provider. We are committed to providing all children a loving, nurturing, and fun experience. Parker Academy Child Care and Learning Center Inc. is designed to meet the needs of children in a safe, stimulating, and wholesome environment.

Parker Academy Child Care and Learning Center, Inc. is a licensed daycare center. A copy of the NYS regulations is located at the front desk.

This handbook will help you understand Parker Academy Child Care and Learning Center Inc.'s philosophy, policies, and procedures. Please read it carefully and retain it for future reference. If you have any questions, please get in touch with the main office at 821-7704.

Again, Welcome!

Jamie Lee Parker
Executive Director

PROGRAM HISTORY Established in 2015, Parker Academy is dedicated to enhancing academic achievement through a comprehensive range of tutoring, enrichment, and the arts. We provide preschool services, before- and after-care, and summer camps for children aged 3 to 12. Parker Academy is a community partner of PS 67 Discovery School and has implemented after-school programs across multiple Buffalo Public Schools. In response to the COVID-19 pandemic, we acted as a virtual learning center, supporting 90 students during this challenging period.

MISSION/VISION STATEMENT Parker Academy enriches academic achievement through tutoring, remediation, enrichment, and the arts. Our vision is to engage and empower children to reach their highest potential.

Parker Academy's Goals:

- Ensure the safety of all of our children during all routines and activities, and be alert and attentive at all times
- Develop cognitive abilities to the fullest
- Provide physical activities that support large and small muscle development
- Provide age-appropriate activities that encourage curiosity and the use of the five senses
- Support social and emotional development through positive guidance and interactions
- Develop caring and sharing partnerships with all parents
- Continue to grow as professionals and be a positive role model

PARKER ACADEMY'S PHILOSOPHY

At Parker Academy Child Care and Learning Center, we believe every child deserves a nurturing, stimulating, and safe environment to discover their unique potential. Our approach is built on the understanding that early childhood is a critical period for the development of cognitive abilities, physical skills, social competence, and emotional well-being.

HOLISTIC DEVELOPMENT We are committed to fostering the whole child through:

- **Cognitive Growth**: Providing age-appropriate activities that stimulate curiosity, critical thinking, and problem-solving skills
- **Physical Development**: Supporting both large and small muscle development through structured and unstructured play opportunities
- **Social-Emotional Learning**: Guiding children to develop positive relationships, self-regulation, and emotional intelligence
- **Creative Expression**: Encouraging children to explore their creativity through the arts, music, and imaginative play

LEARNING THROUGH PLAY We recognize that children learn best through play and hands-on experiences. Our curriculum balances structured learning activities with plenty of time for exploration and discovery, allowing children to follow their natural curiosity and interests while building foundational skills for future academic success.

COMMUNITY OF CARE Our center functions as a community where:

- Children feel safe, valued, and respected
- Staff members serve as positive role models who continuously grow as professionals
- Families are essential partners in their children's development
- Diversity is celebrated, and inclusion is practiced

FAMILY PARTNERSHIPS We believe meaningful partnerships with families are essential to providing children with the best care and education. We foster open communication, mutual respect, and collaborative relationships with parents and guardians, recognizing that they are their child's first and most important teachers.

SAFETY AND WELL-BEING The safety and well-being of children is our highest priority. We maintain stringent health and safety practices, creating an environment where children can confidently explore and learn while developing healthy habits that will serve them throughout life.

INDIVIDUAL GROWTH We recognize and respect that each child has a unique temperament, interests, abilities, and developmental timeline. We provide personalized attention and support to help each child develop at their own pace while reaching their fullest potential.

PREPARATION FOR THE FUTURE Our ultimate goal is to help children develop the skills, confidence, and love of learning they need to successfully navigate their educational journey and become capable, compassionate, and contributing members of society.

COMMUNICATION Good communication between parents and providers is essential to the program. When a new family joins our class, we must communicate openly about any concerns or questions that may arise and share a similar childcare philosophy. We welcome questions, feedback, and discussions to help achieve a positive outcome for your child(ren). Sensitive issues will be discussed in private, outside of regular childcare hours.

Parent(s) or guardian and their child(ren) must schedule and attend a visit to the Academy. This visit will allow you to tour the facilities, meet our staff, and better understand our programs and policies. The Director can politely decline admission for any child if their behavior could affect the safety and well-being of other children, staff, or themselves. The Director may also ask parents for references, including the names and addresses of previous daycare providers, and the reasons for leaving those providers.

ADMISSIONS POLICY We must have completed several forms before assuming responsibility for your child's care. As required by the local licensing authority, if applicable, each child must have a completed:

We must have completed several forms in our possession before we can assume responsibility for your child's care. As required by the local licensing authority, if applicable, each child must have a completed:

- Child Care Enrollment Form
- Medical Statement (Preschool Only)
- ASQ Questionnaires (Preschool Only)
- Current Immunization Records
- Parent Handbook Signature Page
- Signed Parent Contract and Rate Agreement
- Paid Registration Fee

If your child has an allergy or requires a special diet, please speak with the director before your child's first day. You may be required to provide an Individual Health Care Plan, an Individual Allergy Emergency Plan, and a Medical Consent Form.

You must keep us informed of any change of addresses, telephone numbers, and other pertinent information listed on any of the above forms. If you have any questions regarding completing these forms, please ask.

ACCOMMODATION PROCESS/SPECIAL NEEDS For Parker Academy to provide the best experience for your child, we ask that you consult with the director regarding any special needs your child requires before registration, **including existing 504 plans or Individualized Education Programs (IEPs**). We will assess the support needed and discuss with you the benefits of our program to make reasonable accommodations or to determine available alternatives. Sharing these documents helps us understand your child's needs and ensures we can properly implement the required accommodations and support services to create an inclusive learning environment.

MEDICATIONS We can administer medication to your child as long as the proper forms are completed. You will be required to complete the Written Medical Consent Form (OCFS-LDSS 7002) and an Individual Healthcare Plan (OCFS-LDSS 7006), composed by the director. If your child receives special instructions from the doctor, they must be included. We cannot administer any medication without this consent.

ADMINISTRATION AND STORAGE OF MEDICATION

➢ Prescription Medication for Children: When prescription medicine is to be administered to a child at the center, the medication must be presented in the original bottle with a label affixed by the pharmacy or physician showing the child's first and last name, the dosage and schedule of administration, what the prescription contains, the date purchased, and the physician's name. In addition, the parent must sign a medical authorization form in each case.

➢ Non-Prescription Medication for Children: When non-prescription medicine is to be administered to a child at the center, it must be accompanied by a medical authorization form signed by the parent in each case. In addition, a letter detailing the type of non-prescription medication and dosage, signed by the child's physician, must be on file at the center; it must be renewed, signed, and dated annually.

➢ Topical Non-Prescription Medication: Topical non-prescription medications such as sunscreen, insect repellent, petroleum jelly, or other ointments may be applied to a child only with written parental authorization via a signed consent form, which must be renewed annually.

When the above conditions have been met, medication administration to children shall be limited to staff certified in medication administration (MAT-trained). All medication is stored out of reach of children at all times. After the medication administration window, all remaining medicine shall be returned to the parent.

TUITION/PAYMENT PROCEDURES Tuition may be paid weekly or monthly. Weekly payments are due on the Friday before the week's service. Monthly payments are due by the third of every month. A late fee of $25.00 will be charged if weekly tuition is not paid on time. If you keep your child home for any reason (illness or vacation), you must still pay your tuition on time

and in full. Your child will not be allowed to attend the center if your account is not current and paid in full. Repeated late payments may be grounds for termination. If weekly tuition and any applicable late fee are not paid in full by the payment deadlines above (Friday before the week of service for weekly payers), child care services for the following week are not guaranteed.

CHILDCARE ASSISTANCE Parker Academy Child Care and Learning Center, Inc., accepts NYS child care assistance. Applications are available in our office or online at Day Care | Social Services (erie.gov).
If a parent or guardian no longer qualifies for a child care subsidy and would like to continue child care services at Parker Academy, please notify the director as soon as possible. We will work with your family to create a new contract and rate agreement for private-pay services.

AUTOMATIC PAYMENT Credit card (Visa or MasterCard). Automatic billing may be set up for weekly payments, charged on Friday. To set this up, please see our director.

LATE FEES All children must be picked up by or before closing. Suppose an emergency should occur, and the family cannot arrive on time. In that case, the Academy must be called, and information about the parents' whereabouts and expected arrival time must be given.

Five minutes after closing, a late pick-up fee of $2 per minute will be charged. The payment must be paid on the same day as the late pick-up incident. If the parent cannot pay the fee at the time of the incident, it must be paid no later than the next day. Frequent late pick-ups may result in a child's termination.

NSF CHECKS If a check is returned for insufficient funds, you will be required to pay all fees incurred as a result of the returned check, and are subject to a $25.00 service charge. Childcare services will be immediately halted until full tuition and NSF charges are paid in cash. In addition, we will only accept cash or credit card payments from that point forward.

HOURS OF OPERATION are Monday through Friday from 7:30 am to 5:30 pm.

Add-ons or schedule changes may be accepted to our daily schedule only if a position is open for that day. They will be accepted on a first-come, first-served basis. Please provide as much notice as possible so we can accommodate meals, sleeping arrangements, and any necessary changes to activities.

ARRIVALS and DEPARTURES No child can be released from Parker Academy to anyone other than their parent, a person currently designated in writing by such parent to receive the child, or another person authorized by law to take custody of a child. No child can be released from the child day care center unsupervised except upon the written permission of the child's parent.

The staff member picking up your child will also require a photo ID if they are not familiar with the person. Please let any individuals other than parents who may pick up the children know that they will be asked for picture ID to ensure the safety of all children.

Children will not be released to unauthorized individuals. If someone shows up to pick up your child and the staff is unaware, we will have to locate you to confirm that this is permitted and see a picture ID of that individual to verify their identity.

FAMILY INVOLVEMENT We value family involvement and maintain a welcoming environment for parents and guardians. Our balanced access policy encourages family participation while maintaining a structured, safe learning environment.

Visiting Our Center

- **Check-in Procedure**: For everyone's safety, all visitors must sign in at the front desk and wear a visitor badge during their stay.
- **Classroom Observations**: Parents are welcome to observe classroom activities. To minimize disruptions, observations will be limited to 30 minutes unless participating in a special event.
- **Scheduled Conferences**: We encourage you to schedule a meeting with your child's teacher or the director for in-depth discussions about your child's development.

VOLUNTEERING Parent participation in field trips and special events is encouraged. Volunteers help support safety and learning and must follow all guidelines, support teacher instructions, maintain student confidentiality, and prioritize student well-being throughout the event.

CUSTODY ORDERS Until a court establishes custody, one parent may not prevent the other from picking up a child in our care. The center must be notified immediately of any changes in custody orders. Certified custody orders must be given to the director.

UNAVAILABLE PARENT/GUARDIAN PICKUP PLAN In compliance with New York State Social Services Law § 390, Parker Academy maintains the following written procedures for situations where a parent or guardian becomes unavailable to pick up a child at the conclusion of program hours, or where a child is not picked up as scheduled and needs an alternate pickup plan for any reason—including if a parent or guardian is detained by federal immigration authorities.

Retention on Premises: If a parent or guardian is unavailable to retrieve a child at closing, Parker Academy will retain the child safely on the premises, supervised at all times, until the child is picked up by an individual authorized by the parent or guardian or by law. The child will not be released to any unauthorized individual under any circumstances.

Contacting Authorized Individuals: Staff will attempt to reach the parent or guardian and then work through the child's authorized pickup list and emergency contacts, in the order provided on the child's enrollment forms, documenting each attempt made and the outcome.

Statewide Central Register (SCR): Parker Academy shall not contact the Statewide Central Register for Child Abuse and Maltreatment (SCR) regarding an unavailable parent or guardian unless reasonable efforts have first been made to contact all known individuals authorized by the parent or guardian to retrieve the child.

If a Parent or Guardian Is Detained: If Parker Academy becomes aware that a parent or guardian is unavailable because they have been detained by federal immigration authorities, the same procedure above applies: the child will be kept safe and supervised on the premises while staff work through the authorized pickup list. The director will maintain calm, private communication with the family and will not share information about a family's immigration status with anyone outside the Academy except as required by law.

Distribution: This plan is provided to families at enrollment, at implementation, and whenever it is revised. It is separate from, and does not replace, the late pick-up fee policy described under Late Fees, which applies to routine late pickups rather than situations where a parent or guardian cannot be reached at all.

ABSENCES No refunds or adjustments will be made for days missed due to illness, holidays, or days off. A place has been reserved for each child that cannot be filled on a short-term basis, so **you must pay for all days scheduled, whether or not your child is in attendance.** Due to ratio constraints, make-up days are allowed only if there is room on another day. Make-up days do not apply to paid holidays.

BLIZZARD/SEVERE WINTER WEATHER The director will monitor the weather and local news stations throughout the day to determine when it is appropriate to close the Academy early or cancel care for the following day. The director will also contact parents to inform them of the situation. Routine classroom activities will continue until parents arrive.

EXTENDED ABSENCES If a child needs to take an extended absence, such as a summer break or maternity leave, and wishes to return to the program after some time, a fee of 50% of the weekly tuition must be paid each week the child is absent. More than two consecutive weeks of non-payment and no contact with the director could result in the termination of enrollment. Extended absences must be approved by the director and must be scheduled at least 30 days in advance.

CLOSED HOLIDAYS The following is a list of the paid holidays that Parker Academy will be closed for each year:

- New Year's Day
- Martin Luther King Jr. Day
- President's Day
- Good Friday
- Easter Monday
- Memorial Day
- Juneteenth
- Independence Day
- Founder's Day (August 23rd) & Day After
- Labor Day
- Indigenous Peoples' Day
- Thanksgiving Day & Day After
- Christmas Eve
- Christmas Day
- The Day After Christmas

If the holiday falls on a weekend, we will close during the week. For example, if New Year's Day falls on a Saturday, Parker Academy may close on Friday or Monday.

VIDEO CAMERAS are located in our building, the Fellowship Hall, and our hallways. These are recorded for programming safety. Please ask any staff member if you want to know the exact locations.

PHOTO/VIDEO POLICY Parker Academy takes photos/videos of enrolled children to document day-to-day activities, special events, and/or field trips. These images may appear:

- INTERNALLY: in classrooms, for portfolios/assessments, on bulletin boards or in center displays (the use of photo/video documentation is required by our accreditation standards);
- EXTERNALLY: on our website, social media, in newsletters, local media, or for promotional purposes

A parent who no longer wants photographs or videos of their child used externally must give the director written notice that they do not want them used for such purposes.

GROUP SIZES AND RATIOS

PRESCHOOLERS

Age Of Children	Teacher/Child Maximum Ratio	Maximum Size Group
3 years	**1:7**	**18**
4 years	**1:8**	**21**
5 years	**1:9**	**24**

SCHOOL-AGE CHILDREN

Age Of Children	Teacher/Child Maximum Ratio	Maximum Size Group
through 9 years	1:10	20
10-12 years	1:15	30

CONFIDENTIALITY Parker Academy keeps information on file regarding children and families that may be considered personal. We maintain this information in confidence and do not discuss or release it to persons outside of the Academy unless written permission has been obtained from the parent(s).

PRESCHOOL CLOTHING/ATTIRE Children should arrive dressed for play. We like to have fun! Having fun involves outdoor play and many messy activities, so ensure your child is dressed appropriately. Please do not dress your child in nice clothing and expect them to be spotless when you arrive to pick them up. Clothing should be comfortable and seasonally appropriate for outdoor play. Be sure to include hats, mittens, boots, and coats in cold weather. You will be expected to provide an extra change of clothing for your child. Accidents will happen, and it is always helpful that when they do, there is clothing that we can change your child into. **No flip-flops or slides allowed.**

PRESCHOOL SUPPLIES You are responsible for supplying a complete change of clothing (including socks and underwear) appropriate for the weather, as well as any other supplies your child may need. Soiled clothing will be sent home, and a clean change should be brought back the next day. We will request specific items for different times of the year, such as boots or snowsuits. All items need to be labeled with your child's initials. You must maintain these items at all times.

NAPS/QUIET TIME Children nap in the Blue Room. Cots are arranged to allow movement around each cot, away from doorways, and without blocking emergency exits. Each child's cot is labeled. A teacher remains in the room throughout rest time and provides continuous supervision. Once children are asleep, teachers may check on them every 15 minutes while remaining present and attentive to the group.

Parents are asked to provide a small blanket for preschool-age children and are requested to launder their child's blanket over the weekend and return it on Monday.

ACCLIMATING TO PARKER ACADEMY We understand that every child adapts to a new school environment differently. To ensure a smooth start, Parker Academy offers optional half-day acclimation periods during the first week of enrollment for preschool children who may benefit from a gradual transition.

Families may also request separation and transition support literature, designed to help parents navigate common feelings or challenges children experience during the adjustment period. Our goal is to foster comfort, confidence, and positive connections from the very beginning.

Separation anxiety — when a child cries, clings, or feels upset at drop-off — is completely normal and a sign of a healthy bond with you. It usually passes quickly once the school day begins. Our staff will comfort your child and are happy to send you a quick update once they have settled in.

We also believe in the importance of attachment — the idea that children feel more confident and ready to learn when they have a warm, trusting relationship with their caregivers. That is why we keep consistent teachers with the same group of children all year and always greet each child with care every single morning.

TRANSITIONS FOR PRESCHOOLERS Parker Academy values consistency and secure relationships during the early childhood years. To support strong emotional connections and stable learning environments, students enrolled in our 3K and 4K preschool programs will remain together throughout the school year. Maintaining consistent child–teacher and peer relationships helps foster trust, confidence, and smoother transitions during daily routines. When appropriate, slight adjustments may be

made to support individual developmental needs; however, our primary goal is to provide a predictable, nurturing environment that allows all preschoolers to thrive.

KINDERGARTEN TRANSITION & MOVING-UP DAY Preschoolers transitioning to kindergarten will participate in a special Moving-Up Day celebration. This event recognizes each child's growth and helps prepare them for the next stage of their educational journey.
Each child will receive a preschool portfolio highlighting their developmental progress, accomplishments, and memorable moments from the year. Families will also receive a Preschool Exit Survey, which provides valuable feedback to help us continually strengthen and improve our program.

PERSONAL BELONGINGS We are not responsible for any loss or breakage of individual items. All personal items must be marked with the child's name.

DAILY SCHEDULE A schedule helps the day to flow more smoothly, allows the children to anticipate coming events, and aids in achieving a variety of goals. We will adhere to our written schedule to the best of our ability, remembering that anything can happen when children are involved. There will be times when we have to make adjustments to the schedule. We appreciate families considering our schedule when picking up or dropping off their children. It is better if arrivals and departures do not occur during quiet time, but please note that children may be sleeping during these times. Come and go as quietly and quickly as possible. Children who arrive during quiet time will be expected to rest or play quietly until the rest period ends.

SCHEDULE OF DAILY PROGRAM ACTIVITIES

TIME	PRESCHOOL	SCHOOL-AGE
7:30 am-8:00 am	Arrival/Free Play	Arrival/ Independent Activities
8:00 am-8:30 am	Free Play/Gross Motor Activities	Bus Dismissal
8:30 am 9:00 am	Breakfast/Morning Meeting	
9:00 am-9:45 am	Circle Time/Fine Motor Activities	
9:45 am-10:10 am	Gross Motor Activities	
10:10 am-10:45 am	Snack/Story Time	
10:45 am- 11:30 am	Outdoor/Indoor Play	
11:30 am-12:30 pm	Lunch/Free Play	
12:45 pm-2:30 pm	Rest/Quiet Time	
2:30 pm-3:00 pm	Snack/Gross Motor Activities	Arrival/Homework Help
3:00 pm-3:30 pm	Arts & Crafts	Independent Activities/Homework Help
3:30 pm-4:30 pm	Centers	Snack/ STEM/ Enrichments
4:30 pm-5:00 pm	Outdoor/Indoor Play	Outdoor/Indoor Play
5:00 pm-5:30 pm	Quiet Time/Clean Up/Dismissal	Quiet Time/Clean Up/Dismissal

FIELD TRIPS Our regular daily schedule does not include any trips, and any planned field trips will be given with written consent several weeks in advance.

TRANSPORTATION Parker Academy Child Care and Learning Center Inc. will use a professional bus company to provide safe, well-maintained vehicles for transporting children to special events and trips. Children are expected to follow these rules for bus safety:

- Enter and exit in an orderly fashion
- Sit in a seat facing front with the seat belt fastened
- Keep body inside the vehicle (no head, arms, etc., out the window)
- Place all unsecured objects under their seats
- No objects thrown in or outside the vehicle
- Noise MUST be kept to a level so as not to disturb the driver
- Children shall not have body parts or items in the aisle
- The Code of Conduct for all participants must be followed

The rules MUST be followed for everyone's safety. Violations will be handled as follows:

1. Verbal warning to the student

2. Written report to parent/student

3. Suspension from transportation for the following trip

Parents are welcome to volunteer on field trips, but they must let us know if they plan to attend. If there is enough space on the bus, parents can ride with the group. If the bus is full, parents must use their own transportation. Parents will also need to pay any admission fees required for adults.

MEALS We provide all food at no extra charge. Meals will consist of breakfast, lunch, and snacks. Children who arrive after meal times (see Daily Schedule) should be fed before they arrive. Menus will be posted on the bulletin board. Copies of the menu are available upon request.

CLEANLINESS/HYGIENE We strive to maintain strict cleanliness and hygiene standards. Children's hands are washed before and after meals and after toileting. We use paper towels to dry hands, so children do not have to use the same towel. Staff wash their hands frequently and also use antibacterial gel. Children use separate cups, plates, bowls, and eating utensils. This maintains sanitary conditions while also providing each child with personal space.

THE CREATIVE CURRICULUM for Preschool is a research-based, comprehensive learning system that supports children's growth through exploration and discovery in a playful, engaging environment. It is designed to build confidence, creativity, and lifelong critical-thinking skills. Our program provides a balance of structured, teacher-guided activities and opportunities for child-initiated learning across various interest areas, such as blocks, art, and dramatic play.

A key component of the curriculum is project-based investigations, known as “studies,” where children explore meaningful topics—such as trees or balls—through hands-on learning. The curriculum is aligned with 38 objectives that address all areas of development, including social-emotional skills, literacy, math, physical development, and cognitive skills. This approach ensures that your child learns actively, purposefully, and meaningfully each day.

AGES & STAGES QUESTIONNAIRES For more than twenty years, the ASQ has been used to help parents identify their children's strengths or areas where they may need additional support. It provides a quick look at how children are doing in critical areas of development.

At what age should a child sit up, hold on to a toy, or say their first words? Parents have natural questions about how their child is learning, developing, or behaving, and wonder if there are any concerns. The ASQ-3 questionnaire includes questions about your child's communication, gross motor, fine motor, problem-solving, and personal social skills.

The ASQ screening can help identify your child's strengths and areas where your child may need support. As a parent or caregiver, you know your child best. That's why the ASQ screening is designed for you to complete. It’s quick and easy. You will only need 10-15 minutes. The results will be used to modify our daily lessons.

BIRTHDAY PARTIES Birthdays are a special time, and we like to really celebrate them! We welcome students to share their special day with others in the program during program hours. Please consult your child's teacher regarding party scheduling and food restrictions. No home-baked goods are allowed. If food is brought into the center, it must have an ingredient label attached so teachers can read that no peanuts or peanut products are in the ingredients, as well as to know all ingredients in the item for other allergies that may exist within your child's classroom.

INDOOR/OUTDOOR PLAY

Indoor play: We offer a variety of age-appropriate toys. These activities help promote children's health. We try to instill a love of physical movement early so they carry it into adulthood.

Outdoor play: We will play outdoors every day that the weather permits. Our outdoor activities will include walks within the neighborhood, playground time at Cazenovia Park, and water play (splash pad during the summer). When the weather does not permit outdoor play, great lengths will be taken to do more musical movement and physical activities inside.

Please ensure your child is always appropriately dressed for outdoor play (see the Clothing/Attire section). **No flip-flops, house slippers, or slides.**

HEALTH GUIDELINES If a minor injury occurs, first aid will be administered, and an Incident/Accident Report will be completed.

If a significant injury occurs or health problems arise, the following will take place:

- First Aid will be administered by a staff person until professional services arrive
- 911 will be called, and parents will be notified. The emergency contact person will be notified if the parent cannot. Please keep your Emergency Contact information up to date. If changes occur, please report them immediately
- A staff person will accompany your child to the hospital until you or your emergency contact person arrives. Parker Academy does not pay for ambulance transportation.
- The incident will be recorded on an Incident/Accident Report Form, and any first aid given will be documented.

ILLNESS If a child is too sick to attend the Academy, please keep him/her at home. If your child will not be attending daycare due to illness or any other reason, please let someone at the Academy know as soon as possible, as well as the reason. If a child becomes ill at the center, parents will be called and requested to come for the child as soon as possible. The child will be separated from the group until the parent arrives.

COVID-19 SYMPTOMATIC STUDENTS

In the event a confirmed case of COVID-19 enters the site, staff and students who have contact with the confirmed case will be identified. All families will be notified. However, the identity of the confirmed case will be kept confidential.

Some of the common conditions for which a child will be sent home are as follows:

1. Temperature—A child will be sent home if his/her temperature is 100.4 degrees or higher. Before returning to the center, the child must be fever-free for at least 24 hours without using acetaminophen (Tylenol) or ibuprofen (Motrin or Advil). His/her activity level and appetite should also be back to normal.

2. **Diarrhea** - A child who has more than one instance of diarrhea (watery stools) will be sent home. Viral infections usually cause diarrhea; however, bacteria and parasites (Giardia) may be the cause. If your child has an allergy or condition that regularly causes diarrhea, please alert the staff during orientation. The child must be free of diarrhea for at least 24 hours before returning to the center.

3. **Vomiting** - A child who is vomiting will be sent home and should remain home until the vomiting has stopped. Most vomiting is caused by infection. Stomach viruses are highly contagious and can spread rapidly through the center. The child must not have vomited for at least 24 hours before returning to the center.

4. **Impetigo**—This skin infection is characterized by crusted sores, which may appear anywhere but usually first in the facial area. When prescribed by a physician, children with this condition must have taken the antibiotics for at least 24 hours before returning to the Center, and all lesions must be dry before returning.

5. **Conjunctivitis** is a contagious eye infection characterized by redness and tearing, yellow discharge from the eyes, or eyelashes stuck together. When prescribed by a physician, children with this condition must have taken at least one dose of the antibiotics before returning to the center, and all discharge must be gone.

7. Scarlet fever is strep throat with a red rash and a sandpaper feeling. Your physician should be consulted when your child returns to the center.

8. **Chicken Pox** - Children can attend the center after exposure or during incubation (11-20 days after contact). Your physician is the best person to consult if there is any doubt concerning your child's contagiousness during this illness. Please notify the center if you suspect that your child has been exposed to chickenpox so that we may inform the other parents.

9. **Head Lice** is characterized by a very itchy scalp and nits (white eggs) that resemble dandruff but can't be easily removed from the hair. Children may return to the center after one head lice treatment.

BEHAVIOR MANAGEMENT The following acceptable child guidance techniques will be used for behavior management:

- Redirect. In a conflict, give an alternate toy or activity to one of the children competing for the toy. Have multiples of popular toys.

- Focus on “Do” rather than “Don’t.” For example, “We walk inside” instead of “Stop running inside.” Offer choices: “You can sit on the rug or at the table for story time.”
- Encourage children to use friendly words rather than physical acts. For example, you might say, “I was playing with that toy.”
- Praise positive behavior: “Thank you for using your words.”
- Model desired behaviors for the children to learn by example.
- Listen to the children and respond to their needs proactively to achieve their goals. Keeping the children engaged with activities will help prevent conflict.

Under NO CIRCUMSTANCES will there be any physical abuse, verbal abuse, name-calling, or isolation used. Neither food nor sleep will ever be withheld from children as a punishment.

We understand that abusive treatment of children is prohibited by law and by the licensing regulations with which a child care provider or authorized agent is required by law, 26-6-102, C.R.S. 1973. To report evidence or knowledge of suspected child abuse or child neglect, call the New York Statewide Central Register of Child Abuse and Maltreatment (SCR) at 1-800-342-3720. The SCR is open 24 hours a day, seven days a week.

EMERGENCY PROCEDURES Evacuation drills are conducted monthly during various operating hours. Parker Academy records every drill, whether it's fire, shelter-in-place, or evacuation.

In the event of an emergency affecting the safety of the children in our care, such as a fire, flood, or evacuation of the Academy for any natural or unnatural reason, we will remove the children from the affected area. Staff and children will be notified of the emergency via emergency pull stations. Our staff will carry emergency folders and use name-to-face count to track children. The director will notify parents immediately by telephone, text, and/or email of where the children will be taken. A written notice will also be placed on the main door (unless an immediate threat precludes us from doing so).

Our primary relocation site is Indian Church Day Service—People Inc., 24 Indian Church Road, Buffalo, NY 14210. If this is not far enough, our secondary relocation site is Friends of the Cazenovia Library, 155 Cazenovia Street, Buffalo, NY 14210. Both sites are within walking distance of the Academy.

Shelter-in-place drills are becoming more common as individuals attack schools and school grounds. In the case of an intruder or other criminal emergency, we will take the children to the Fellowship Hall and call 911. All windows and doors will be locked and secured until law enforcement assures us it is safe to come out. Parents can be contacted during lockdown but cannot pick up or drop off children.

TERMINATION POLICY We reserve the right to terminate for the following reasons (but not limited to):

- Failure to pay
- Failure to complete the required forms
- Lack of parental cooperation
- Failure of the child to adjust to the center after a reasonable amount of time
- Physical or verbal abuse of any person or property
- Our inability to meet the child's needs
- Lack of compliance with handbook regulations

Parents must give two weeks' written notice before terminating childcare.

TAX INFORMATION We will supply you with a year-end summary of all daycare fees paid during the year for tax purposes in January each year. You may request a statement at any time.

RECALLS The www.cpsc.gov website will be regularly checked for the list of product recalls, which may be found within our Academy. Any toy, equipment, or furnishing listed here will be removed from the building immediately.

FAMILY SUPPORT & RESOURCES Parker Academy is committed to partnering with families to support the well-being and development of every child. We recognize that parenting can raise questions or pose challenges, and we want families to feel comfortable seeking guidance whenever needed.

If you ever feel that you, your child, or your family could benefit from additional support—whether educational, behavioral, developmental, or emotional—please do not hesitate to contact the Director. We are here to help and can assist with:

- Child development guidance and behavior support
- Access to community and family resource agencies
- Referrals for early intervention or developmental services
- Parenting tools, educational materials, and literature
- Information on workshops, training, or support programs

Our goal is to ensure every family feels informed, supported, and connected. Please feel free to reach out at any time. We are your partners in your child's growth.

SEPARATION & TRANSITION SUPPORT LITERATURE

1. Foundational Child Development Theories

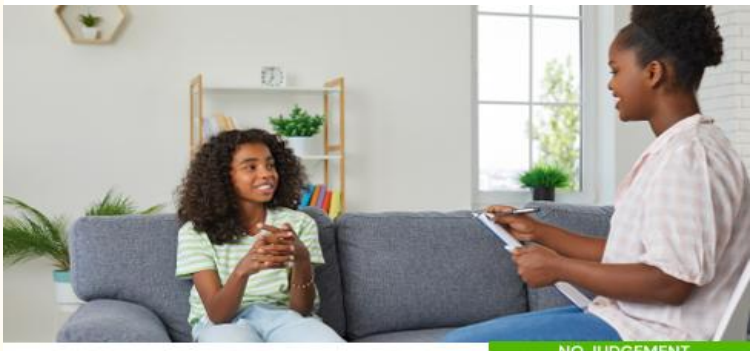
- Bowlby, J. (1969). *Attachment and Loss*
- Ainsworth, M. (1978). *Patterns of Attachment*
- Winnicott, D. (1965). *The Maturational Processes and the Facilitating Environment*

2. Early Childhood Transition & Separation Best Practices

- Dombro, A. L., Jablon, J., & Stetson, C. (2020). *Powerful Interactions: How to Connect With Chitren to Extend Their Learning*
- National Association for the Education of Young Children (NAEYC)
- Lally, J. R. (2009). *The Importance of Relationships in Infant and Toddler Learning*
- Transitions: Early Childhood Australia Resource Guides
- Head Start Early Childhood Learning & Knowledge Center (ECLKC)

3. Practical Strategies for Supporting Children & Families

- Perry, B. (2006). *Regulating Fear and Anxiety in Young Children*
- Gartrell, D. (2012). *Guidance for Every Child*
- Ostrosky, M. & Jung, E. (2010). *What Works Briefs: Helping Children Make Transitions Between Activities*
- Zero to Three (various articles)



COUNSELING AVAILABLE

NO JUDGEMENT, SAFE SPACE

- Learn to calm anxiety
- Manage depression
- Support with peer relationships
- Improve school performance
- Discuss disruptive situations at home
- And more...

CONTACT CHILD AND FAMILY SERVICES

Child + Family Services

intake@cfsbny.org

(716) 335-7090

Emergency Assistance

Police/Fire/Ambulance……..…911

Services Referral……...211

Crisis Services……834-3131

Utilities and Basic Needs

National Fuel Gas……686-6123

National Grid…….. (800) 642-4272

SNAP/Food Stamps…….858-8000
HEAP……...858-7644
Medicaid……858-6244
WIC Program……597-1484

Child Health Plus…….. 1-800-698-4543

Governmental

Erie County – Health……858-7690

Erie County - Mental Health….858-8530

Erie County - Senior Services..858-8526

Erie County - Social Services...858-8000

Social Security Administration

1-800-772-1213

Community Resources

American Red Cross (fires, floods)

886-7500

Buffalo Urban League…….250-2400

Catholic Charities……..856-4494

Child and Family Services….842-2750
Community Action Organization

881-5150

Hispanos Unidos de Buffalo...856-7110

Planned Parenthood……..831-2200

2-1-1 WNY …….. 211

Affordable Housing

Belmont Housing Resources…884-7791

BMHA……..855-6774

Catholic Charities……856-4494

H.O.M.E……854-1400

Rental Assistance Corporation...882-0063

WNY Veterans Housing Coalition

882-5935

Legal Services

Legal Aide Bureau of Buffalo….853-9555

Legal Services for EDD…….853-3087

Neighborhood Legal Services…847-0650

Prisoners Legal Services……854-1007

Volunteer Lawyers Project Inc…847-0662

Domestic Violence

Crisis Services……834-3131

Haven House……...884-6000

Hispanos Unidos de Buffalo…...856-7110

Family Justice Center…….. 558-7233

Veterans

VA Regional Office (Benefits

1 (800) 827-1000

VA Medical Center…….834-9200

VA Health Care for Homeless…….862-8885

Veteran's Housing Coalition……...882-5935

Veteran's One-Stop-Center …….898-0110

Health Clinics

Primary Medicine Clinic……859-2175

Mental Health

Buffalo Psychiatric Center……885-2261

ECMC – CPEP (Emergency Room)…..

848-1676

Harbor House……842-4184

Horizons ……831-1800

Independent Living Center……836-0822

Endeavor……..……895-6700

Spectrum…… 539-5500

Supported Housing Program ……873-5253

Substance Abuse

24/7 Addiction Hotline: 831-7007

Alcoholic Anonymous……853-0388

Cazenovia Recovery Systems…..852-4331

ECMC – Chemical Dependency...898-3415

ECMC-Detox (Emergency Room): 898-3471

ECMC – Downtown Clinic……. 883-4517

Best Self Behavioral Health…… 884-0888

Narcotics Anonymous……..878-2316

Salvation Army Rehab……..875-2533

• FIRE • CO • ASTHMA • LEAD • INJURIES •

PROGRAM GOALS

- **Prevent Emergency Room visits related to asthma attacks**
- **Prevent Carbon monoxide poisonings**
- **Provide primary prevention of Lead poisoning**
- **Reduce residential fire deaths, injury and property loss**
- **Prevent unintentional injuries**
- **Promote smoking cessation, wellness and nutrition**

REFERRALS

The Erie County Department of Health collaborates with many different programs within Erie County.

Families can be referred to the agencies listed below for assistance as needed:

- **Food Stamps**
- **Medicaid**
- **Senior Services**
- **WIC (Catholic Charities)**
- **HEAP (Home Energy Assistance Program)**

And many more….

VISITING YOUR NEIGHBORHOOD.

The Healthy Neighborhoods staff goes door-to-door in targeted neighborhoods providing residents with information and products to promote home health and safety. They can easily be identified by their Erie County I. D. badge and friendly smile.

Presentations about the program are available on request to block clubs and community organizations in targeted areas.

FOR MORE INFORMATION CALL

(716) 961-6800

Erie County Department of Health
Division of Environmental Health Services

Healthy Neighborhoods Program
503 Kensington Ave. Buffalo, NY 14214
Phone: 716-961-6800 Fax: 716-961-6880
www.erie.gov

The Healthy Neighborhoods Program is funded by:
New York State Department of Health

Disclaimer: The Erie County Department of Health does not provide medical advice. The information provided herein and on the Erie County Department of Health website is not intended as a substitute for professional medical advice, diagnosis, or treatment. Always seek the advice of your personal physician or other qualified health provider with any questions you may have regarding a medical condition or issue. Never disregard professional medical advice or delay in seeking it because of the content found on the Erie County Department of Health website or

Erie County Department of Health

HEALTHY NEIGHBORHOODS PROGRAM

Helping to keep you and your family healthy & safe

Tel: 716-961-6800

HEAP

Home Energy Assistance Program (HEAP) helps low-income New Yorkers pay for their energy bills. If your bills are more than you can handle, HEAP may be able to help you heat your home.

HEAP May Be Able to Help You if Your Source of Heat is:

- Electricity
- Propane
- Natural Gas
- Wood/Wood Pellets
- Oil
- Kerosene
- Coal
- Corn

You May Be Eligible for a Regular HEAP Benefit if:

- You and your household members are United States Citizens or qualified aliens ***- and -***
- Your household's gross monthly income is at or below the current income guides for your household size. The guidelines can be found at: **otda.ny.gov/programs/heap** ***- or -***
- You receive Supplemental Nutrition Assistance Program **(SNAP)** benefits ***- or -***
- You receive Temporary Assistance ***- or -***
- You receive Code A Supplemental Security Income **(SSI Living Alone)**

How Do You Apply?

You can apply for a Regular HEAP benefit the following ways:

- **In Person:** You can apply at your local department of social services or at many local community organizations ***- or -***
- **By Phone and Mail:** You can call your local department of social services and ask them to mail you a HEAP application or you can download and mail-in a HEAP application* ***- or -***
- **Online:** If you live outside New York City, you can visit: **myBenefits.ny.gov** to apply online

HEAP benefit amounts will vary depending on your household income and may be available even if your heat is included in your rent.

You may be eligible for a regular HEAP benefit even if you have money in the bank, stocks, bonds or other resources.

If you qualify for HEAP, you may be eligible for Supplemental Nutrition Assistance Program (SNAP) benefits. You can check your eligibility and apply for SNAP at **myBenefits.ny.gov.**

*Visit **otda.ny.gov/programs/heap/apply** for a list of local department contacts and the HEAP application.

What if You Have an Energy Emergency?

If you have an energy-related emergency, such as a utility termination notice or less than a quarter tank/ten-day supply of heating fuel, you can apply for a HEAP emergency benefit at your local department of social services. If you are eligible, a HEAP emergency benefit may be issued in addition to your regular HEAP benefit, if the regular benefit has been exhausted.

You May Be Eligible for a HEAP Emergency Benefit if:

- Your income is at or below the current income guidelines, or you receive Family Assistance, Safety Net Assistance, SNAP or Code A Supplemental Security Income, and you do not have available liquid resources to meet the emergency ***- and -***
- Your natural gas or electric heat is off or scheduled to be terminated ***- or -***
- You are out of fuel (oil, kerosene, propane) or have less than a quarter tank of fuel ***- or -***
- You are out of wood, coal, or other fuel source, or have less than a ten-day supply ***- or -***
- Your electricity is necessary for your heating system to work and it is either terminated or scheduled to be terminated.

Keep the Heat on with HEAP

New York State makes it easy for low-income New Yorkers to get HEAP benefits that help them pay for their heating bills.

The only way to know if you qualify is to apply.

To find out when HEAP benefits are available during the year, visit **otda.ny.gov** or call **800-342-3009.**

REVISIONS TO THE HANDBOOK All families will sign a yearly revision to this handbook. We reserve the right to make changes in rates and policies, as we deem necessary. You will be notified, in writing, of any changes that may occur.

To file a complaint about this facility, contact:

The Childcare and Resource Network/Registration Department maintains a complaint line for daycare programs. Call this number during regular working hours, and a staff member will take your information. If you wish to make a complaint, call 716-877-6666.

Parent Handbook- Family Copy
(Your copy to keep)

Child(ren)'s Name(s): _____

I/We _____ have read the parent handbook for Parker Academy Child Care and Learning Center, INC., and understand all the information, policies, and procedures outlined in it. I/We have also received a copy of these policies and procedures for our records and reference.

By signing this agreement, I/we consent to and agree to all handbook policies and procedures, including payment, photo/video, late fee, and unavailable parent/guardian pickup plan policies. By signing this agreement, I/we acknowledge that the information supplied in the registration form regarding our child(ren) and the information provided below is true and accurate.

Signature of Parent/Guardian_____

Date_____

Signature of Parent/Guardian_____

Date_____

PARENT COPY

PARKER ACADEMY
CHILD CARE AND LEARNING CENTER

PARENT HANDBOOK SIGNATURE PAGE

After reading the Parent Handbook, please sign the appropriate lines below and return with enrollment forms.

Child(ren)'s Name(s): _____

I/We _____ have read the parent handbook for Parker Academy Child Care and Learning Center, INC., and understand all the information, policies, and procedures outlined in it. I/We have also received a copy of these policies and procedures for our records and reference.

By signing this agreement, I/we consent to and agree to all handbook policies and procedures, including payment, photo/video, late fee, and unavailable parent/guardian pickup plan policies. By signing this agreement, I/we acknowledge that the information supplied in the registration form regarding our child(ren) and the information provided below is true and accurate.

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