



# Cozy DayCare Parents Hand Book

Family Day Care  
39 Bencliffe Circle  
Auburndale, MA 02466  
Tel. 617-264-0604

[www.cozydaycare.com](http://www.cozydaycare.com)

License #: 9027604

**Department of Early Education and Care Family Child Care  
Parent Handbook**

**Program Name:** Cozy DayCare  
**Program Address:** 39B Bencliff Circle, Auburndale, MA 02466  
**Program Phone Number:** 617-264-0604  
**Program Email:** info@cozydaycare.com

**EEC Regional Office:** 1250 Hancock St., 120-S, Quincy, MA 02169  
**EEC Regional Office Phone:** 617-979-8640

**Dear Parent,**

As a licensed Family Child Care Program, we would like to congratulate you on choosing licensed Family Child Care. You have made an important child care decision for you and your family. The Department of Early Education and Care (EEC) and Cozy DayCare invite you to join in a partnership with us to ensure a high quality child care environment. This parent handbook and enrollment packet outlines many of our policies and procedures that relate to the care of your child, as well as the information Cozy DayCare is required to give to you when you enroll your child in our care. This handbook will also acquaint you with some of the key EEC standards designed to ensure a safe, healthy and educational child care experience.

Cozy DayCare encourages you to maintain an open dialogue with us, as communication between parents and Educators is the foundation for a solid working relationship, and a good child care experience. Before filling out your child care enrollment form, please read through the information contained in this parent handbook.

EEC is the agency that oversees the early education and care and after school services for families in Massachusetts. As the agency that licenses child care, EEC has quality standards for all licensed programs to ensure high educational value, as well as health and safety. Having a license means that Cozy DayCare has demonstrated that it meets the standards outlined in the EEC regulations.

To obtain your own copy of EEC Family Child Care Regulations, you may download them from the EEC web site at: [http://www.mass.gov/Eeoe/docs/EEC/reqs\\_policies/20090122\\_606\\_cmr.pdf](http://www.mass.gov/Eeoe/docs/EEC/reqs_policies/20090122_606_cmr.pdf)  
For information about our regulatory compliance history, you may contact our local EEC regional office.

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## **ABOUT US**

A homey, family setting, where children know they are welcomed and loved. Our safe, nurturing, child-sensitive environment supports development of child's individuality and skills. We encourage children to explore and have fun while gaining new knowledge about the world around them.

Our Daycare is located in a separate specially designated unit of the two family house smoke free, pets free. Our safe and cozy playground is located in a private backyard and equipped with certified and full of fun equipment.

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## **OUR PHILOSOFY**

Children need to feel safe, loved and happy when are away from their parents. They want to have fun, be curious and explore. We strive to create an atmosphere that helps them to develop cognitively, emotionally, physically, and socially. Knowing your child is in such environment will give you peace of mind while you're apart!

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## **NON-DISCRIMINATION POLICY**

We are an equal opportunity provider. Applications for enrollment and employment are accepted without regard to race, religion, gender, creed, Limited English Proficiency (LEP), disability or national origin. We comply with all applicable state and federal regulations.

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## **ENROLLMENT/CAPACITY**

Our current licensed capacity is **ten (10)**, which is posted on our license. At any one time, Cozy DayCare can only care for the number of children that it has been licensed for, which may include our own children, depending on their ages. In addition, EEC regulations state that Cozy DayCare cannot care for more than three (3) children under the age of two (2) without an assistant, with one of those children being at least 15 months old and walking unassisted. If you have concerns or questions about the number of children in our care, please feel free to discuss them with us.

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## **INITIAL REGISTRATION**

- Upon registration, your account will be billed a one-time registration fee, a security deposit, and your child's first week's tuition.
- Payment of the registration fee and security deposit is due upon registration and is required to secure your child's enrollment in our program.
- Payment of the first week's tuition is due by the Friday prior to the first week of attendance and is required to begin attendance.
- If you decide not to begin enrollment, your registration fee and security deposit will not be refunded.
- If you decide to interrupt the enrollment, Cozy DayCare has the right to void any other existing or future enrollment contracts.
- Upon registration and throughout enrollment, parents must notify us in writing of any special needs, including but not limited to allergies, medical conditions, dietary restrictions and disabilities; such knowledge is necessary to provide proper care for your child.
- All form must be filled out and returned before child enters the program. Forms will be renewed annually.
- All children will be on a trial period for three weeks to make sure the child fits the program. If we deem the care inappropriate for the child for whatever reasons we will

decline from providing that care. In such case Cozy DayCare will credit back the security deposit.

- Any enrollment contract can be terminated by Cozy DayCare if we feel the child is a threat to the program or the other children in any way at any time.
- If parents want to hold the slot for their child there will be a holding fee that will be determined at the time.
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### **WITHDRAWING FROM COZY DAYCARE!**

- We'd hate to see you go, but in the event that you do decide to disenroll, you must complete and submit an 'Enrollment Drop Out' form at least two weeks before withdrawing your child from the daycare. This form is available from us directly. One of our employees will acknowledge receipt of this form and provide you a copy.
- If you fail to provide at least two weeks' notice as stated above, you will not be eligible for your secured deposit refund.
- If you withdraw your child from Cozy Daycare and decide to return at a later time, you will be placed on our waiting list. You will also be required to provide new enrollment information, along with a new registration fee and deposits.
- Other contractual obligations associated with withdrawal are detailed in the 'Registration & Payments' section of the Center Policies

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### **ARRIVAL AND DEPARTURE**

- For safety purposes, children are only released to their parents or individuals on the Emergency Contact Form.
- If someone other than a parent will be picking up, please ensure their name is on the Emergency Form, and that they bring a valid photo ID.
- Parents are responsible for keeping their pick up authorization information up-to-date.
- Cozy DayCare must also be notified in writing if someone other than those authorized will be picking up your child from Cozy DayCare.

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### **USE OF ASSISTANTS**

Cozy DayCare may have an assistant to help care for the child care children, provided they are approved by EEC. If and when we use an assistant, we will let you know ahead of time, and you will have an opportunity to meet the assistant that will be working in the program. We may also use volunteers from time to time, and although they will not be directly responsible for the care of children in the program, they will be on the premises and assisting us.

[ ] We are not currently utilizing an assistant.

[V] Certified assistant(s) that are currently participating in the program are:

<u>Name</u>	<u>Certificate # (for assistants)</u>
Tatiana Iacobciuc	9020167
Tetyana Portyankina	9020056
Alina Kerm	9699150
Hasmik Harutyunyan	9014306

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## HOURS OF OPERATION

- Cozy DayCare is open Monday through Friday, from 8:00am to 5:30pm.
- Children must be picked up by 5:30 pm.
- Early drop offs from 7:30am and late pick up after 5:30pm are available for an additional fee.
- Early drop off / late pickup can be arranged upon signing a contract.
- A late fee (see contract) assessed every 15 minutes, beginning promptly at 5:30 pm. The late pick-up fee will be automatically charged to your account.

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## PLAN FOR MEETING POTENTIAL EMERGENCIES

EEC regulations require that I have a plan for meeting potential emergencies that may occur either during child care hours or at any time if they may affect the operation of the program. In the event of an evacuation emergency, Cozy DayCare will contact the local authorities to determine whether or not to evacuate the program, or to remain sheltered at the program. The escape routes are outlined on the evacuation plan. In case of need Grant Sarumian will assume the responsibility of a potential emergency caregiver.

In the event that a child goes missing from the program, Cozy DayCare will do the following: we will search for the child on premises and if child is not found we will call 911, notify EEC and parents.

Should the program need to be evacuated in the case of a fire, natural disaster, loss of power, heat or hot water, or any other emergency situation, we will meet at an alternate location.

I will ensure that no child has been left at the program after an evacuation by: counting the children according to daily attendance form and checking the premises.

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## WEATHER & EMERGENCY DAYCARE CLOSINGS

In the event of inclement weather or other emergency situation announced by local authorities (Radio, TV and cell phone alert), Cozy Daycare will determine whether to evacuate to a local library or shelter in place based on directions of the local emergency management authorities. Parents/other emergency contacts and fire department and local authorities will be notified immediately over the phone. Every effort will be made to assure that no child is left in the daycare. While it is impossible to anticipate every circumstance of a potential emergency, we do have the following general guidelines in place:

***At all times:***

- ❖ In the event of a utility outage (power, gas, and/or water) prior to 6:30 am, the opening of the daycare will be delayed.
- ❖ If still without utility service at 11:30 am, the daycare will remain closed for the day.

***During the winter months:***

- ❖ In the event of a utility outage during normal business hours, the daycare will announce its' decision to close after 30 minutes.
- ❖ Parents will be notified by phone and required to pick up their children.

*If local authorities (Radio, TV and cell phone alert) announce an emergency (such as snow day) Cozy DayCare will be closed on that day. If Cozy DayCare closes due to the weather, utility outage, or emergency situation, **regular tuition charges will apply.***

Parents must provide current contact information (e.g., phone numbers, address) where they can be reached in case of an emergency. At least 1 alternative contact must be provided in case if we cannot get in touch with you. This information must be updated immediately whenever there is a change.

### ***Fire/Emergency Drills***

We hold emergency drills on a regular basis to ensure the staff and children are prepared for handling an emergency. During these drills, we help the children exit the daycare in an orderly manner and safely get to their assigned relocation area.

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## **CHILDREN'S RECORDS**

EEC regulations require daycares to maintain an individual written record for every child Cozy DayCare has in care. These records include the information- that parents complete at enrollment, as well as progress reports, incident reports and other documentation regarding your child's care. Records are updated at least annually, but may be updated as frequently as is needed.

As a parent, you have access to the record that Cozy DayCare maintains for your child, and you have the right to add information or to request that information in your child's record be changed or deleted. You also have a right to receive a copy of your child's record; however we may charge a reasonable fee for that copy.

EEC regulations require that we make children's records available to EEC at any time that EEC may request these records, such as during a licensing/monitoring visit, a complaint investigation, or a financial review of our program. Failure on our part to provide these records to EEC could result in EEC citing our daycare for regulatory non-compliance or taking legal action against our license. When EEC staff members review children's records in order ensure that we are in compliance with EEC regulations, at times they may copy and keep the information found in these records in order to review our compliance with all EEC regulations and policies applicable to the program. This information will be kept in the program EEC Licensing file or in EEC's financial monitoring file if the information involves issues related to subsidized care. EEC is required by law to keep confidential any personally identifiable information found in children's records collected and maintained by EEC staff members. EEC has a Privacy Policy which discusses how EEC keeps such information confidential. That policy can be found by going to the EEC website at [http://www.eec.state.ma.us/docs1/20101124\\_eec\\_privacy\\_policy.pdf](http://www.eec.state.ma.us/docs1/20101124_eec_privacy_policy.pdf).

Please let us know about any questions you have regarding your child's record.

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## **MAINTAINING A SAFE ENVIRONMENT**

EEC has a number of licensing standards related to safety in a Family Child Care Home. Most of these standards outline common safety precautions such as making dangerous materials inaccessible to children, covering outlets, having a first aid kit, practicing evacuation drills, gating stairs, windows, or heating elements, posting emergency numbers, and maintaining a clean, hazard-free indoor space. Also, the outdoor space must be safe and hazard, free and there should be no access to a busy street, water, construction materials, rusty or broken play materials, debris, glass, or peeling paint.

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## LEAD POISONING PREVENTION

All Family Child Care Educators are required by EEC to provide parents with information regarding the risks of Lead Poisoning. The following are some facts that all parents should know about lead and lead poisoning:

- Lead poisoning is caused by swallowing or breathing lead. Lead is poison when it gets into the body.
- Lead can stay in the body for a long time. Young children absorb lead more easily than adults. The harm done by lead may never go away. Lead in the body can:
  - Hurt the brain, kidneys, and nervous system
  - Slow down growth and development
  - Make it hard to learn
  - Damage hearing and speech
  - Cause behavior problems
- Most of the lead poisoning in Massachusetts comes from lead paint dust in older homes. Many homes built before 1978 have lead paint on the inside and outside of the building.
- When old paint peels and cracks, it creates lead paint chips and lead dust. Lead dust also comes from opening and closing old windows.
- Lead dust lands on the floor. Lead gets into children's bodies when they put their hands and toys in their mouths. Children can also breathe in lead dust. Children between the ages of 9 months and 6 years are most at risk.
- Important: Home repairs and renovations also create lead dust.
- Most children who have lead poisoning do not look or act sick. A lead test is the only way to know if your child has lead poisoning. Ask your doctor to test your child for lead. Some children may have:
  - Upset stomach
  - Trouble eating or sleeping
  - Headache
  - Trouble paying attention

As mentioned earlier, if your child is over nine (9) months of age, you will need to provide documentation to us that your child has been screened for lead poisoning. Most children will be screened annually until either age three (3) or four (4), depending on where the child lives.

Cozy DayCare is not aware of any known sources of lead at the premises.

For more information on lead poisoning, you can visit <http://www.mass.gov/dph/clppp> or call the Childhood Lead Poisoning Prevention Program at (800) 532-9571.

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## SUPERVISION

Supervision is critical to keeping children safe. Cozy DayCare will appropriately supervise children in order to ensure their health and safety at all times. We will use good judgment and consider several factors in determining the appropriate level of supervision for children including age, developmental needs, behavioral characteristics, the nature of activities and the space we are using, as well as the number of caregivers present at any given time. If you have any questions about how we supervise the children in our program, feel free to ask us.

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## **SAFE SLEEP**

Supervision of children is equally important during the times that a child is sleeping at the program, particularly when that child is an infant. EEC has very specific regulations around safe sleep practices. All infants are placed on their backs to sleep, unless a child's physician orders otherwise (such an order must be given to us in writing). We check on children every 15 minutes during naptime. If your child is less than six months old, we will directly supervise them during naptime for the first six weeks they are in care. For more information regarding Safe Sleep, please feel free to review the 'Family Child Care Policies' section of [www.eec.state.ma.us](http://www.eec.state.ma.us).

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## **NAPTIME**

Children are provided with a bed or crib (depending on their age), to use for naptime. Infants nap according to their personal schedule. Infants are placed in cribs, on their backs, to sleep, in accordance with American Academy of Pediatrics recommendations. Infants with medical conditions that require other sleeping arrangements must have detailed written instructions from a physician on file. The cribs are free of bunting and stuffed animals. An educator will be in the crib room monitoring babies during their first six weeks of day care.

Naptime for toddlers and pre-schoolers is 1:00 p.m. and 3:00 p.m.  
Favorite belongings (toys, blankets) are welcomed.

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## **CURRICULUM AND PROGRESS REPORTS**

All Family Child Care Educators must carry out a routine that is flexible and responds to the needs and interests of children in care. The routine includes things such as: meeting the physical needs of children in care, sixty minutes of physical activity every day, child-initiated and Educator-initiated activities and daily outdoor play, weather permitting. Additionally, we have a developed curriculum that engages children in developmental appropriate activities by planning specific learning experiences. The curriculum includes: learning self-help skills that foster independence, opportunities to gain problem solving and decision-making competencies and leadership skills and opportunities to learn about proper nutrition, good health and personal safety. We are also providing an environment that promotes cultural, social and individual diversity.

In addition, progress reports are completed periodically for all children in care. For infants and children with identified special needs, we will be completing progress reports every three months. For toddlers and preschoolers, those reports are completed every six months.

We will be sharing your child's progress reports with you, as well as offering an opportunity to meet and discuss your child's progress. Feel free to ask us about curriculum and progress reports and how they are implemented in Cozy DayCare program.



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## **MEDICATION ADMINISTRATION**

EEC has regulations requiring Educators to have a policy regarding the administration of medication to children in care. All our certified assistants are educated and continuously take required training for medication administration. The following guidelines are common to all programs that are licensed by EEC:

### Prescription Medication

- Prescription medication must be brought to the program in its original container and include the child's name, the name of the medication, the dosage, the number of times per day and the number of days the medication is to be administered. This prescription label will be accepted as the written authorization of the physician.
- The program will not administer any medication contrary to the directions on the label unless so authorized by written order of the child's physician.
- The parent must fill out the Authorization for Medication Form before the medication can be administered.

### Non-prescription Medication

- The program needs written parental authorization to administer oral non-prescription medication. The parent must fill out the Authorization for Medication form, which allows the Educator to administer the non-prescription medication. The statement must be renewed on a weekly basis.
- In the case of unanticipated non-prescription medication that is used to treat mild symptoms (e.g., acetaminophen, ibuprofen), the program must still have written parental authorization, however it must be reviewed annually.
- The Educator will make every attempt to contact the parent prior to the child receiving the non-prescription medication unless the child needs medication urgently or when contacting the parent will delay appropriate care unreasonably.

### Topical Ointments and Sprays

- Topical ointments and sprays such as petroleum jelly, sunscreen, diaper rash ointment and insect repellent will be administered to the child with written parental permission. The signed statement from the parent will be valid for one year and include a list of topical non-prescription medication.
- When topical ointments and sprays are applied to wounds, rashes, or broken skin, the Educator will follow the written procedure for non-prescription medication which includes the written order of the physician, which is valid for a year, and the Authorization for Medication form signed by the parent.

### All Medications

- The first dose must be administered by the parent at home in case of an allergic reaction.
- All medications must be given to the Educator directly by the parent.
- All medications will be stored out of the reach of children. All medications that are considered controlled substances must be locked and kept out of reach of children.
- The Educator will be responsible for the administration of medication. In his/her

- absence, the designated person will be
- The program will maintain a written record of the administration of any medication (excluding topical ointments and sprays applied to unbroken skin) which will include the child's name, the time and date of each administration, the dose, and the name of the person administering the medication. This completed record will become part of the child's file.
  - All unused medication will be returned to the parent if possible, or disposed of in accordance with Department of Public Health guidelines.

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## **MEDICATION ADMINISTRATION**

- Over-the-counter medications, topical ointments such as diaper or first aid creams, sunscreen or insect repellent may be applied to your child with written parent permission.
- Cozy DayCare will administer prescribed medications from the original bottle with the prescription on it with written parent permission according to the prescribed order.
- First dose of medication is administered by the parents.
- Prescription medication must indicate your child's name on the pharmacy label. Over-the-counter medication must be labeled with your child's name on the original packaging.
- All medication, both prescribed and over-the-counter, must be supplied in the original packaging and must be accompanied by the original package insert or printed pharmacy instructions. These instructions must indicate the correct method for administering the medication, dosage restrictions, potential side effects, and any other pertinent warnings.
- All unused medication will be returned to parents or disposed upon parent's request.
- All minor bumps, bruises and cuts will be treated with soap, water and ice pack and TLC.
- Cozy DayCare will fill out the form for all minor injuries which will be placed in child's file. If we have any question about severity of the injury we will contact your pediatrician and notify parents.
- If there is a major injury we will call 911, notify parents and our licensor at EEC.

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## **ORAL HEALTH**

Proper oral health begins at home, and Cozy DayCare will be reinforcing good oral health practices with your child each day. If your child is in care for more than 4 hours per day, or he/she will be receiving at least one meal while in care, we will assist your child with tooth brushing at the program.

We would appreciate if you provide us with a toothbrush and toothpaste for your child, which will be stored in a safe and sanitary manner at the program.

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## PARENT NOTIFICATIONS

Cozy DayCare required by EEC regulations to notify you of certain information. These notifications include, but are not limited to:

- an injury to your child;
- allegations of abuse or neglect regarding your child;
- if another educator will be caring for your child;
- the administering of first aid to your child;
- whenever a communicable disease has been identified in the program;
- children being taken off the child care premises;
- the existence of firearms in our daycare;
- if there are any changes in our household composition,
- prior to any pets being introduced into the program;
- whenever special problems or significant developments arise.

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## MANDATED REPORTING

As a licensed Educator in Massachusetts, Cozy DayCare must operate the program in a way that protects children from abuse and neglect. As such, Cozy DayCare is a mandated reporter (under M.G.L. c.119 s51A) and must make a report to the Department of Children and Families (DCF) whenever an Educator have reasonable cause to believe a child in the program is suffering from a serious physical or emotional injury resulting from abuse inflicted upon the child, or from neglect, no matter where the abuse or neglect may have occurred or by whom it was inflicted.

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## WHAT WE NEED FROM YOU

The first day your child attends child care, we need a copy of the attached Family Child Care Enrollment Packet. Without these completed documents, which must be updated annually, Cozy DayCare cannot care for your child. The reason for this is so we have all the important information and phone numbers we will need in order to provide the best possible care for your child.

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## MEDICAL INFORMATION

Medical information about your child must be given to us within one (1) month from the day your child begins care. There are three (3) pieces of medical information we will need:

- A statement from a physician or health care professional that says that your child received a physical exam within the past year.
- Evidence that your child has been immunized as recommended by the Department of Public Health.
- If your child is nine (9) months of age or older, a statement from a physician or health care professional which says that your child has been screened for lead poisoning.

**Please note:** Your child's immunization record must be updated and given to we in accordance with the Department of Public Health's immunization schedule. Also, your child's lead screening report must be updated as required by Department of Public Health Regulations. This report must also be given to us.

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## **COMMUNICATION AND STAYING INVOLVED**

It is important to keep an open dialogue with Cozy DayCare as your child's Educator, and to maintain an active role in your child's care. Feel free to visit, not just at pick up and drop off time, but at a variety of times during your child's day—it's your right as a parent. Please also make sure to follow-up with us if you have any questions about the program or your child's care.

We look forward to working with your family and providing a great experience for your child(ren)!

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## **FEE SCHEDULE**

Below are Cozy DayCare Child Care rates:

- *Registration fee* - \$50 (one time upon registration)
- *Security deposit* - Two weeks tuition (used at the end of the contract period)
- *Full time attendance* - \$85 per day (5 days a week)
- *Part time attendance* - \$90 per day (less than 5 days a week)
- *Per hour attendance* - \$15 per hour

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## **ANNUAL FULL TIME AND PART TIME ENROLLMENT**

- Annual full time or part time enrollment is required. Enrollment contracts are distributed in February and must be returned by March 31<sup>st</sup> to secure enrollment for the upcoming academic year.
- After submitting the Enrollment Contract, if you decide not to begin Fall enrollment, your first week's tuition and security deposit will not be refunded.
- Cozy DayCare will prioritize full time applicants upon enrollment.
- Full time enrollment is considered for attendance of 5 days a week and based on a cheaper hourly rate.
- Part time enrollment is considered for attendance of less than 5 days a week and is based on higher hourly rate than full time enrollment.
- If a part time child is sent home per Cozy DayCare request or picked up by family before scheduled time the full day rate is still due.

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## **PER HOUR ATTENDANCE**

- Per hour attendance does not require enrollment fee and annual contract & considered if child spend in the daycare less than 19 hours in a week.
- Per hour attendance considered to have the lowest priority and is available only if we have a free spot in the daycare on the particular day.
- Per hour attendance is considered as enrollment and therefore required to comply with all policies and regulations.

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## **EXTENDED CARE**

We charge \$15.00 per hour for providing care after or before normal hours of operation. Please notify us in advance when extended care required.

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## CHANGE IN A SCHEDULE

- Parents must notify Cozy DayCare about any changes in developed daily schedule at least in three hours in advance.
- Any changes in weekly schedule must be informed at least in 2 days in advance.

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## PAYMENTS

- *Tuition is due in advance:* Tuition may be paid weekly, biweekly, or monthly as long as it is in advance. Payment is due by Friday for the up-and-coming week for full time and part time enrollments. Payment for per hour attendance is due by Friday for the ending week for the total amount of hours. If your payment is late, a late fee of \$25.00/day will be automatically charged to your account.
- *Automatic Payments:* For your convenience, we accept ACH debits from checking accounts, savings accounts and flexible spending accounts. By enrolling in 'Automatic Payment' you are agreeing to have your account automatically debited on a weekly basis. Enrolling in 'Automatic Payment' requires completion and submission of the 'ACH Debit Authorization' form, providing a voided check, and compliance with all terms outlined therein.
- *Checks:* Please indicate your child's first and last name on your check. Checks returned unpaid from your bank will result in a \$45 Returned Item Fee billed directly to your account. Appropriate late payment charges will also apply. Cozy DayCare may also require you to make future payments by ACH debit.
- *Account Receipts and Statements:*
  - Current Account Information: You may request printed weekly and/or monthly statements.
  - Past Account Information: You may request a year-end statement for tax purposes, given that your account is paid up-to-date.

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## LATE FEE POLICY

A \$1/minute late fee will be charged for pick-up after closing. If you know you are going to be late, please contact Cozy DayCare so we can inform your child.

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## HOLIDAYS AND VACATION

We are closed on the following holidays:

- Labor Day
- Christmas Day ( December 24<sup>th</sup> , 25<sup>th</sup> , 26<sup>th</sup>)
- Memorial Day
- Thanksgiving Day (next day after)
- New Year's Day (December 31<sup>st</sup>, January 1<sup>st</sup>, 2<sup>nd</sup>)
- Independence Day (July 4<sup>th</sup>)
- Martin Luther King Day (January 20<sup>th</sup>)
- President's Day (Third Monday of February)
- Veteran's Day

We reserve 2 weeks in a year for vacation (1 week in summer – last week of July, 1 week in winter – third week of January). During our vacation periods Cozy DayCare will be closed. During holidays and vacation periods **regular tuition charges will apply.**

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## OPEN DOOR POLICY/SECURITY MEASURES

Please feel free to visit Cozy Day Care at any time. But please be attentive to daily schedules and routines. As an important security measure, we ask that you bring your child inside the program premises. Your child can only be released to people designated by you. A photo I.D. is required from the designated person if they are unknown to the staff. We must have a notarized court order on file regarding parental custody matters.

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## VACATION CREDIT

Parents who pre-planned their vacation period will receive vacation period credits twice in a year. Vacation period credit equals 50% of your regular daily tuition rate. If a parent pans on taking a vacation and the child will not be in care, Cozy Daycare must be given four weeks notice using Vacation Credit Form. Parents are expected to pay half of standard tuition during their scheduled vacation period.

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## MEALS

We serve breakfast at 9am, fruit snack at 10am, warm lunch at 12:30pm and afternoon snack after day sleep and before 4pm.

- All meals are prepared in our kitchen, which has been approved by the appropriate local and state agency.
- We serve organic milk, water cups are available all day. Our menu is posted on the board in the kitchen.
- If your child is allergic to anything, please make sure we are aware of the allergies, parents provide special diet/preference food.
- Our policy prohibits bringing homemade food or treats to share with other children within the Cozy DayCare. If you opt to bring in a store-bought treat for a special event, please let us know beforehand.
- If your child does not like a menu item, we have limited variety of substitutions. Parents are also welcome to bring in a nutritional “brown bag” lunch that does not require refrigeration or heating.
- Infants: Parents must provide us with a written feeding schedule, complete with detailed instructions. Parents must also provide bottles, formula or breast milk, and any necessary baby food; bottles must be filled and ready-to-serve. Please label all food items, including bottles, with your child’s first and last name. Per your request, we will provide table food which is prepared in our kitchen, according to the posted menu.

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## CLOTHING, DIAPERS AND CHILDREN’S BELONGINGS

- **Infants:** Please provide an adequate supply of disposable diapers and wipes. Additional items should include bibs, ointments, at least two changes of labeled clothing and appropriate outdoor wear.
- **Toddlers:** Please provide an adequate supply of disposable diapers and wipes. You should also provide two changes of labeled clothing and appropriate outdoor wear.
- **Ages 3-5:** Please keep a complete set of labeled clothing at Cozy DayCare. If you bring home a soiled set of clothing, please replace the extra set the next day. Please provide the appropriate outdoor clothing for each season.
- We use messy art and craft supplies everyday to produce our masterpieces. Smocks are provided, but please dress your child appropriately for everyday art and craft activities. Our products claim to be washable; however Cozy DayCare is not responsible for

damaged clothing. Cozy DayCare cannot provide reimbursement for lost or stolen property.

- During rest time, a favorite blanket and/or stuffed animal is welcome after 15 months old. Cozy DayCare launders your child's blanket and bedding on a weekly basis.
- Your child may bring in one small toy from home; this item should be small enough to fit in your child's cubby space.
- Cozy DayCare offers tooth brushing every day after nap time. Parents need to bring in their choice of brush and tooth paste to be kept in the bathroom.

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## **BEHAVIOR MANAGEMENT**

- When it comes to interactions and the guiding of children's behavior. Our goal is to maximize the growth and development of children, as well as keep them safe.
- Cozy DayCare's goal is to create an environment that minimizes the need for disciplinary action.
- If efforts to re-direct inappropriate behavior we will apply distraction or time-out approaches.
- If time-outs become a regular necessity and appear to be ineffective, a conference with the parents will be scheduled to discuss the situation. If there is little or no improvement and the child's behavior becomes a detriment to the rest of the group, termination of enrollment may become necessary.
- Cozy DayCare is a mandated reporter of suspected child abuse or neglect.

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## **HEALTH POLICIES: ILLNESS**

- Cozy DayCare is a place for healthy children. A child who is not well does not benefit from our program and can adversely affect the health of other children. If you have doubts about your child's health, please keep your child home and contact your family doctor.
- In the event that any of the following occur, we ask that you keep your child at home:
  - ❖ Temperature of 101° or above
  - ❖ Any fever accompanied by:
    - A deep cough, Spasms of cough
    - Earache or draining ear
    - Sore throat
  - ❖ Diarrhea or vomiting (your child must be free from these symptoms for 24 hours before returning to school)
  - ❖ A rash of any kind until diagnosed, treated or declared harmless by a physician
  - ❖ Red, runny or matted eyes – this might be Pink Eye (Conjunctivitis)
  - ❖ Severe colds with purulent discharge
  - ❖ Any other contagious conditions
- Please notify Cozy DayCare if you child stays home sick.
- Cozy DayCare does not provide tuition refunds or reductions for absences due to illness or other reason.
- Please note that lead-screening is required at 1-2 years of age. Please ask your doctor about lead-screening test for your child.

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## **INFORMATION CHANGES**

It's the parents' responsibility to update the emergency contact information and review the financial agreement at least once in six months.

Please notify Cozy DayCare of any changes concerning allergy and health issues, home address, pick up authorizations and contact telephone numbers.

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**FAMILY COMMUNICATION**

Cozy DayCare encourages family involvement and input into program development. You can communicate us by phone or via email on our website and schedule conference if needed. Cozy DayCare will issue a progress report for each child in the program for parents every six months. Additional conference may be scheduled to discuss the content of the report.



By signing this, you are documenting that we are in agreement about the hours your child will receive care, and the rates you will be paying for that care. You are also stating that you understand our policies regarding late fees, termination, and any other issues documented above.

Parent Signature \_\_\_\_\_ Date \_\_\_\_\_

**ATTACHMENT A-PARENT/ EDUCATOR AGREEMENT**

**Program Name:** *COZY DAYCARE*

**Name of Child(ren):** \_\_\_\_\_

**Program Address:** *39 Bencliffe Circle, Auburndale, MA 02466*

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**Program Hours / Closures**

Our normal hours of operation: *8am – 5:30pm*

The hours your child will be receiving care are as follows: \_\_\_\_\_

If for any reason the program will be closed, we will notify you by phone: \_\_\_\_\_