

FAQs for Parents

What are your hours of operation?

The daycare center will be open from 7:30am to 7:00pm. An overtime fee of \$15.00 per 10 min will be charged for pick-ups after 7:00pm.

Do I need to bring food for my child?

- Meal are served and prepared fresh daily before serving
- Children receive 1% Milk, in accordance with DOH standards
- Children are served a variety of food, with no additives, preservers or food coloring
- Fresh cut fruit and vegetables are served 3 times per day (with every meal)
- We do not serve candy
- Snack are well coordinated to be nutritious and delicious

Can my child bring food from home?

We are a nut free zone, which means any items brought in from the outside expose our students with or without allergies to contaminate or space with nuts. We do not allow any outside food. We do accommodate students with special required meal accommodations and will assess each situation individually. We can only allow exceptions for medical / religious/ cultural reasons.

What are the qualifications and experiences of the staff?

Our team plays a crucial role in creating a nurturing and supportive environment for children. It typically includes a center director who oversees operations and policy development, teachers and assistant teachers who implement age-appropriate educational programs, and administrative staff who handle enrollment and parent communication. Nutritionists or cooks prepare healthy meals, while special education staff provide tailored support for children with special needs. Cleaners and maintenance staff ensure a safe and hygienic environment. Collaboration and communication among team members are essential, with regular meetings and professional development fostering teamwork. Together, the daycare team works to support each child's growth and development in a safe, enriching atmosphere.

How do I communicate with staff throughout the day?

You will be able to communicate with our staff throughout the day. Teachers will not always be able to respond right away, as they are involved in the care of your children. For immediate assistance, you can contact our administrative team at 718-750-1001 via call or text. Any communication with teachers or assistants will be replied before the end of each day.

What is the policy on naps and rest time?

It is a licensing requirement that children attending full-day programs be provided with an opportunity to nap or rest without disturbance from other activities. Nap cots are provided by the preschool to be used by every child during naptime. Parents are required to bring in two cribsized sheets and a blanket every week. Pillows, quilts, comforters, sheepskins, stuffed toys and other soft items are not allowed. Children attending part time programs are exempt from a nap requirement. Cots are sanitized daily, parents will be returned all bedding weekly for washing and cleaning as well.

What is the procedure for emergencies?

In case of medical injury or illness requiring immediate professional care (emergency), the staff will call 911. Our staff has been trained in Pediatric and Adult First Aid and CPR, and will administer it as appropriate. Parents will be notified immediately. If parents are unavailable, those individuals designated as emergency contacts will be notified.

In case of injury or accident in which an ambulance is not needed but immediate professional care is required, the staff will contact the parents. If parents are unavailable, those individuals designated as emergency contacts will be notified. Our staff cannot transport children to a hospital or doctor's office. Injured children shall be transported for medical aid by parents or by calling 911 for an ambulance.

What is the policy on discipline?

We believe in "positive discipline", which focuses on positive behavior, rather than negative. We may need to redirect children and speak with them about appropriate behavior. When necessary, we speak to a child with a firm but caring voice. At times, it may be necessary to remove the child from the rest of the group. If a behavior persists, we will contact the child's parents and ask them to come in for a conference.

What is the policy on sick children?

For the safety of all Day Care attendants, a child who is exhibiting symptoms listed below must remain home. If a child exhibits such symptoms when in the Day Care, the Parent/Guardian will be notified immediately and must pick up the child within 60 minutes. The child exhibiting such symptoms will be isolated from other children until the arrival of the child's Parent/Guardian.

- Fever of 100 degrees or higher

- This signals an illness that can make a child uncomfortable and unable to function well in Day Care.

- Vomiting, diarrhea or severe nausea – these are symptoms that require a child to remain at home until a normal diet is tolerated the night before and the next morning.

- Outbreak of a rash – rashes or patches of broken and/or itchy skin should be examined by a doctor.

How does the daycare handle allergies?

If your child has severe allergies that require monitoring and intervention in case of an allergic reaction, please be sure to complete the Food Allergy Action Plan forms and training required therein. The allergy information will be attached to all required medication(s) and copies made for your child's teachers and file. If there are additional items your child is allergic to, we will work with you in trying to prevent your child from coming into contact with the item(s). Despite our best efforts, we cannot guarantee that other parents or children will be as conscientious as we are and, therefore, cannot guarantee your child will not come into contact with an item that may affect him or her. We are a nut free facility and will make all appropriate measures for nothing related to nuts to be in our kitchen, dining area, bought in by other children or within any classroom.

Is the daycare licensed?

Our educational director is duly licensed as an Early Childhood Education Specialist but also as a Speech and Language Pathologist and has been working with children of all ages since 2010. She is one of the founders of our school, curriculum and educational experience. Our curriculum encourages language learning, cognitive development as well as a special approach to early literacy learning.

What is the policy on vacations?

Please notify the Day Care Provider either by phone or by text before 8:30 a.m. if the child will not be attending Day Care that day. Parent/Guardian should provide a three week notice prior to taking a vacation longer than three (3) days. **Parent/Guardian must follow applicable N.Y. State rules relating to quarantine restrictions before returning the child to Day Care.**

Full payment of tuition is required every month, whether or not the child attends school the full month. There is no absentee credit when school is missed because of holidays, vacations, illness or for any other reason. Scheduled days may not be switched to non-scheduled days, due to the school's staffing ratios and schedules. Days may be added for an additional fee, subject to availability. When a child is absent for two weeks and the month's tuition has not been paid, the child will automatically be withdrawn from the school. Re-enrollment is subject to availability after the outstanding balance and an Initial Registration Fee are paid.

What is the policy on drop-offs and pick-ups?

An adult must accompany the children into the welcome area of the preschool, where a member of the teaching staff will greet them and escort the children into the classroom. The person who drops-off the child/children must sign the child/children in every day with a complete (full legal) signature and time of arrival. That person should also share with the teachers information on any changes in daily routine that may affect the child/children's experience in school. If such information requires a lengthy conversation, we encourage you to set up a personal conference with the classroom teachers, so as not to interfere with the teachers' ability to meet and greet other students during drop-off times.

You are responsible for having your child picked up at the appropriate time at which his/her school program ends. If you are going to be late, please give us a courtesy call. If your child is picked up late, you will be charged \$1/minute following the end of your child's designated program. For instance, for the morning program, if your child remains at school past 12:00 PM, you will be charged \$1 per minute, starting at 12:01 PM. For the full time program, if your child remains at school past 5:30 PM, you will be charged \$1 per minute, starting at 5:31 PM.

Children will only be released to adults (18 and older) previously authorized. Picture identification is required for anyone not recognized by our staff. Parents or other authorized adults must pick-up their children by entering the building through the front door and waiting by the front desk while a teacher brings their child out of the classroom and hands him or her off to the person picking up the child. That person must then sign the child out in the classroom sign in/out binder. A full legal signature and time of departure is required to sign your child out each day.

What is the financial agreement?

Monthly tuition is due, in advance, on or before the first of each month corresponding to your chosen payment program. Please refer to the current Admission Agreement for your child's tuition amount. Tuition rates are subject to revision at any time with a minimum 30 days' notice.

Tuition is due once a start date is confirmed. If the start date is changed, tuition will be charged from the original agreed start date and will not be refunded. If the child does not attend, all monies already paid will be forfeited in full.

Any family account delinquent by more than one week will result in the child's immediate withdrawal. Re-enrollment is subject to availability after the outstanding balance and an Initial Registration Fee are paid.

Does the daycare have a waitlist?

In the case we do not have an immediate available spot into your desired classroom / age group a wait list option is possible. You may complete a waiting list agreement, and submit it to us together with a refundable deposit. The waiting list fee will allow your child to be placed on the ongoing waiting list. The waiting list fee will be applied to your first month tuition upon enrollment. Enrollment priority is given to currently enrolled families seeking placement for another child. Please feel free to contact us at any time to follow up.