



Colebrook Community Child Care

dba Country Day School

Operations Procedure Manual (“OPM”)

Updated 2019

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Section 1 Introduction

1.1 Purpose

Colebrook Community Child Care (the “Center” or “Company”), also known as Country Day School, strives to provide a safe, secure, developmentally appropriate learning environment for children aged 6 weeks to 13 years old in Colebrook and the surrounding communities.

The following policies and procedures ensure that the day-to-day operations of this Center comply with both (1) State regulations (*see* <https://www.dhhs.nh.gov/oos/cclu/documents/he-c4002.pdf>), as well as (2) the requirements for accreditation by the National Association for the Education of Young Children’s (NAEYC).

These procedures, in particular, are designed to hold our teachers and staff to the highest standards in environmental health safety, other safety procedures, sanitation, the daily care of our children, and staff certification and professional development.

1.2 Distribution of this Policy to Staff

This policy shall be provided to staff upon hiring.

Section 2 Specific Operations and Procedures

2.1 Permission Forms

- Staff shall have parents sign the following permission forms:
 - To apply sunscreen
 - To apply bug spray
 - To have their child’s face visible in pictures posted on the Center’s Facebook page, or another similar website
 - To go for a walk off premises
- Each of the above-listed forms shall allow parents to clearly indicate whether permission is granted, or if it is denied, with respect to the activity at issue.

2.2 Pictures of Children and the Center on Social Media

- Staff are encouraged to take pictures of the children’s activities to share on Facebook or on similar websites, for the purposes of advertising. However, telephone use shall not

interfere with a staff person's work responsibilities or the attention he or she should be giving to our children. The Center director will place restrictions on the staff's cell phone use if he or she finds it is interfering with the quality of the program.

- Only staff that the Center director has designated as an “administrator” on Facebook are permitted to post pictures online of children and activities inside the Center without prior permission. All other staff must obtain permission from a supervisor before posting pictures of the students at this Center
- Staff shall try to avoid posting pictures a child's face. Even if a parent has given permission to post pictures of their child online, the staff should still try to generally avoid posting pictures of that child's face. Most pictures posted shall show the back of a child, their feet, but not their faces.
- Staff shall never post a picture of a child's face if his or her parent has not given written permission to do so. If such a picture is posted inadvertently, it shall be taken down off of the internet as soon as possible.

2.3 Supervision of Children

1. Supervision of infants, toddlers, and two-year-old's (6 weeks through 35 months)
 - a. Supervision, generally, for infants, toddlers, and two-year old's.
 - i. At all times: Teachers and staff must be able to see and hear infants, toddlers, and two-year-old's at all times
 - ii. Sleeping: Teachers and staff must position themselves so someone can always see and hear any sleeping infants, toddlers, or two-year old's, even when staff are engaged with other children who are awake.
 - iii. Staff continuity: This center strives to keep infants, toddlers, and two-year-old's together with the same teaching staff for nine months or longer, to aid the children in developing a healthy, developmentally appropriate attachment to their teachers/care-givers. This also helps the infants and toddlers to develop and maintain a consistent eating and sleeping routine while at the Center. Therefore, this Center will hire staff, and will develop staff schedules, in a manner that complies with this policy.
 - b. Sleeping: Infants (6 weeks to 12 months)—if infants are sleeping in a crib in the nursery, a teacher or staff person must be able to see or hear the infants either in person or by video monitor, at all times, and in compliance with the below-listed rules.
 - i. If using a video monitor, the responsible teacher or staff person must remain on the same floor, in close physical proximity to the nursery room's door (i.e. must be able to see the door at all times).
 - ii. If using a video monitor, a teacher or staff person must physically enter the nursery and confirm that the child is safe and breathing normally, at least once every ten (10) minutes.

1. The teacher or staff person performing this check must write the exact time of the check on the designated board that is mounted outside of the infant nursery room, to ensure compliance with this rule. The times noted on the board must clearly identify which child was checked at each time. The times noted should not be erased until at or just before the Center closes for the day, after that child has already been picked up by a parent, guardian or another authorized official.
 2. The Center shall obtain, from the parents of each child who is being monitored electronically, a signed, dated, written authorization stating that they are aware of and agreeable to the use of an electronic monitor as a means of supervising their child when he or she is asleep.
- c. Sleeping: Toddlers and Two-Year Old's (13–35 months)—if toddlers or two-year old's are sleeping on cots or mats, a teacher or staff must be physically present in the same room as the napping children, at all times.
- i. Video monitors cannot be used to replace the direct supervision of children that are sleeping on cots or mats. Video monitors may only be used for the toddler and two-year old nap room as an additional source of supervision beyond the direct supervision required herein, or for no more than a few moments if a teacher or staff person needs to step out of the room for a very brief moment, such as to ask for another teacher or staff to take their place.
 - ii. If a teacher or staff person needs to leave the nap room at any time, they may briefly step outside the door to ask another teacher or staff person to take their place. He or she may not go further than a few feet away from the door at any time, for any reason.
2. Supervision of Preschoolers (three- and four-year old's)
- a. Teachers and staff must be able to see and hear preschoolers most of the time. Supervision for short intervals by sound is permissible as long as teachers frequently check on children who are out of sight.
 - b. At no time is it permissible for a preschooler to be both out of sight and sound from a teacher or staff person. Teachers/staff, even if they cannot see a preschooler for a brief time, must always be able to hear all preschoolers.
 - c. Sleeping: While preschoolers are napping on cots or mats, a teacher or qualified staff person must be physically present in the nap room at all times to provide direct supervision.
 - i. If the teacher or staff person needs to leave the nap room at any time, they may briefly step outside the door to ask another teacher or staff person to take their place. He or she may not go further than a few feet away from the door at any time, for any reason, until their replacement has entered the nap room.

3. Supervision of School Aged Children (kindergarteners and children aged 6 years or older)
 - a. Teachers and staff must be able to see and hear school aged children most of the time.
 - b. Supervision by sound is permissible as long as teachers/staff frequently check on children who are out of sight.
 - c. School-age children may leave the teacher or qualified staff person's supervision (out of sight and sound) for no more than 10 minutes at a time, as long as the children are in a safe environment. Teachers must check on children who do not return promptly or when expected (within 10 minutes), or if an adult at the child's destination does not confirm his or her arrival.
4. Staff to child ratios (ratios shall be based on the average age of the group in groups with mixed ages).
 - a. Teachers: *see* He-C 4002.32 for more information on the definitions of lead teacher, associate teacher, and assistant teacher.
 - b. Infants and toddlers: For children 6 weeks through 35 months, the maximum group size shall be one associate teacher with up to 4 children; or one associate teacher and one assistant teacher with up to 8 children; or one lead teacher and two assistant teachers with up to twelve children.
 - c. Preschool with Average age of 3 years: For children 36 to 47 months, the maximum group size shall be one associate teacher with up to 6 children; or one associate teacher and one assistant teacher with up to 12 children; or one lead teacher and three assistant teachers with up to 24 children (during naptime, the Center may have one less staff person in a classroom than otherwise required under this paragraph).
 - d. Preschool with Average age of 4 years: For children 48 to 59 months, the maximum group size shall be one associate teacher with up to 12 children; or one associate teacher and one assistant teacher with up to 24 children (during naptime, the Center may have one less staff person in a classroom than otherwise required under this paragraph).
 - e. School Aged Children: For children 60 months and over the maximum group size shall be one associate teacher with up to 15 children; or one associate teacher and one assistant teacher with up to 30 children.
 - f. Additional Provisions:
 - i. Notwithstanding the above, a second staff person shall be in the building when 11 or more children are present.
 - ii. In addition to the provisions set forth above, staff should frequently consult the NH Childcare licensing rules (He-C 4002), which provides additional information on staffing requirements.
 - iii. In particular, staff shall consult He-C 4002.29, which sets forth additional staffing requirements for Field Trips, Water Activities and Transportation.

5. Documentation of supervision:

- a. Staff must sign in and out each day by writing their name on the sign in sheets provided for each classroom.

2.4 Diapering and Hand-Hygiene Policy

1. Diaper Changing Frequency and Schedule

- a. Every child in a diaper shall have his diaper checked at least every two hours.
- b. If a child's diaper is noticeably wet or soiled at any time in between a diaper check, the child's diaper shall be changed.
- c. Every child's diaper shall be checked, and changed if necessary, before and after every nap.

2. Diaper Changing Facility

- a. Diapers shall be changed on the floor, on a designated diaper-changing mat, in the designated area for diaper changing that is on the first floor just outside the bathrooms.
- b. The designated diaper changing mat shall be used exclusively for diaper changing.
- c. The diaper changing area shall have easily accessible materials to use to sanitize the diaper changing mat. However, these sanitation materials shall be kept on a shelf that is outside of reach from children.
- d. The diaper changing area shall have a covered, hand-free receptacle, lined with a plastic bag, and located within reach of the diaper changing area for disposal of soiled disposable diapers and cleansing articles.

3. Diaper Changing Procedure

- a. Child care personnel shall change diapers in the designated diaper changing area on the designated diaper changing mat.
 - i. During each diaper change, soiled areas of children shall be washed and dried with disposable, single use cleansing articles such as baby wipes or soft paper towels that have been moistened with water.
 - ii. Soiled disposable diapers and cleansing articles shall immediately be placed in a plastic bag lined, hands-free receptacle.
 - iii. Soiled clothing or soiled non-disposable diapers shall be immediately placed in an individual sealed plastic bag which shall be inaccessible to children and not in contact with other's belongings. This shall be returned to the parent at the end of each day.
- b. The diaper changing mat shall be sanitized after each diaper change, and then hung back up in its designated location.
- c. Child care personnel shall wash their hands after changing a diaper.
- d. Wash the child's hands after changing his or her diaper.

- e. On the child's designated diaper recording sheet: Record the date and time of each diaper change or diaper check, and note whether the diaper was "wet", "dry" or contained a "bowel movement".
4. Other Diaper Changing Considerations
 - a. Sinks, toilets, foot stools, potty chairs, and adapters shall be cleaned and sanitized at least once a day and whenever visibly soiled. The diaper disposal receptacle shall also be sanitized daily.
 - b. Bathroom floors and other surfaces adjacent to toilets, including but not limited to walls, shall be cleaned and sanitized at least weekly, and when visibly soiled.
 - c. The plastic bag containing the soiled diapers and cleansing articles shall be removed daily, securely closed, and placed outside in covered garbage cans for collection or removal at regular intervals.
 - d. Elevated diaper changing surfaces are not used in this facility. However, if an elevated diaper changing surface is used, child care personnel shall remain at the elevated diaper changing surface and keep one hand on the child at all times while the child is on it.
 - e. If, in the future, more than one classroom exists that contains a diaper-changing station, each such classroom shall have its own diaper changing mat or table that will be used exclusively by one designated class of children.

2.5 Sleep policy

Infants 0–11 months of age:

1. Must sleep in their designated crib. They may not nap in any other equipment, such as swings, bouncers, recliners, strollers, chairs, etc.
2. Must be placed to sleep on their back, unless a different position is ordered by a doctor. A physician order must be confirmed in writing directly from the doctor's office.
3. Must not have any bumpers, blankets, pillows, toys, or any other soft item inside the crib.
 - a. Pacifiers without any attachments are allowed.
 - b. Wearable blankets are allowed.
 - c. All bibs and clothing with a hood must be removed before placing an infant in a crib to sleep.
4. Infant positioners are not allowed in a crib unless ordered by a physician. A physician order must be confirmed in writing directly from the doctor's office.
5. If infants arrive to the program asleep, or fall asleep, in equipment not specifically designed for infant sleep, the infant is removed and placed in appropriate infant sleep equipment.

6. Children older than 3 months shall not be swaddled or placed in restrictive or weighted sleep suits or devices unless there are written orders from the child's primary health practitioner.
7. All staff employed at this center shall complete training on safe sleep practices prior to working with infants (He-C 4002.30(a)(3)).

All children:

- This Center will accommodate the individual sleeping patterns of all children and will not impose a ridged sleep schedule that does not meet the individual child's need.
- No child under the age of 6 shall be allowed to wear a neckless while sleeping unless ordered by a physician.
- All children in attendance for more than 5 hours must be provided with an opportunity for one hour of rest, relaxation, or sleep, depending on the needs of each child.
 - If a child is unable to fall asleep after 30 minutes, he or she shall be provided an opportunity to do a quiet activity.
 - Children that are awake shall not be required to stay on a mat or cot for more than 60 minutes.

2.6 Food Safety and Feeding Policy

* All staff must be given a copy of this food safety policy and they must be familiar with its provisions

Allergies and other Dietary Restrictions

- At enrollment, parents must state in writing whether or not their child has food allergies.
- All staff must be aware of all of the food allergies of each child enrolled at the center.
 - The Center director must communicate this information directly to every staff person employed at this center.
 - This information shall also be posted prominently in the upstairs and downstairs kitchen areas.
- If a child enrolled in this Center has a food allergy, the Center shall create a safety policy that is individually tailored to ensure the safety of this child. The safety policy shall be posted in both kitchen areas and shall be communicated directly by the Center director to all employees.
- Staff shall comply with dietary restrictions as requested in writing by a child's parent, whether due to allergies, religious, or philosophical beliefs.
- The Center director or a representative of the board of directors may require the parents of any child to obtain and provide to the program a written note from the child's licensed health care practitioner authorizing the dietary restrictions requested by a parent.

Snack and Meal Schedule

- Notwithstanding the below described schedules, staff shall follow the individual feeding schedules provided by the parent of each child who has not reached a developmental level which enables them to eat on a schedule.
- Food and drink shall be offered to every child at least every three hours, and more often to accommodate each child's individual needs.
- Children older than 12 months shall have access to drinking water at all times and be encouraged to drink water throughout the day.
- Generally, the schedule is as follows:
 - Breakfast, if a child arrives who has not yet eaten breakfast
 - Snack at 9am
 - Lunch at 11am
 - Snack at 2pm
 - Snack between 4-5pm for children who stay long enough to require an additional snack/meal
- This Center provides complementary cow's milk for children that are 12 months or older, who do not have a milk or dairy allergy, and whose parents wish to participate in this program. (whole milk shall be offered to children between 12 and 24 months, unless authorized to serve a lower fat alternative, in writing, by the child's parent and a physician).
- Other than complementary milk, this Center does not provide snacks and meals for children. It is the parent's responsibility to bring meals and snacks for their child. However, if a parent fails or forgets to provide food for his or her child, this Center shall provide nutritious meals and/or snacks this child for the day.
- **Infant's Schedule:**
 - Formula and breast milk will be the only types of milk offered to a child that is between 0–11 months old (unless ordered, in writing, by a physician).
 - Under 4 months of age:
 - Infants under 4 months of age shall be offered a bottle of formula or breastmilk whenever he or she shows signs of hunger. However, at no time shall a child this age be offered a bottle less often than three hours apart, even if he or she is not showing signs of hunger.
 - If an infant this age is sleeping for more than 3 hours, the teacher or other qualified staff person shall try to rouse the infant to offer a bottle (unless instructed differently, in writing, by a physician).
 - Solid food, cereal, or water shall not be offered to a child that is less than 4 months old unless ordered, in writing, by a physician.
 - Between 4 and 6 months of age:

- The guidelines set forth above for feeding children under 4 months of age must be followed for children between 4 and 6 months old—with one exception.
- If a parent requests, some solid food, cereal, and/or water may be offered, and as long as the child is developmentally capable of safely consuming the food provided.
- Between 6 and 12 months of age:
 - In addition to milk, some solid food, cereal, and/or water may be offered to children between 6 and 12 months of age, as directed by a parent, and as long as the child is developmentally capable of safely consuming the food provided.
 - Snacks and meals for children eating solid food shall be offered according to the snack and meal schedule set forth above.

Snack and Meal Procedure:

Infants unable to sit in feeding chairs:

- Shall be held while being fed
- Bottles shall never be propped

For children who can sit in feeding chairs and eat solid foods:

- **Wash hands (before):** All children and staff must wash their hands before every snack or mealtime.
- **Clean:** Table surfaces must be sanitized before serving each meal.
- **Serve:**
 - After everyone washes their hands, the children shall be seated at a table designated for snack and/or meal time. Children may be seated in chairs with straps and/or a bar between their legs, as developmentally appropriate.
 - Children shall be served their meal directly on a clean plate or bowl. Food may not be served on a table top without first placing it on a plate or bowl.
 - Food must be cut into small bite-sized pieces which are appropriate for each child's chewing and swallowing capability.
 - Children younger than 3 years of age shall not be served the following foods which pose a high risk of choking: spoonful of peanut butter, whole or rounds of hot dogs or sausage; whole grapes; hard candy or chewing gum; raw carrot rounds, peas, or celery; chips or hard pretzels; marshmallows; nuts or seeds; popcorn; other hard or cylinder shaped foods that may pose a choking hazard.
- **Offered, not Forced:** All children must be offered food provided by their parents. They must not be forced to eat any food that is offered.
- **Wash hands (during):** Staff must wash hands during meal time as needed (for example, after feeding one child and before handling another child's food).

- **Wash hands (after):** All children and staff must wash their hands after every snack or meal time.
- **Clean:** All surfaces (table, counter, microwave), floors, and utensils must be sanitized after each snack or meal.
- **Document:**
 - For all children with special feeding needs, and for all infants, staff must document, in writing, the type and quantity of food that the child consumes each day. This documentation must be provided to the child's parent or guardian each day.

Food Handling and Storage

- Staff must discard any food with expired dates, that has been refrigerated as a left over for more than two days, that is spoiled, dirty, or contaminated in any other way.
- Leftover food that may be served later shall be wrapped, covered, and labeled with the child's name and the date it was stored.
- Staff must thoroughly wash all fruits and vegetables prior to eating.
- Staff must never use plastic or polystyrene (Styrofoam) containers, plates, bags, or wraps when microwaving children's food or beverages.
- Breast milk
 - Breast milk shall be stored in a refrigerator when not in use.
 - Breast milk shall not be refrigerated for more than 3 days after it was first expressed; and it shall not be frozen for more than 6 months after it was first expressed.
 - Breast milk shall be labeled with the child's name and the date and time it was first expressed.
 - Frozen breast milk that has been thawed must be discarded after 24 hours.
- Breast milk and formula
 - Unfinished formula or breast milk that had been fed to an infant must be discarded after one hour.
 - Breast milk and formula shall not be warmed in a microwave. Milk may be warmed by holding it under warm running water; placing it in a bowl of warm water; or using a bottle warming device. Water temperature used to warm shall not exceed 120 degrees Fahrenheit. Water used to warm a bottle must be out of reach of all children.
 - Prepared formula shall be stored in the refrigerator until used. Prepared formula that was not used shall be discarded after 24 hours.

2.7 Cleaning and Sanitation Policy

Notes:

1. This policy complies with the NAEYC Cleaning, Sanitizing, and Disinfecting Frequency Table. Therefore, this Table is incorporated by reference into this Policy. For additional information, please reference this Table, which is included at the end of this Policy.
2. The definitions of clean, disinfect, sanitize, and sterilize set forth in the NAEYC Cleaning, Sanitizing, and Disinfecting Frequency Table shall apply to this policy.
3. In addition to the policies set forth here, please also consult the Diapering and Feeding Policies set forth above, which contain additional cleaning and sanitation instructions.
4. All toxic materials, including cleaning products, shall be stored in cabinets which are locked, or secured with child proof latches, or otherwise out of reach of children. These items must be clearly labeled and kept separate from food items to prevent contamination in case of leakage.

Handwashing

- Sinks that are used for food preparation or clean up shall not be used for hand washing after toileting or diaper changing.
- Staff must wash their hands, and the children's' hands
 - After changing a diaper (see the specific diapering policy set forth above for more detail).
 - After handling any bodily fluid
 - After cleaning up or handling garbage
 - After playing out doors
 - Before and after administering medication
 - Before and after handling food (see the specific feeding policy set forth above for more detail)
- Hands must be washed with liquid soap and warm running water.
 - Soap may be diluted with water but must not be diluted such that the soap does not easily produce a soapy lather. If diluted, the ratio should be approximately three quarters, or more, of soap to no more than one quarter of water.
- Children who are old enough to wash their hands on their own shall be taught the proper way to wash their hands. These children shall be supervised, instructed, encouraged, reminded, and assisted with hand washing as needed to comply with this policy.

Toys

- Toys shall be cleaned and sanitized immediately, or placed in a bin designated for cleaning that is out of reach of the children, when the following occurs:
 - visibly dirty
 - a child has sneezed on, or very near, the toy
 - a child has coughed directly on a toy
 - a child has placed their mouth directly on a toy

- any other bodily fluid has come in contact with a toy or surface
- after a child that is sick enough to be sent home has come in contact with the toy when a staff person is aware that child had recently handled the toy
- Pacifiers shall be cleaned after each use, and then sanitized at the end of the day. Each child shall have his or her own designated pacifier that shall not be shared with any other child.
- All other toys shall be washed with soap and warm water periodically, especially during and after a significant illness (such as the flu or stomach flu) has spread among children that are enrolled in the facility.
- If, due to the material of the toy, or for any other reason, it is not possible to wash a toy with soap and warm water, the staff person shall find another suitable means with which to sanitize the toy, whether by washing machine, disinfectant spray, or otherwise. If a toy cannot be sanitized properly, then it shall be thrown out.

Bathrooms

- Sinks, toilets, foot stools, potty chairs, and adapters shall be cleaned and sanitized at least once a day and whenever visibly soiled.
- Bathroom floors and other surfaces adjacent to toilets, including but not limited to walls, shall be cleaned and sanitized at least weekly, and when visibly soiled.
- For additional information, please see the specific diapering policy set forth above for more detail.

Tables

- Tables shall be sanitized after every meal or snack, and whenever visibly dirty.
- For additional information, please see the specific diapering policy set forth above for more detail.

Floors

- Floors must be swept after each meal or snack, or as often as is needed. If, after a meal, sweeping alone is insufficient to remove all visible food, the floor should be mopped as needed.
- Floors must be vacuumed (or swept) and mopped daily.
- Carpets must be cleaned at least monthly in infant areas, and as needed in other areas. Carpets shall be cleaned with a carpet cleaning method consistent with local health regulations and only when children will not be present until the carpet is dry.

Other

- Phone receivers, door knobs, cabinet handles, and other similar items must be cleaned daily.
- Bedsheets and pillow cases shall be laundered weekly, or before use by another child

NAEYC Cleaning, Sanitizing, and Disinfecting Frequency Table:

https://www.naeyc.org/sites/default/files/globally-shared/downloads/PDFs/accreditation/early-learning/clean_table.pdf

2.8 Under Immunized Children

1. An under immunized child is a child that does not have all of the vaccines required by law, whether because the child is too young to be eligible for the vaccine at the time, or whether because the child's parents have not followed the recommended vaccine schedule.
2. This Child care facility maintains documentation of immunizations on all children who are enrolled in a program, according to the State of New Hampshire's regulations (He-C 2004.17). This documentation is confidential, although it shall be immediately available upon request to regulatory authorities and the child's parents or legal guardian. It shall be accessible to any administrative staff who have a legitimate reason to access the file, with the permission of the Center director and/or the child's parents or legal guardians.
3. Exemptions from the immunizations shall be in accordance with RSA 141-C:20-c. All exemptions must be documented on a form, kept in the child's file. The following is an example of such a form: <https://www.dhhs.nh.gov/oos/cclu/documents/relig-exemp-immunizations.pdf>
4. If any child, teacher, or other staff person is suspected of having a vaccine-preventable illness, the following steps must be taken to exclude under immunized children:
 - If a child exhibits any symptoms of a communicable, vaccine-preventable illness, a teacher or other staff person shall take the sick child to a room without any other students and allow the child an opportunity to rest or to do a quiet activity in a comfortable, private, supervised area.
 - Child care personnel shall contact the sick child's parents and inform them of the need to remove their child from the program.
 - Child care personnel shall contact the parents of any under immunized children that are enrolled in the facility, and let them know of the possibility of a communicable, vaccine-preventable illness.
 - All cleaning, sanitation, and disinfecting procedures required by law and by this policy shall be followed to clean all contaminated items and surfaces.

2.9 Sickness of Employees and Children

Staff and children shall stay home, or be sent home, if they present with the following:

1. More than one episode of vomiting or diarrhea in a 24 hour period
2. Skin lesions that are not diagnosed or treated by a licensed health care practitioner
3. Uncontrolled coughing or wheezing

4. Oral temperature of 101 degrees Fahrenheit or higher or an underarm temperature of 100 degrees Fahrenheit or higher combined with any of the following: diarrhea, rash, ear ache, sore throat, or vomiting
5. Any other symptoms of illness that result in an inability of the staff or child to safely participate in the regular child care activities or that require more care than the child care personnel are able to provide
6. See He-C 4002.17 for more information

Staff and children may return to the child care facility after they remain symptom free (from the symptom(s) that required them to stay home) for at least twenty-four hours, and/or after they have been cleared to return by a licensed health care practitioner.

2.10 Drop off/Pick up and Transportation Safety Plan

- This Center discourages allowing idling vehicles or busses on the premises, except if vehicles need to idle in extreme heat or cold to maintain interior or engine temperatures.
- During drop off or pick up, teachers and staff shall be positioned in the classrooms/entry way to both greet the parents, and to assist with the parent's drop off/pick up experience.
 - Assisting a parent with drop off or pick up may include, but is not limited to:
 - Helping support a parent if their child is presenting a challenging behavior (helping to redirect a child's behavior)
 - Helping to calm a child that is crying or suffering from separation anxiety, (such as by offering an engaging activity to the child: coloring, puzzles, a snack, etc.), or simply by offering comfort
 - Helping to ensure that a child does not run after a parent or anywhere that the child is not supposed to be
 - Offering to help the parent with any bags or other items he or she is carrying into or out of the facility, as needed
 - Answering any questions that the parent might have about the child's experience at this child care facility
 - Noting or documenting any feedback or requests from the parent in such a way that will ensure the information is communicated to the relevant individual (i.e. a teacher or the Center director)
 - Helping a parent with more than one child to safely load all children into the car
- Transportation during the day
 - Before getting onto the child care facility's bus for a field trip or for the before-and-after school program, teachers and other staff must:
 - Have the children line up before getting on the bus
 - Count the children before they proceed onto the bus

- For field trips, the primary supervising teacher the field trip must keep a written list of students that have boarded the bus at the start of the field trip
 - Assist and/or ensure that all children are properly strapped into their seats, car seats, or boosters, as required by law
 - Count the children after they all have been strapped into their seats
 - After arriving at the destination, have the children stand up and line up behind a teacher/staff person before getting off the bus
 - Children shall depart together, in an orderly line, with sufficient staff supervision in compliance with NH He-C 4002.29
 - At the end of the school day, if any child does not arrive to board the bus for the after-school program when expected, a staff person must call that child's parent to check whether the child is participating in the after-school program on that day.
 - Parents must sign a permission slip before any child participates in a field trip

2.11 Health and Safety, CPR, and First Aid (see He-C 4002.14 and 19)

- All staff shall familiarize themselves with the requirements of He-C 4002.14, Health and Safety in the Child Care Environment, which is incorporated here in full by reference.
- All children's health and safety files are confidential, although they shall be immediately available upon request to regulatory authorities and the child's parents or legal guardian. The files shall be accessible to any administrative staff who have a legitimate reason to access the file, with the permission of the Center director and/or the child's parents or legal guardians.
- Environmental Hazards
 - He-C 4002.14 sets forth a long list of dangerous conditions that shall not be present at the child care facility, including specific examples of electrical hazards, strangulation hazards, falling hazards, among others. If any staff person becomes aware of any of these hazards at this Center, he or she shall immediately fix the hazard and notify the Center director, or another supervisor of the hazard. The Center director shall follow up to ensure the hazard is immediately remedied.
 - The Center director, and other qualified staff, shall conduct an environmental safety "walk through" each morning upon opening the facility to identify any visible potential health and safety problems.
- CPR and First Aid
 - The Center director and all staff used to meet staff to child ratios shall be certified in pediatric cardiopulmonary resuscitation (CPR) and first aid by the American Red Cross, American Heart Association, Emergency Care and Safety Institute, National Safety Council or other nationally recognized organization within 90 days of the first date of employment, which shall be kept current. During all

operating hours there shall be at least one staff person who is trained and certified under this paragraph (see He-C 4002.19 for more detail).

2.12 Keeping Count of Children

Staff must know how many children are in their care at all times. When questioned by an authorized individual, staff should be able to state with accuracy (and without having to refer to another source) how many children are in attendance and in their care on that day and time.

2.13 Parents

Staff play an important role in parent relations. Being helpful, respectful and responsive to parents will ensure a high level of client satisfaction. A cooperative relationship between staff and parents is also in a child's best interest, as it can reduce stress for the child, among other benefits.

- Staff shall greet parents in a friendly manner
- Staff shall assist parents during drop off and pick up as set forth in greater detail in section 2.10 above
- Staff shall be available to respond to a parent's questions, comments, or concerns. When dealing with a parent, it may be helpful to:
 - Listen closely, taking written notes as needed
 - Do not get angry or defensive
 - If you do not know an answer, or need to follow up with your supervisor, let them know you will get back to them
 - If appropriate, make sure you follow up with your supervisor to let them know the parent's questions comments or concerns