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WHITE BIRCH CENTER

CHILD CARE FAMILY HANDBOOK



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About White Birch Center

White Birch Center began as a cooperative preschool, Crayon College, in 1974. Seven years later, the preschool incorporated as White Birch Community Center, Inc. White Birch is a private, 501c3 nonprofit organization that is dedicated to enriching the lives of those residing in the greater Henniker area. Since 1974, the agency has grown to serve children, families, and older adults with a wide variety of programs.

Our Vision: The vision of White Birch Center is to enrich life and strengthen community.

Our Mission: The mission of White Birch Center is to be a community leader in providing exceptional programs and services that support learning and active living for children, adults, and families.

Additional About Us Information:

Federal Tax ID Number: 02-0325474

Child Care License Numbers: 00719 (Early Learning Program)

06343 (Extended Education Program)

Child Care Licensing Unit: 1-800-852-3345 ext. 9025

White Birch Center welcomes all children and families, regardless of race, color, sex, age, national origin, or disability.

Programs & Services

White Birch provides high-quality child care focusing on Early Learning and, school age care and summer camp focusing on Extended Education, and senior programming for older adults focusing on Active Living in the Henniker area. Annually, more than 300 children, families, and older adults enroll in our early childhood programs, preschool, enrichment activities, swim lessons, summer camp, and senior programming.

Our Philosophy

We believe it is our responsibility to provide children with challenging, stimulating, and developmentally appropriate learning activities and experiences. As a NH Department of Health and Human Services, Child Development and Head Start Collaboration Designated Step 1 Granite Steps for Quality Child Care Center, our highly skilled teachers develop curricula that address all the domains of a child's development. Our curriculum provides a map of what children should know, understand, and be able to do.

Play, both teacher-directed and child-initiated, provides dynamic interaction and experimentation with objects and materials and becomes more complex with age. When children play, they are

able to apply their knowledge and skills in new and challenging ways. It is through play that children integrate their experiences across the learning domains.

Our activity-centered classrooms and playgrounds provide a rich environment of active exploration and hands-on, open-ended experimentation for children to gain competency at their own developmental levels. We also understand that a teacher's moment-by-moment actions and interactions with children are the most powerful determinants of learning outcomes and development. Curriculum is very important, but what the teacher does is paramount.

To support each child's optimal development, we also recognize and embrace the partnership formed between White Birch and the family. Together, we can lay a foundation that will create opportunities for each child's success.

Program Standards & Quality

White Birch Center, located at 51 Hall Avenue in Henniker, New Hampshire is licensed through the state of NH Child Care Licensing Unit to care for children from 9 months of age to 14 years of age. Additionally, White Birch operates a Before and After School Program and Full-Day Programs at the Henniker Community School.

NH has a voluntary quality recognition system for licensed child care providers, known as Granite Steps for Quality (GSQ). Formally, NH has three designations for quality child care: Licensed, Licensed Plus, and Accreditation. With this new QRIS, Quality Rating Improvement System, programs will focus on two quality standards which will promote a culture of continuous quality improvement. This focus will help improve the overall quality of Early Care and Education and Out-of-School Time Programs in the state, thereby improving outcomes for children and families. White Birch Center Child Care Programs have achieved Step 1 of this system and will continue work towards strengthening their overall quality.

There are many factors families take into consideration including types of care, price, availability, quality care and location. For more information on these factors, click here to view the Consumer Education Report.

<https://www.nh-connections.org/uploads/2020/11/3.18-Consumer-Statement-FINAL-1.pdf>

Child Care Programs

White Birch Center has two child care competencies – the Early Learning child care program and the Extended Education child care program. More specifics on each program are below:

White Birch Center for Early Learning is made up of 5 classrooms and operates out of the main building, located at 51 Hall Avenue, in Henniker, NH. Transitions amongst these classrooms are based first on developmental readiness and then the child's age.

Infant Classroom
9 – 18 months old

Toddler Classroom
18 – 30 months old

Preschool Classroom
2.5 – 3.75 years old

Pre-Kindergarten Classroom
3.75 - 5 years old

Kickstart to Kindergarten*
Entering Kindergarten
**this program occurs only during HCS Summer Vacation*

White Birch Center for Extended Education is made up of 3 programs and operates out of the Henniker Community School, located on 51 Western Ave., Henniker, NH.

Before & After School Program
Kindergarten to age 14

School/Holiday Vacation Program
Kindergarten to age 14

Summer Camp*
Entering 1st grade to age 14
**this program occurs only during HCS Summer Vacation*

Hours of Operation

The **Business Office**, located on the second floor in the white building at 51 Hall Avenue location is open:

Monday – Friday
8:00 AM to 5:00 PM

The **White Birch Center for Early Learning** located at 51 Hall Avenue location is open:

Monday – Friday
7:00 AM to 5:30 PM*
**Pre-pandemic hours*

Current hours of operation for the ELP may differ from the times above. As of August 2022, hours of operation are 7:30 AM to 5:00PM. Hours of operation are likely to change and increase, based on staffing and children’s daily drop off and pick up schedules.

The **White Birch Center for Extended Education Before School Program** located at the Henniker Community School **begins at 7:00 AM and ends at 8:00 AM**, when children are dismissed to begin the school day.

The **White Birch Center for Extended Education After School Program** located at the Henniker Community School **begins at 2:30 PM**, when children are dismissed from HCS, **and ends at 5:30 PM**.

Enrollment Process

STEP 1: INITIAL INQUIRY

If you are interested in enrolling your child in our Early Learning Program, please contact the Children's Program Director, Leanna Lorden, at leannal@whitebirchcc.org or by calling the main office and asking for her, at (603) 428-7860.

For school age inquiries, please contact the Extended Education Program Director, Allison Saltmarsh, at allisons@whitebirchcc.org or by calling the main office and asking for her, at (603) 428-7860.

Based on our current enrollment and availability, we will discuss openings, if any, and collect your basic information. We will then schedule you for an Interview & Tour. If there are no available openings at the time of your inquiry, you can be added to our waitlist, and we will contact you when an opening becomes available. Our waitlist is managed on a first come, first serve basis based on the receipt of your Enrollment Application

STEP 2: INTERVIEW & TOUR

We strongly recommend that parents visit any child care center they are considering. It is almost impossible to tell if a program is right for your child without seeing it in person.

During your interview we can discuss your child's specific needs, review important information about the program, and tour our facility. Please bring your child so he or she can meet the other children and see what fun things there are to do here. Be sure to allow approximately 1 hour so we have adequate time to discuss your child's specific needs, review important information about the program, and address all your questions.

During the interview you will receive our enrollment application as well as copies of our current Family Handbooks. You may request a copy of the Enrollment Application and Family Handbooks beforehand so you can bring any questions with you to the interview.

All interested families are interviewed before any enrollment accommodations can be considered or made.

STEP 3: ENROLLMENT DECISION

After your Interview & Tour, your family and our center will have all the information necessary to move forward with a decision to enroll your child at White Birch Center.

You are asked to provide an Enrollment Application with a \$50 Enrollment Fee (per family) as notice of your commitment to enroll your child. This can be dropped off at our main office.

During this time, White Birch Center will be letting you know about concerns, if any, regarding our ability to provide quality programming for your child.

Your start date will be determined once both parties have committed to enrollment. At which time, you will receive your Enrollment Package, containing your start date and all required agreements.

STEP 4: CLASSROOM VISIT & INTAKE MEETING

One last step, you will be contacted to schedule a second visit where your child will independently visit the classroom while the parent/guardian(s) attend an Intake Meeting with the Director of the Program. The agenda of the Intake Meeting is as follows:

- The Program Director will complete a Child Intake Form with the parent/guardian(s), providing our teachers with an insight into your child's specific needs.
- The Enrollment Contract will be reviewed in detail and if completed, can be submitted along with the first week's tuition payment.
- A Brightwheel Overview will be provided as well as assistance with creating a Brightwheel Account for the parent/guardian(s).
- Family Resources will be provided and reviewed. Resources will include:
 - SELA (State Early Learning Alliance)
 - TS Gold and Portfolio Parent Flyer
 - Developmental Milestones Pamphlet
 - PASTA (Parenting A Second Time Around) – if relevant
 - Vroom
 - CACFP (Child and Adult Care Food Program) Form
 - Sample Meals Calendar
 - Brightwheel Parent Guide
 - Yearly Calendar, outlining closures
 - Health and Illness Policy List

Enrollment Process

The following is required to be completed prior to your child's first day at White Birch Center:

- Enrollment Application
- Enrollment Fee – due with Enrollment Application
- Enrollment Contract and Agreement Forms
- Behavior Guidance Plan
- Health & Safety Policy Directives
- Consent for Release and Exchange of Information

-
- Child Health Form
 - Immunization Record
 - CACFP (Child and Adult Care Food Program) Enrollment Form – optional
 - Intake Form – to be completed at Intake Meeting with Program Director
 - Final Payment (first week’s tuition) – due at least 2 weeks prior to start date
 - Brightwheel Account Setup

Financial Agreements

White Birch will have a signed Financial Agreement with all parents/guardians for all programs for each child. The Agreement will set the days that the child will attend White Birch, and the weekly fee to be paid.

Two weeks’ notice must be given if you wish to change your schedule in the Financial Agreement.

The fee in the Agreement must be paid even when your child is absent. It must be paid for holidays when White Birch is closed if your child is normally scheduled for that day.

Tuition Schedule & Payments

Tuition Rates are reviewed on an ongoing basis and approved by the Board of Directors. Please refer to the current Rate Schedule. Prompt tuition payments are expected.

A non-refundable Registration Fee of \$50 is payable once for families new to any of our programs. The fee is per family, not per child.

To help keep overall tuition rates down, White Birch is not able to offer families vacation weeks. If you pull your child from the program for a family vacation, regular tuition rates will still be assessed.

Billing is done the Friday of the week of service and payment is due the following Monday. If you have any questions regarding your statement, please contact the Office Manager.

Brightwheel

Payments may be made by Credit, Debit, or ACH Transfer through your Brightwheel Account. You may also pay by cash or check if preferred by visiting our Business Office. Please make checks payable to: WBC. Please indicate who/what the payment is for on the memo line.

Late Payments

A Late Payment Fee is assessed when tuition is not received in a timely manner. If for some reason you are unable to make a payment, please discuss the issue with the Office Manager or the Executive Director. We do understand that families struggle financially from time to time and keeping the lines of communication open is the only way we can help resolve those issues.

Scholarships/Discounts

White Birch is not able to offer scholarships itself. However, families may apply for a New Hampshire Child Care Scholarship through the State of NH. Information on how to apply is available at the White Birch Business Office or at: www.nheasy.gov.

For families with 2 or more children in our programming, a 10% discount will be applied to the rate of the child with the lowest tuition.

Termination of Enrollment

White Birch requests a minimum of two weeks written notice if your child will be leaving our program. In the unlikely event that White Birch must terminate the agreement, every effort will be made to give a minimum of two weeks' notice. The Executive Director and Director of Children's Programs make all decisions regarding the termination of enrollment.

Pick Up and Drop Off Policies

Our Early Learning Child Care facility is secured and requires the use of a key card. Please do not loan your card to anyone or allow other people entry into the building when you open the door. If your key card is lost or stolen, or you require a second card for your family, a \$20 deposit will be charged.

We will release children only to parents or to those individuals indicated on the Registration Form as Alternative Pick Up persons. If someone other than a parent is to pick up your child, please notify us by phone or in writing. Our staff will ask for identification if we do not know the individual picking up, so please ask them to bring a form of identification.

When dropping off at the Extended Education Program, parents/guardians must walk their child into the building to release their child to the Extended Education Staff. During pick up, parents/guardians must come into the building to pick up their child, or if the program is on the playground, must exit their vehicle and approach an Extended Education staff member. The Extended Education Program staff is not permitted to dismiss children to parents waiting in vehicles.

If a biological parent is not permitted to pick up a child, we must have a copy of the court order indicating such restrictions.

By law, we cannot restrict a parent's access to his or her child without court documentation.

When picking up/dropping off your child, please be sure to:

- Accompany your child to/from the building
- ***Shut your car engine off and do not leave unattended children in your car***
- Sign your child in and out of his/her classroom weekly

Additionally, we are an early learning program, not a daycare, or a drop-in service. Therefore, we ask that all children participating in the day arrive prior to 10:30am as it can often be

disruptive to the group or the said individual, when he/she arrives later than that. If there is a need for a mid-day drop off, it'll require prior approval from the classroom teacher or program director.

Late Pick-Up

To discourage the late pick up of children, a late fee of \$1.00 per minute per child is assessed for all children picked up past the program's closing time. We understand emergencies do arise, and we ask you to notify us if you have an unusual circumstance that will prohibit you from picking up your child on time.

Please be aware that the Emergency Contact individuals listed on your Registration Form will be contacted should you fail to pick your child up. If for some reason we are unable to reach an Emergency Contact, it is our policy to contact the Henniker Police Department. It is very important that we have current phone numbers on file.

Closings and Delays

We understand that families rely on our services to be able to work or attend school, and for that reason we are very cautious about closing or delaying the opening of our child care programs. Situations do arise, however, and in the event of inclement weather, adverse driving conditions, or other unforeseen circumstances, please check your mobile device for a Brightwheel Notification as well as WMUR.

Extended Education Program – When there is a snow day at Henniker Community School there will be no Extended Education Programming. When there is a delayed start at Henniker Community School there will be no Before School Programming.

Health and Illness Policy

All children and staff are required by NH Child Care Licensing to have physical examinations and immunizations to participate in our programs.

Children may be exempt from the immunization policy due to religious beliefs. A parent or guardian must complete a Certificate of Religious Exemption in a Child Care Program affidavit, which must be notarized.

All Health Forms must be updated yearly for children younger than first grade, and every two years for school-age children.

Please note that White Birch was designated as an Emergency Child Care Center by the State of New Hampshire for the duration of the New Hampshire State of Emergency. Since the State of Emergency is no longer in effect, as of 6/12/21, White Birch Center will be adapting many of our previous health and safety policies, to reflect those being set forth by the CDC, NH DHHS, and the NH Division of Public Health Services. To maintain the safest environment possible, the child care programs have adopted specific policy directives, until designated otherwise. Those directives are included within the enrollment documents.

SICK CHILD POLICY

The following illness policies will be strictly enforced for the health, well-being, and safety of all concerned.

In the event a child becomes ill and needs to be picked up, the parent/guardian will be called and are expected to come pick the child up within one hour (60 minutes). If the parent/guardian cannot be reached, or have not arrived within an hour, the emergency contact person will be called and asked to come pick the child up.

Sick Child Policy: *Under no circumstances may a parent bring a child for childcare to White Birch with the following signs, symptoms, and conditions:*

- Fever:
 - Fever is defined as having a temperature of 101°F. We take the temperature under the arm, which we add a degree on top of the indicated temperature. A child needs to be fever free for a minimum of 24 hours before returning to child care, that means the child is fever free without the aid of Tylenol®, or any other fever reducing substance.
- Diarrhea:
 - Runny, watery, bloody stools or 2 or more loose stools within the last hour.
- Vomiting
 - 2 or more times in a 24-hour period. *Note: please do not bring your child if they have vomited in the night.* Child should be vomit-free for 24 hours before returning
- Breathing trouble
- Conjunctivitis
 - Red, goopy eyes that have been wiped 2 times in an hour
 - Child can return 24 hours after antibiotic has begun
- Frequent scratching of body or scalp
 - Lice/ Fleas
 - Rash or any other spots that resemble childhood diseases, including ringworm or MRSA.
- Child is irritable, continuously crying, or requires more attention than we can provide without hurting the health, safety or well-being of the other children in our care.
- Hand, Foot, and Mouth
 - Open sores on mouth, hands, or feet
 - Child may return if they do **not** have open sores that are present, are fever free and are able to be comfortable for the day.

Other Concerns

- Ticks/Splinters
 - Ticks/Splinters: If a child has a tick/splinter imbedded in their skin, White Birch Center staff can take out the tick/splinter *only* with a signed consent form from the

parent/guardian (within enrollment agreement) If **the child does not have signed consent form allowing for the removal, the following actions will be taken:**

- Re splinters: A band aid will be placed over the splinter and a phone call will be made to the parent/guardian notifying them of the splinter
- Re ticks: A phone call will be made to the child's parent/guardian, notifying them of the need for removal. **The parent or guardian will have a 1-hour time frame to come and remove tick.**
- Not Themselves/Out of Sorts
 - White Birch staff will call a parent/guardian when a child is not acting as they normally would, not eating or is appearing out of sorts. The parent does not need to pick up the child, but it will be up to the parent to decide whether they come to pick up their child.

For the benefit of our staff and other children in our care, a sick child will not be permitted to return to care for 24 hours after condition has returned to normal. The child may return 24 - 48 hours (depending upon the illness) after they have received the first dose of an antibiotic. If a child receives an antibiotic for an ear infection, he/she may return to day care immediately if he/she has been free of other symptoms mentioned for at least 24 hours.

If you are not sure whether or not it is okay to bring your child, please call ahead to ask us. We may require a doctor's decision as to whether or not the child is contagious. We appreciate your cooperation in this matter.

White Birch Staff cannot administer any prescription or “over the counter” medications without your written consent. This includes, but is not limited to, Tylenol, Motrin, Ibuprofen, Neosporin, inhalers, and sunscreen.

***Cold and Cough Medication:* Cough and Cold Medications that are prescribed by a health professional **can be** administered by White Birch Staff. (Medication bottles must have pharmacy label). Over the counter cold and cough medicines **can NOT** be administered by White Birch Staff.

If your child is prescribed a “prescription medication” that needs to be administered at White Birch Center, please make sure the medication is in its original box/bottle and that the entire physician's label is able to be read. A parent or guardian will need to fill out a medication form before medication can be administered. The first dose of the day needs to be at home.

Administration of Medication

White Birch staff members are permitted to administer prescription medication provided the following criteria are met:

- Medication must be in the original container with the child's name, dosage information, date, and prescribing physician's name printed on the label;
- Parent/guardian complete and sign an Authorization to Dispense Medication form.

Non-prescription medications, excluding cough medicine, may be administered only in accordance with the label instructions. A Medication Order form from a licensed health practitioner is required to administer medication in a manner that does not follow the label's instructions.

Food and Nutrition

As a participating agency with the USDA Child and Adult Care Food Program, White Birch supplies breakfast, lunch and snack for those children enrolled in our Full Day program. EEP children receive snack at After School and Breakfast and Snack at Vacation Camp. Monthly Menus are available.

White Birch must follow strict guidelines related to the food groups we serve, the amounts (portion size), as well as the times that meals and snacks are offered. Children may be served second helpings upon request. We do encourage children to try new foods, but never force children to eat. Additionally, we never use food as a reward, nor do we withhold food as a punishment.

We ask that parents do not send food from home, except for a “special occasion” snack as part of a celebration.

Allergies

If your child has a food allergy or sensitivity, you must indicate this information at your Intake Meeting and provide a doctor's note.

In accordance with Federal law and US Department of Agriculture policy, White Birch is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability. To file a complaint of discrimination, write to: USDA, Director of the Office of Civil Rights, 1400 Independence Avenue SW, Washington DC 20250-9410. Or you may call them at: (800) 795-3272 or (202) 720-6382 (TTY). *The USDA is an equal opportunity provider and employer.*

Open Door Policy

Parents and families are welcome at White Birch at any time throughout the day. Please feel free to drop in, share a skill or talent, read to children, or perhaps chaperone an activity or field trip. It is never necessary to announce your arrival. Our staff want every family to feel comfortable visiting and spending time at the Center.

Nap/Rest Time

A scheduled quiet/rest time is held daily after lunch for the Infants, Toddlers, Preschool, and Pre-Kindergarten programs. According to NH Child Care Licensing, we must provide a minimum of one hour rest time. Children who do not fall asleep after 30 minutes are provided with a quiet activity. Children are allowed to fall asleep and wake as their needs require.

Please supply a crib-sized sheet and small blanket for rest time (be sure to label each item).

Note: Children's bedding needs to go home weekly for laundering, per NH Child Care Licensing. Children may also bring a small pillow and/or stuffed animal to cuddle with at rest time.

Emergency Preparedness

The NH Department of Health and Human Services (DHHS) Child Care Licensing Unit, requires each licensed child care facility to develop an Emergency Operations Plan. The Emergency Operations Plan (EOP) establishes White Birch Center's strategy to prevent, prepare, protect, mitigate, respond, and recover from emergencies. It also shall contain procedures for communication and reunification with families and include response actions for natural, human-caused, or

technological incidences including, but not limited to evacuation, secure campus, drop, cover and hold, lockdown, reverse evacuation, shelter in place, and bomb threat/scan.

Programs shall practice no less than 2 components of their EOP as described above with all staff and children at least twice per year. Upon enrollment, programs shall provide families with information from the EOP that addresses communication and reunification procedures as specified in above. Specifically, the response actions will be conducted and practiced throughout the year, at various times, announced or unannounced to center employees, families, and children. All response actions shall also include accommodations for infants and toddlers, children with chronic medical conditions, and children with disabilities or with access and functional needs.

In addition to the development of the EOP, it's required for programs to develop a Continuity of Operations Plan (COOP) to ensure that essential functions continue to be performed during, or resumed rapidly after, a disruption of normal activities.

Clothing & Outside Activities

Each classroom spends a good deal of time outside.

During the summer, please be sure your child has the following:

- Swimsuit and towel
- Sunscreen - Lotion Only (labeled with the child's name)
- Insect repellent (labeled with the child's name)
- Hat

During the winter months, please be sure your child has the following:

- Snow pants or snowsuit
- Gloves or mittens
- Hat
- Boots
- Extra clothing—especially socks

Please keep extra clothing in your child's locker/cubby for those "just in case" moments. Please be sure all your child's outerwear is labeled. Understand that your child will not always come home clean. It is our belief that a child who comes home spotless is a child who has not had the opportunity to become involved in hands-on activities. We suggest that you dress your child comfortably in "play clothes."

Parent Communication

Our Teaching Staff and Directors are available for a conference at any time. Parents are kept informed of White Birch and classroom happenings via Brightwheel, E-newsletters, Newsletters, Bulletin Boards, Flyers, our website and on Facebook.

Daily communication with your child's teacher is very important. For a more lengthy or private discussion, our goal is to have two parent-teacher conferences during the school year.

Your Child's Development

At the early childhood level, ongoing assessment of a child's progress in developmental and academic domains is a standard of practice for teachers. Our classroom teachers assess a child's development using various methods. They use the assessment results to make informed decisions

about how best to support positive outcomes for each child. More specifically, our center observes, documents and assesses child development through use of the New Hampshire Early Learning Standards, the TS (Teaching Strategies) GOLD assessment tool, and portfolios.

The New Hampshire Early Learning Standards are a statewide resource for everyone who loves, cares for, and educates young children. The Standards provide essential information to support and enhance a child's development and learning from birth through age five. They also include domains that are meaningful to the respective developmental stages and are aligned with the NH Kindergarten Readiness Indicators.

TS GOLD is an authentic assessment tool that is developed for ages birth through Kindergarten. It is based around 38 objectives for development and learning and is fully aligned with the Common Core State Standards, and Early Learning Standards of NH. This tool is used 3 times a year, between the months of September and June.

A portfolio is created for each child with the intention of gathering documentation to demonstrate various domains and levels of development. These portfolios are living documents that include work samples, photographs, observations, and anecdotal records. The portfolios remain at White Birch Center and are shared with parents during the annual conference times. The family will receive the portfolios when the child leaves the program.

If at any time you have questions about your child's development, please feel free to discuss them with your child's teacher. Our staff is highly trained in early childhood education and is a valuable resource for you and your family. Supporting children and families is an integral part of our program.

Curriculum

What is emergent curriculum?

Emergent curriculum is built around the interests that emerge from children's ideas. It is curriculum that develops from exploring what is socially relevant, intellectually engaging, and personally meaningful to children. This type of curriculum connects learning with experience and prior knowledge. It responds to children's immediate interests and is typically implemented after an idea emerges from a group of children

Emergent Curriculum in the Classroom

The teachers in each classroom believe that young children learn best through play. Young children learn the most important things by constructing knowledge for themselves, through interactions with others. When observing children at play, the teachers learn about the developmental progress of each child and what skills they are working on. The teachers listen to the children's ideas and planning emerges from the children's interests. Teachers observe ways to extend each child's thinking and learning within child-initiated activities.

Center-wide standards of practice that we use and regulations that we adhere to:

[New Hampshire Early Learning Standards \(PDF\)](#)

[New Hampshire Child Care Licensing Rules and Regulations \(PDF\)](#)

Behavior Guidance Plan

White Birch addresses the safety and behavior of all its children through Positive Behavioral Interventions and Supports (PBIS). Positive behavior support is a behavior management system that examines challenging behaviors to understand the reason behind them and then attempts to prevent the occurrence of the challenging behaviors while teaching the child the skills that they need to be successful. The approach focuses on positive methods to redirect and change behaviors rather than a punishment-based approach. PBIS is a three-tiered continuum for prevention, supports, and interventions for children.

Tier 1: (75-90%) Primary prevention

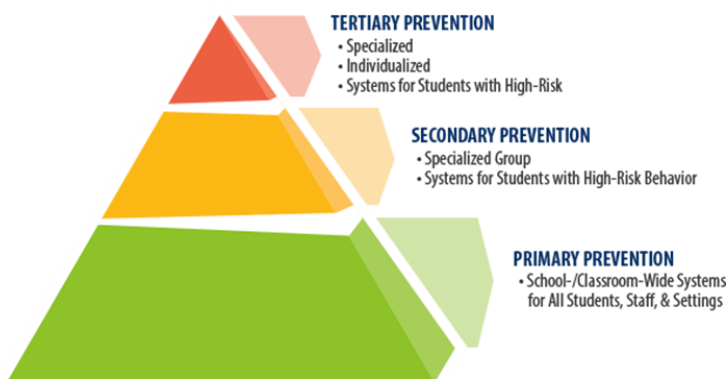
How the environment is set up for all children at WBC with developmentally appropriate materials and expectations by the staff. Staff interact with children in a predictable, positive way. Redirecting, prevention of behaviors from occurring and consistent language are integral to Tier 1 supports. Teaching all children behaviors and routines are taught at all levels, e.g., Safe hands and feet, taking turns, daily routines.

Tier 2: (5-15%) Targeted group

This Tier includes behaviors that are at risk for developing behavioral issues. Tier 2 level behaviors are challenging behaviors that persist despite typical positive interventions, e.g., talking with the child, assisting them to function within the structure of the daily routine. Added support and instruction prevent bigger problems. Early communication with families will occur at this level. Supports and interventions may include adult attention and support for “check-ins”, specific social skills groups, or activities.

Tier 3: (1-5%) Intensive individualized interventions

For individual students with more significant behavior issues, e.g., aggression, non-compliance. WBC involves families in this process to determine that specific needs and interventions are necessary. At this level, referral to community-based supports and/or medical screening may be initiated. A plan of action is formulated with consistent response to behavioral issues. Through process monitoring a determination can be made as to whether intervention is effective.



White Birch Center Teachers use the following techniques daily to accomplish the above goals and address each tier:

Prevention:

-
- Age-appropriate environments
 - Developmentally appropriate practice

Positive Guidance:

- Redirection
- Praise & Encouragement

Problem Solving

- Natural & Logical Consequences

Others: Modeling, Limit Setting, Social Skill Building

STEPS FOR MANAGING BEHAVIORS

When a child exhibits unacceptable behavior during a physical or emotional outburst, the teacher responds to the situation immediately and actively.

First, the teacher identifies the behavior and intervenes using simple, consistent language. Second, the teacher attempts to alter the behavior through redirection. Next, the teacher may need to provide comfort and reassurance for uninvolved children. The child who is upset or angry may need privacy and time for renewal before being able to discuss the situation in a calm and productive manner. White Birch Center does not use "time out" with children but will offer the child a place for privacy or encourage a quiet walk through the building or grounds with a teacher as renewal time. Finally, once the child is calm, we provide time to talk over what happened, why it happened, and begin the process of problem solving to prevent the behavior from occurring in the future.

White Birch teachers will regularly communicate with families regarding behavior through the families preferred communication method (e.g., email, phone call, verbal, communication notebook, etc.).

Outside resources should provide White Birch teachers with:

- Support, training, and consultation
- Suggestions for appropriate modifications in the environment and physical setting
- Adaptation of curriculum and use of materials

Teachers and Directors will provide:

- Extra time for planning, preparing, and collaborating
- Readiness to accept and include the child
- Readiness to collaborate with related therapists (special education teacher, speech therapist, for example)
- Access and information regarding Early Intervention screening (0-3 years) and Child Check for children 3 years and older
- Documentation of incidents

Parents should provide:

- Availability to meet and communicate with staff outside of class time
- Willingness to follow through on the mutually agreed upon plan

UNACCEPTABLE BEHAVIORS

Occasionally there are behaviors that cause more serious concern. White Birch Center believes that parents and teachers must work together to eliminate these unacceptable behaviors and/or unusual aggression to self, other children, and teachers. Such non-peaceful behaviors and otherwise unacceptable conduct at White Birch include but are not limited to:

- Repetitive pinching or biting
- Intentional hurting of another
- Exclusion/hurtful teasing
- Aggressive physical contact
- Threatening gestures
- Intentional destruction of property
- Repetitive leaving of assigned area
- Refusal to follow directions

Staff will choose from the following appropriate actions when consequences and redirection for unacceptable conduct have been used but are not effective:

- When a child's actions threaten the safety of others, the child will be removed from the classroom by a staff member.
- When a child is unable to calm down, the child will go to a safe space (with staff). For example, another classroom, the hallway, the office, or outdoors.
- When staff determine that a behavior is severe and the child is unable to be deescalated, parents will be called to take the child home for the day.
- When disruptive and/or repetitive behaviors are continually observed, the teacher will schedule a meeting with the parents and the Director to establish a written plan and develop next steps. A follow up meeting will be scheduled.
- If unacceptable behavior continues, a formal behavior referral may be initiated. A behavioral referral requires input from staff, parents and a behavior analyst. A meeting will be held with staff and families to assist in uncovering possible stressors or underlying health or developmental issues that may be contributing to behavioral challenges.
- Parents may be asked to seek outside services or resources for the child.

Staff will factually and impartially document the actions in all cases of unacceptable behavior incidents. This documentation will be available for review by the parents, teachers, Directors, and The NH Child Care Licensing Unit.

If all above steps have been done and challenging behaviors continue to persist and escalate to the point that the child, or other children, cannot be kept safe, it is at the discretion of WBC to terminate the child care contract for the child. Families will receive a two-week written notice for termination.

Safety & Security

Your child's safety is a top priority at White Birch Center. The doors to our facility remain locked throughout the day and can only be opened with assigned key cards. Children must be signed in and out upon arrival and departure. Children may be released onto to those persons authorized in writing by the parent/guardian. Identification will be required when someone other than the parent or guardian will be picking up your child.

Video surveillance cameras are located on the exterior of the facility to increase the safety and security of all children.

Reporting Abuse and Neglect

Teachers and directors within child care centers are required **by law** to report child abuse and neglect. We need only to suspect child abuse or neglect to make a report. The Division of Children, Youth, and Families is responsible for determining if the abuse report is unfounded or indicated. All persons who are mandated to report suspected abuse and neglect are presumed to be acting in good faith. It is our general policy to inform parents after we have made a report, unless we feel that the child may be in immediate danger.

Holidays in the Classrooms

Holiday celebrations can be wonderful opportunities for children to learn about the traditions and values that are cherished parts of people's lives. White Birch believes that decisions about what holidays to celebrate are best made together by teachers, parents, and children.

When celebrating holidays in the classrooms, there are a few things that apply in order to show good practice. First, the activities are connected to specific children and families in the group. This helps children understand holiday activities in the context of people's daily lives. Children should have the chance to explore the meaning and significance of each holiday. Second, children are encouraged to share feelings and information about the holidays they celebrate. This will help them make the distinction between learning about another person's holiday rituals and celebrating one's own holidays. Third, every group represented in the classroom is honored. Once families and programs have decided on what holidays to celebrate, none should be treated as if they are unusual. Children should recognize that everyone's holidays are culturally significant and meaningful. In any case, holiday celebrations are just one way for programs and families to work together to create developmentally and culturally appropriate learning experiences.

Parenting Support & Guidance

Open communication with families is a key to success in strengthening relationships to ensure positive outcomes for children in your care. We have many resources, most of which are free, available for families to utilize. We encourage families to head to our website at www.whitebirchcc.org for more information on family resources.