Wildcat Falls
EARLY LEARNING CENTER
Explore. Discover. Grow.

Parent Handbook

This handbook explains Wildcat Falls policies for enrollment, daily care, health and safety, family responsibilities, fees, behavior support, and termination of care. Families should review each section and contact the Center Director with questions before signing the enrollment agreement.

235 Daniel Webster Highway

Merrimack, NH 03054

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Updated August 2026

Regulatory notice: This handbook is intended to operate consistently with the current New Hampshire Child Care Program Licensing Rules, He-C 4002, and other applicable laws. If a handbook provision conflicts with a controlling rule or law, the controlling requirement governs. Families may request the program's current plan and most recent Statement of Findings and corrective action plan and contact information for the New Hampshire Child Care Licensing Unit. This handbook was reviewed for regulatory alignment in August 2026; licensing requirements and related program procedures remain subject to change.

WE DO NOT ALLOW TOYS FROM HOME, IF A TOY IS SENT FROM HOME IT WILL REMAIN IN THE OFFICE UNTIL PICK UP. IF YOU HAVE ANY QUESTIONS ON THIS POLICY, PLEASE REACH OUT TO THE CENTER DIRECTOR. The only item allowed from home is ONE stuffed animal that will only be used at rest time and during show and share in PS/PK.

OUR PROMISE TO YOU

Welcome to Wildcat Falls. We believe that we are an extension of your family. We provide great care with health and safety as our top priority. During your child's time with us, they will learn what love, caring, and sharing are all about. Your child will develop and learn that it is okay to be unique and different and that it is okay to develop at their own pace without pressure. Teachers will work with children on age-appropriate skills to challenge their thinking and to make strides in improving the many skills needed in their development.

SERVICES PROVIDED AND MISSION STATEMENT

Wildcat Falls provides care for children from six weeks old through fourth grade. Our hands-on childcare program offers a clean, engaging, and caring environment where social-emotional development is valued alongside early academic learning. Our program is about creating strong bonds of friendship, caring and learning in a community based learning environment. We are open Monday through Friday from 6:30 a.m. to 6:00 p.m., except on scheduled holidays and closures.

NON-DISCRIMINATION POLICY FOR STUDENTS

Wildcat Falls welcomes all children and families, offering equal rights and opportunities regardless of race, religion, gender, marital status, disability, cultural background, political beliefs, national origin, or sexual orientation. Toilet training is not required for enrollment in infant-preschool. Pre-K and School Age students must be potty trained.

Wildcat Falls will consider each child's needs individually and will engage in an interactive process with the family to identify reasonable accommodations and supports. Enrollment, participation, classroom placement, and continued care decisions will not be based on disability alone. Families may be asked to provide relevant information or authorize communication with service providers when needed to plan safe and appropriate care. The program will not require a family to hire or pay for one-to-one staff as a condition of enrollment unless permitted by applicable law after an individualized assessment and consideration of reasonable accommodations.

INTAKE PROCEDURE FOR ENROLLMENT

Enrollment takes place as spots open. Should there not be a spot open, parents are welcome to be placed on the waiting list.

- Tour the school. This is a great time to ask any questions you may have and to meet the child's teacher. Should you have additional questions after your tour, please feel free to email the admin team at Enrollment@WildcatFallsLearning.com
- Send an intent to enroll email. This is just an email letting us know you would like to enroll your child at the center.
- Fill out the questions in the welcome email. This is for us to be able to enroll you into Brightwheel.
- Make your non-refundable deposit on Brightwheel via ACH (checking account) or by Debit/Credit card. ACH is the least expensive option due to Brightwheel fees. Please note, your spot is not held until a deposit is made.
- Wait for your starting day!

REQUIRED ENROLLMENT PAPERWORK

Before attendance, families must provide the enrollment, emergency, health, authorization, and consent information required by He-C 4002. Records must be accurate, complete, and updated whenever information changes and at the intervals required by the rule. The program will retain child records for at least the period required by He-C 4002 after care ends. Required health assessments, immunization records or lawful exemption documentation, emergency contacts, custody restrictions, medication plans, and special healthcare or allergy plans must remain current.

- Enrollment Contract with the child's Full Legal name of the child, child's DOB
- Enrollment form and Emergency Information and Medical info sheet
- DHHS Statements He-C4002.10 (c) 1 and 2
- Registration Agreement
- Family Questionnaire
- Consent forms
    - CPR and First Aid
    - Hospital Transport
    - Assumption of risk
    - Termination of care
    - Review of termination
    - Parent Handbook
    - Medical Handbook
    - Emergency Handbook
    - Emergency Evacuations
    - Tuition Policy
    - Nap ratios
    - Sunscreen (lotion only, no spray)
    - Bug Repellent (no spray, no pump)
    - Diaper Rash ointment
    - Photo consent
    - Walking field trip
    - Lawn Permission
    - Video Permission
    - Movie Permission
- NH Health Assessment form
    - NH Childhood Health Assessment Record statement in He-C 4002.10 (g)
    - Must be signed by the medical practitioner
- Transportation (if school age)
- Medical paperwork
    - Immunizations must be current and documented as required by New Hampshire law and DHHS. Any request for an exemption must include the documentation required by applicable law and DHHS rules.
    - Physical (within one year)
    - School/Sports clearance form (found on the physical most of the time)
    - Asthma action plan (if applicable)
    - Allergy action plan (if applicable)
    - Medication consent plan (if applicable)

STUDENT FILES

Child records are confidential and will be accessed, used, disclosed, stored, and retained only as permitted by He-C 4002 and other applicable laws. Information may be shared with authorized staff who need it to care for the child, with the parent's written authorization, or when disclosure is required by law, emergency responders, Child Care Licensing, or another authorized agency. Records will be protected from unauthorized access.

Parents are entitled to have access to their child's record at reasonable times on request. Parents will have access to the record within two (2) business days of their request unless there is consent for a longer period. Parents must be allowed to view their child's entire record, even if it is maintained in more than one location.

Parents have the right to add information, comments, and relevant material to their child's records. Should you feel that there is information that should be deleted from your child's record a request can be made to the center administration. In such a case, the administration would meet with you to discuss that matter further and render a mutual agreement as to whether to delete or amend any questionable material in your child's records.

HEALTH CARE AND IMMUNIZATIONS

Your child must meet the immunization requirements established by New Hampshire law and DHHS to attend childcare. Required records must remain current and be submitted before attendance. Any request for an exemption must include the documentation required by applicable law and DHHS rules. If your child has asthma or is immunocompromised, consult your child's healthcare provider about annual influenza vaccination. Documentation of varicella vaccination or a physician-certified history of chickenpox must also be provided when required.

PARENT COMMUNICATION

Wildcat Falls works closely with families through open, honest, and respectful communication. Questions or concerns should be directed to the Center Director so they can be addressed promptly.

Wildcat Falls values parent input and open communication. Parents are encouraged to visit the program and communicate with staff. Daily progress reports are shared through Brightwheel. If you need more than a brief conversation with the Director or your child's teacher, please schedule a meeting so staff can give the discussion their full attention. We will share concerns honestly, respectfully, and with your child's well-being in mind, and we ask families to approach feedback in the same spirit of collaboration.

CONFERENCE

Wildcat Falls makes staff available for individual conferences with parents at their request during the staff members scheduled work hours. It is the practice of Wildcat Falls to accommodate parents as quickly as possible.

PROGRESS REPORTS

Progress reports are completed three times each year. Classroom teachers, with administrative support, observe and document each child's development and share information with the family. When concerns arise, the program will invite the family to meet, discuss support, and, with parent consent where required, consider referrals to appropriate community or developmental services. The program may create an individualized

support plan for use in childcare; an IFSP is developed by the responsible early-intervention team, not unilaterally by the center. A family's inability to attend a particular meeting will not by itself result in dismissal; the program will make reasonable efforts to reschedule or use another communication method.

Some progress reports may also result in a referral to outside programs and resources. This does NOT mean there is anything wrong with your child. This means that your child needs and deserves more attention to help reach their full potential.

PARENT VISITS

Parents and guardians may visit the program while their child is in care and may observe the program, subject to reasonable safety, supervision, emergency, and confidentiality practices. Staff may coordinate the timing or location of an extended visit to avoid disrupting care, but a visit will not be prohibited merely because a child becomes upset. Visitors must follow sign-in, identification, health, emergency, and confidentiality procedures and may not photograph, record, or obtain confidential information about other children.

CHILDREN WITH DISABILITIES

The center will make reasonable accommodations to accept children into care to welcome and serve or continue to care for any child with a disability. If a child requires additional one on one attention that may cause a safety issue or lack of proper help/supervision of other students. Should this be the case, we may need to request that a parent provide one on one at their own cost to keep the child in care. We may request that the child be places in a program that is able to meet the child's needs.
To determine reasonable accommodation the center will refer to the ADA act.
If applicable, a parental release of information from professionals providing services to the child may be required to ensure the best possible outcome of care.

REPORTING

Wildcat Falls protects children from abuse and neglect while they are in our care. Every staff member is a mandated reporter and must immediately make any report required by New Hampshire law directly to the appropriate authority; internal notification to the Director does not replace or delay that duty. The program will also notify Child Care Licensing and law enforcement when required. If an allegation involves a staff member, the program will take immediate protective action, including removal from direct care when necessary, while following required reporting, investigation, due-process, and licensing directions. Video cameras are in classrooms, hallways, and the playground and are used subject to confidentiality and records requirements.

We will not notify a parent or guardian before making a report when that person, or someone in the household or family, is suspected of abuse or neglect. The concern will be reported to DHHS, law enforcement, and Child Care Licensing as required.

PARENT CODE OF CONDUCT

Children may be suspended or terminated from care due to their parents' actions. Such actions include, but are not limited to:

- Giving confidential information about staff and other students.

- Posting or sharing photos of your child with other students on social media, with family or with friends. Please share photos of your child ONLY!
- Failure to provide your child with the required belongings as well as not providing clean items such as clothing, sheets, bottles, cups, blankets etc.
- Providing false information about your child regarding their health and behaviors.
- Failure to provide medical information such as physical, mental health issues, and immunizations.
- Failure to pay or have continuously missed payments.
- Excessive late pickups after provided 10 hours or after 6:00pm.
- Disrespectful behavior to staff and admins such as aggressive messages, text, emails, communication and threatening messages, threatening to harm staff or students.
- Ongoing rude and disrespectful behavior.
- Harassing staff or families.
- Causing physical or mental harm to staff or families.
- Failure to comply with state or local law enforcement should an investigation occur.
- Spreading/posting false or misleading information about the center, staff, or another family.

Members of the administration team will give a written or verbal warning if warranted. However, some behaviors may require immediate termination of care. We would hope all parents and family members would act appropriately. We have an open-door policy and love to hear from parents in a respectful and caring manner.

BABYSITTING/OUT-OF-SCHOOL CARE POLICY

If a parent would like to ask a teacher to watch their child outside of business hours, please note, we are not responsible for the action of the staff. Teachers who have issues while watching a student understand that their job may be at risk should the behavior cause injury to the child or destruction to the family's home.

Any parent who would like a current or former staff member (within one year of leaving) to babysit must notify the admin team via email or Brightwheel.

Any staff member former (within one year of employment) or current that is sought out to nanny or to watch a child during operation hours are subject to legal action, including paying tuition for the child up to one year. This includes if you, the parent solicits a staff member to leave their position to provide care. Should this happen, you, the parents and former staff, would be liable to pay for childcare for up to one year.

SOCIAL MEDIA

Parents and staff may connect on social media, but these relationships must remain personal and outside the center's supervision. Staff are expected to always follow professional conduct and confidentiality requirements. Questions or concerns about the center should be directed to the Owner or Center Director rather than discussed publicly or online. Staff have the understanding that any non-professional behavior will result in possible termination.

OUR CLASSROOMS

INFANTS

Staffing and group size will meet the ratios and maximum group sizes required by the program's current license and He-C 4002. One teacher to four students and two teachers to eight students. Ratios are determined by each child's regulatory age category and are maintained during transitions, outdoor play, and other activities.

Our Infant/ Older Infant classrooms allow our students to explore the world around them in a variety of ways. The schedule in this classroom is entirely dependent upon each individual child to ensure we are meeting all their growth and development needs. This includes feeding and napping times. Per the state of New Hampshire, children in diapers must be changed every two hours, or sooner if necessary. Students in these classrooms will learn how to roll over, crawl, self-feed, and sometimes even walk! Students are encouraged to spend their day free from restraining objects like swings, chairs, and jumpers. We use these items sparingly and suggest parents support this at home. Infants under the age of one must always be placed in their crib on their back to sleep. It is important that before having your child start at any center, that you encourage safe-sleep habits at home, and have your infant sleep in a crib/bassinet prior to and during enrollment. Bottle feeding before having your child start will also help in their transition to childcare, and we do require that your infant can successfully drink from a bottle before their first day. Our teachers complete First Aid/CPR and SIDS sleep safety training, to ensure we follow all sleep safe protocols.

WADDLERS

Staffing and group size will meet the ratios and maximum group sizes required by the program's current license and He-C 4002 for the children assigned to this classroom. One teacher to five students and two teachers to ten students. Ratios

This is one of the silliest classrooms in our school. Children are becoming more independent and really starting to show off their developing personalities. In this classroom our students are introduced to a more structured schedule, to aid in the transition from infants to toddlers. The schedule is flexible and allows us to make accommodation based on the needs of the children.
Children in this classroom should be able to self-feed and need just one nap a day. They will learn to use a spoon and fork to feed themselves. Children will work on sharing with friends and taking turns. They will also build upon their language skills through circle time and dramatic play. We introduce some basic educational concepts such as counting, color and shape recognition, and we continue learning through sensory exploration!

YOUNG TODDLERS/ OLDER TODDLERS

Young Toddlers: Staffing and group size will meet the ratios and maximum group sizes required by the program's current license and He-C 4002 for the children assigned to this classroom. One teacher to five students and two teachers to ten students.

Older Toddlers: Staffing and group size will meet the ratios and maximum group sizes required by the program's current license and He-C 4002 for the children assigned to this classroom. One teacher to six students and two teachers to twelve students. Ratios

Welcome to our wonderful toddler classrooms. Students in these classrooms are on the go and eager to learn as much as they can! Our toddler classrooms follow a daily schedule and spend their day learning through sensory exploration, hands-on activities, and play. This includes art, circle time, music and movement, dramatic

play, and so much more. Students in these classrooms will develop self-help skills as well as social emotional skills. We will also introduce students to potty training at 2.5 years of age in this classroom.

PRE-SCHOOL

Staffing and group size will meet the ratios and maximum group sizes required by the program's current license and He-C 4002 for preschool-age children. One teacher to eight students and two teachers to sixteen students.

Our preschool classroom continues fostering social and emotional development and education, in a more in-depth manner, through structured activities and play. Children in preschool spend their days engaging in hands-on learning about emotions and peer relationships, while continuing advancing their fine motor skills. Our curriculum is all about social and emotional development, as well as educational concepts such as letters, numbers, shapes, and colors. Children will grow academically and emotionally while in this classroom. This classroom truly emphasizes our philosophy that social and emotional skills are just as important as our ABC's and 123's! This is the classroom in which potty training is learned and perfected, but children will not need to be potty trained to enroll in this class.

PRE-K

Staffing and group size will meet the ratios and maximum group sizes required by the program's current license and He-C 4002 for the children assigned to Pre-K. One teacher to twelve students and two teachers to twenty-four students. Ratios

This is older 4's and young 5's classroom. Pre-K is an exciting classroom where students are furthering their independence and self-help skills. In Pre-K we are focusing on a enhancing hand-eye, hand-to-hand coordination, finger dexterity, and bettering problem-solving skills. Some of the ways students practice these skills are using loose parts, table-top and floor puzzles, manipulating writing utensils, and molding playdough or clay into different letters, numbers, and shapes! This classroom is designed to prepare students for the next big step - Kindergarten! The implementation of *Learning Without Tears* has allowed us to align our Pre-K expectations with that of the Merrimack Public School system, to better prepare our graduates for kindergarten. We spend a lot of time outside, allowing students to explore their curiosities and increase their creative skills and use of imagination. Students *must* be potty trained to be in Pre-K.

SCHOOL AGE

Kindergarten through 4th grade. The ratio is one to fifteen and two to thirty.

Before and After school care for JMES and Thorton's Ferry with transportation.

We offer care on 1/2 days and holidays we are open.

February and April Vacation care is also available.

Vacation and Summer Camp

Before camp care 6:30-8:00

Camp Day 8:00-4:30

After Camp Care 4:30-6:00

Our School Age program from time to time may offer field trips, discovery and enrichment programs, as well as small teacher to student ratios. Our camp is small, and we only have 30 students attending. During summer vacation, families can pick all summer or separate weeks. We offer 2, 3, 4, & 5-day options.

TRANSITIONING TO ANOTHER CLASSROOM

Throughout your child's time with us, they may transition from one classroom to the next. Because we use team teaching, children can often move into their next classroom more quickly and comfortably. If a child struggles with the transition, we will slow the process and provide additional support. Parents will receive up to one week's notice when appropriate, although a faster move may occasionally be necessary because of behavioral or developmental needs. We will ensure that your child's belongings move with them and provide a new supply list when classroom requirements differ. The new classroom teacher will send a welcome message explaining what to expect. Classroom placement decisions will be made by the center in consultation with families and based on the child's needs and available space.

DAY TO DAY

DROP-OFF AND PICK-UP

Parents are required to pick a schedule for their child. The schedule you provide for us is how we schedule our staff. You must stick to your scheduled drop-off and pick-up time. We do allow a 15-minute window as there may be traffic. For example, if you pick 8:00-5:00, you may drop off as early as 7:45 and pick up as late as 5:15. Please note all children must be in no later than 9:00am, unless your child has a doctor's appointment, then they must be in by 11 ready to eat and nap. However, you may drop off any time after your scheduled drop off time (up until 9am or 11am) and pick up any time before your scheduled pick-up time. We do ask that you be mindful not to pick up during nap time without notification so that we may plan accordingly to not wake friends. Children who are picked up after 11am for any reason may not return for the day. A fee of $3.00 per minute per child will apply should a child be dropped off earlier than scheduled and picked up later than scheduled. Please see the fee schedule.

Children picked up after 6:00 p.m. will incur a fee of $5.00 per minute per child. If we cannot reach a parent by 6:00 p.m., we will contact the emergency contacts listed for the child. If no authorized person can be reached by 6:30 p.m., we will contact the Merrimack Police Department and follow their direction.

Please note, a yearly calendar for closed days is located on our website. We do follow the Merrimack public school calendar for snow days. Payment is required for any days we are closed or every day your child does not attend due to illness, injury or vacations.

Things to keep in mind:

- Please be mindful when talking to teachers at drop-off/pick-up. Teachers oversee the safety and wellbeing of others in the room, and their attention should be paid to the students.
- If someone other than the primary caregiver is picking up, please notify us on Brightwheel and please be sure they have their ID. They must be 18, unless they are sibling then they must be 16.
- Do not give your keyfob to anyone without admin approval
- To change your child's schedule, a new contract and one-week written notice is required. If this is just a once and a while change, please provide a one-week written notice via Brightwheel to ensure we have proper staffing.

- If you have anyone that is not welcome to pick up your child, please notify admin in an email at enrollment@wildcatfallslearning.com. This may require court paperwork should the person be a legal parent/guardian.
- Parents may have students attend 2, 3, 4 and 5 days a week.
- Students in public school may attend ½ days and holidays that we are open. They may only attend these if it is a day they are scheduled to attend.

PERSONAL BELONGINGS

Everything that comes to school from home MUST be labelled with your child's initials or name. Should items not be labelled the teacher will label them in Sharpie. Failure to label items may lead to items being lost or sent home with the wrong family. This will be the responsibility of the parent to locate the missing items. There is a lost and found in the lobby/ office area. The school cannot be held liable for any lost or missing items. Failure to label food containers, lunch boxes, water bottles, bottles, and pacifiers will not be given to the child due to safety concerns.

NAPTIME

Infants and safe sleep: Families will receive and acknowledge the program's infant safe-sleep policy. Infants younger than 12 months will be placed alone on their backs in an approved crib with a firm, tight-fitting mattress and fitted sheet unless a licensed healthcare provider supplies a written alternative sleep position or arrangement as permitted by rule. Cribs will be free of pillows, blankets, comforters, bumper pads, stuffed animals, positioners, bibs, bottle-propping devices, and other soft or loose items. Swaddling will not be used when prohibited by the current licensing rule or when an infant shows signs of attempting to roll. Only sleep clothing permitted by the current rule and manufacturer instructions may be used. Sleeping infants will be directly supervised and monitored as required by He-C 4002.

1. Infants will be placed on their backs for sleep unless a licensed healthcare provider supplies written instructions for an alternative that is permitted by the current rule.

2. Each infant will sleep in an individual crib and on an individual crib mattress.

3. Cribs will have firm, tight-fitting mattresses with clean fitted sheets and will be maintained to prevent entrapment or other hazards.

4. Cribs and sleep equipment will meet current federal product-safety standards, manufacturer instructions, and applicable New Hampshire licensing requirements.

5. Cribs, portable cribs, and play yards used for sleeping infants younger than 12 months will not contain pillows, comforters, stuffed animals, or other soft or padded materials.

Infants can take a nap when needed or when parents have a set schedule.

Waddlers-PreK: aged children will be provided with a napping period on a consistent schedule. This period will be provided during a standard six to eight-hour day with a minimum of 30 minutes of appropriate rest time included on appropriate mats. If your child does not nap after 30 minutes, they will be given a quiet activity to do while the other children rest. Parents MUST provide their children with a blanket and a crib size sheet to be used during rest time in the green bag provided. Items that do not fit in the green bag, must remain at home. One small lovey is welcome to join nap time. Pacifier will not be used pasted the Young Toddler classroom. We may not place the child down to nap with any food or drink by DHHS regulation.

MEALS AND SNACKS

Infants: Please provide breast milk, formula, and any introductory foods. We highly encourage baby-led weaning, with food cut into appropriately sized pieces. Breast milk must be dated and labeled when pumped. Formula must be labeled with the child's name and the date opened. We are happy to provide filtered water for preparing bottles. Parents must provide all foods and snacks for infants beginning solid foods until the child is 12 months old.

Formula will be discarded after one hour of use. Used breast milk will be returned to the refrigerator with a label stating "used."

Clean bottles must be brought in daily and then taken home. We ask that you provide one extra bottle more than you believe will be needed just in case.

Families should introduce new foods at home before sending them to the program, especially foods associated with allergies or choking risk. Staff will serve only foods that are developmentally appropriate, prepared to reduce choking hazards, and consistent with the child's written feeding plan, allergy plan, and parent instructions.

Waddler- School Age: Wildcat Falls provides a PM snack for students to have. A menu is made monthly and posted up in the lobby and in the kitchen. Students with allergies are asked to pack their own PM snack.

Parents must provide a healthy morning snack. Snack is served at 8:30 a.m. Children arriving after 8:40 a.m. must eat breakfast or a snack at home. If an unhealthy item is provided, it may be served that day, but parents will be asked not to send it again.

A healthy and nutritious lunch is required to be provided by the parents. You must provide your child with a main meal (that can be heated) and 2 healthy snacks. Items that need to be heated must be placed in a microwave safe container. We are unable to cook anything. Heating up means it will be placed in the microwave for 10-15 seconds at the max. We do not allow Easy-mac or canned items to be made at school.

Children staying after 5:30pm will require a late PM snack by the parents in accordance to DHHS rules and regulations.

Please keep in mind:

- A water bottle is required to be brought in daily. You MUST take the water bottle home nightly to ensure proper cleaning. Staff are unable to clean water bottles per the board of health.
- Children under age three may not be served whole round foods. Grapes, blueberries, cherry tomatoes, hot dogs, cheese sticks, and similar foods must be prepared in age-appropriate pieces before they are brought to the center.
- Children UNDER THE AGE OF 3 MAY NOT HAVE:
    - First time foods (must have tried 3 times)
    - Chips
    - Pretzels
    - Popcorn
    - Round foods not cut up in 4's
    - Gummies/ Raisins
    - Nuts
    - Spoons full of peanut butter

PACIFIERS

Must be labeled with the child's name. Pacifier cannot have anything attached to them. Children in Older Toddler-School Age may not have a pacifier for any reason without a doctor's note.

DIAPERING AND TOILETING

Parents must supply diapers, wipes, and two to three changes of weather-appropriate clothing labeled with the child's name or initials. Wildcat Falls is not responsible for lost or missing clothing. If your child needs to borrow diapers or wipes, you must replace those items. If diapers are not provided for more than two days, a fee of $7.00 per day will apply. After three days without diapers or wipes, parents will be contacted during the day and asked to bring the necessary supplies. Teachers will keep a record of borrowed diapers and record diaper changes in Brightwheel. Diapers will be changed at least every two hours, or sooner when soiled or excessively wet, except while a child is sleeping. We will try to accommodate requests for more frequent changes. Cloth diapers and reusable wipes are not permitted. Pull-ups or diapers without resealable sides are also not permitted.

Toilet training: we will not train or assist in training before a child is 2.5 years of age. A child is ready to be toilet trained when,

- They can stay dry for long periods of time
- They can pull up/down pants
- Can help/ understand how to wipe
- Waking up dry from naps
- Showing interest in the potty.
- Can follow simple direction
- Knowing when they need to go
- Can communication between their wants and needs
- Is physically able to get to the bathroom (no more than 2 accidents in 1 week)
- Pooping regularly (even when hiding to poop)
- Not having toilet terrors

If you are thinking of training your child to use the potty, please speak with your child's teacher. Students will be required to stay in a resealable pull-up when training. We are happy to have the child move to underwear after they have demonstrated the skills above and have been able to stay dry for 2 weeks. Should your child have an accident, they will never be shamed. They will be cleaned up right away! More than 2 accidents in a day will result in a diaper.

If a potty-trained child has an accident, the child will be cleaned immediately and will NEVER be shamed. The child will be changed into clean clothing. The child's clothing will be placed in a plastic bag and then placed in the child's cubby. The spot where the child had their accident will be cleared of students and then cleaned. If a child has an accident on their blanket, it will be placed in a plastic bag and sent home for cleaning. If a child does not have a change of clothing, you will be called to pick your child up or to bring your child a change of clothing.

OUTDOOR PLAY

Where we are a hands-on learning program built around a child's curious mind. We spend a large amount of our time outside when the weather allows. In the months of June to September, most of our learning is done on our playground or in our gardens. Children must bring and wear proper clothing. We do go outside in the

warm rain and snow and use the DHHS weather guide to determine if it is safe or not to go outside.

During summer, families should provide labeled lotion sunscreen of SPF 30 or higher or authorize use of the program-supplied product. Sunscreen and insect repellent will be applied only with written parent authorization, according to product labeling and He-C 4002, and will be stored out of children's reach. Products for infants will be used only when age-appropriate and permitted by the label or written health-care instructions. Staff will document application when required. Families should also provide labeled sunhats, bathing suits, and towels as requested.

During winter months we ask that clothing such as snow pants, waterproof gloves, hat, and boots be provided. Failure to provide these will result in a call home to bring the items in. We suggest that every parent gets a 2nd set to leave here for the winter. All items must be labeled with your child's name or initials.
Families must provide appropriate clothing and footwear. The program will make reasonable efforts to provide an alternative or contact the family when necessary, supplies are missing. A child with a medical restriction will not be automatically excluded; the program will review written health-care instructions, consider reasonable accommodations, and provide a safe supervised alternative when feasible.

SUPPLY LISTS

Please visit our website under forms for a copy of our supply list. This list is broken down per classroom.

TRANSPORTATION

Transportation is the responsibility of parents. Children must be escorted by an authorized adult to/from his/her classroom at the beginning of each day and the end of each day. Students in K-4th grade will be transported to their school in the AM from the center and picked up and brough back to the center in the PM. Students must arrive by 7:50am to get a ride to school. School vehicles are equipped with inside video and voice surveillance. Children may not eat while on the van. Children must be able to buckle and unbuckle their seatbelts independently. Booster seats will be provided for any student under the age of 8, according to NH law.

PHOTOS

Teachers love taking photos of students. Photos can be used for the schools Facebook, our website, marketing, in the building and on Brightwheels with parent permission. Parents have the option on the enrollment forms to state their photo preference. Parents can deny having students' photos taken for any reason. We will do our best during events to not get your child in the photo. Please know, we cannot control photos taken by families at these events and are not held liable.

TV/SCREEN TIME

Screen time is limited for all students. From time to time, teachers may use short videos, such as virtual field trips, to support instruction or lead an age-appropriate game. Teachers may also show a movie as part of a

special holiday, event, or classroom activity. All movies will be age appropriate and rated G or PG. Children may choose another supervised classroom activity instead of watching, and no child will be required to participate.

CHILDREN'S JEWELERY

Children may not wear necklaces of any kind. Should they wear one, we will have to take it away and it may be picked up in the office. This is due to not being able to wear them at nap time as they are a choking hazard. Children should not wear jewelry of any value or importance as it may get lost during play. Students under the age of 2 years, must have screw back earring to help prevent them from falling out and being swallowed or chocked on by another child or even your child. We are not responsible for any lost or damaged jewelry.

FIELD TRIPS

Off-site field trips are limited to the School Age program and require prior written parent authorization and compliance with He-C 4002 transportation, supervision, attendance, emergency-information, communication, and first-aid requirements. Each child will use a federally approved child-restraint system appropriate for the child's age, height, weight, and needs, installed and used according to law and manufacturer instructions. A child will not be excluded solely because a five-point harness or other appropriate restraint is required; the program will arrange compliant transportation or offer a supervised program alternative.

BIRTHDAY PARTIES

You may hold your child's birthday here on the weekends or in their classroom from 3:30-4:30 on a day the child attends. If you are inviting a child from the class to a birthday party, we ask that you please not make it public as it may hurt the feelings of friends who were not invited.

PETS/ANIMALS

Wildcat Falls has many animals. This includes a dog, chickens, pigs, and goats. The children will always have access to the dog as he is a service animal. Older children will have access to the goats. No child will have access to the chickens or pigs other than through the fence. They have been approved by DHHS.

Chevy is a dog in training to be a licensed service dog. He is working on his license to work with his owner on her medical needs and with children to help regulate emotions. He will not have access to children without his owner or being supervised by a staff member.

SCHOOL CANCELLATION POLICY

Wildcat Falls follows the Merrimack Public school closings for inclement weather. Wildcat Falls may delay opening due to bad weather and to allow the roads to be cleared. If any time during the day the Owner feels that the school needs to be closed due to bad weather, you will be notified by phone, Brightwheels and text message and you will be asked to pick up your child. Payment is still required for closed days or unattended days. DHHS requires us to close for loss of water, power, or heat or whenever the conditions could be unsafe for a child to remain in our care.

HOLIDAYS/VACATIONS/TIME-OFF

Wildcat Falls observes the following holidays a calendar can be found on our website. Payment is still required for days off.

- Closed Memorial Day
- Closed July 3rd, 4th, 5th. Should these fall on the weekend, we will close on Friday and or Monday. If these fall during the week, we will close the whole week.
- Closed Labor Day
- Closing at 12:00pm Thanksgiving Eve
- Closed Thanksgiving
- Closed day after Thanksgiving
- Closed December 24th, 25th, 26th. Should these fall on the weekend, we will close on Friday and or Monday. If these fall during the week, we will close the whole week.
- Closing at 12:00pm on New Year's Eve
- Closed New Year's Day

If any of the holidays fall on a Saturday, we will be closed the Friday before. If any of the Holidays fall on a Sunday, we will be closed on the following Monday.

PAYMENTS AND FEES

Payment is due every Friday for the upcoming week (unless approval of a different pay schedule is made). We have several options for payment: Credit card (2.09% fee) or bank info (0.06% fee up to $2.00) through Brightwheels. Parents MUST be enrolled through auto payment.

If you are delinquent with your payment, you will be charged a **$25.00 late fee,** and your child may not attend the upcoming week until this balance is paid. A child may return once payment is made. If your child does not attend for 2 or more weeks without notice your child's spot will be forfeited. If your child does not attend due to vacation or sickness a full payment is still due. If you choose to withdraw your child from Wildcat Falls, you must give us 2 weeks' notice in writing. Tuition is subject to be adjusted yearly. However, it may be adjusted sooner should the market dictate that.

We offer the following discounts to full-time (5 days a week) students: 10% off first responders. (EMS, Fire, Police) as well as current and former members of the military. Siblings who attend 5 days per week will receive $10.00 off tuition for the older siblings. You cannot combine discounts.

Teachers who choose not to send their children during school vacation weeks will receive 25% off the week. School age children will be charged the vacation rate during the school vacation week if they attend, otherwise the normal tuition rate will apply.

Our tuition rates are based on age and not classroom. Rates can be found on our website. They do increase yearly.

Fees

- Late tuition Fee $ 25.00
- Bounced check $ 25.00.
- After closing fee: $5.00 per min, per child
- Early drop off/ late pick up $3.00 per minute, per child
- Forgotten lunch fee: $ 5.00.
- Forgotten wipes: $2.00 per day.
- Forgotten diapers: $ 7.00 per day.
- Forgotten clothing/ naptimes: $5.00 per day cleaning fee

HEALTH, SAFETY, AND WELLNESS

Please read the health and illness handbook for more information.

ADMINISTRATION OF MEDICATION

A certified medication administrator will only dispense medication. All prescriptions and topical medication used when there is open skin will require a doctor's note and medication consent form.

- All over the counter oral and topical medications not being used on open skin will require parental consent.
- All medication will be given as directed by your child's physician and must remain in its original box/containers.
- All medications must have a proper label with your child's name, date the medication was filled and dosage amounts.
- All over the counter medications will require a medical consent form (please find it on our website).
- All over the counter medications will be followed as directed on the bottle. Over the counter fever reducers will not be given to avoid a child getting a fever.
- All medications will be kept out of the reach of children.
- All medication will be locked in the Wildcat Falls office. Wildcat Falls will maintain a record of all medications administered to your child. Medication records will be maintained in your child's file.
- All leftover medication and medication bottles will be given back to you so that you may discard them properly.

Medication will be administered only with written authorization, instructions, labeling, training, storage, documentation, and parent notification required by He-C 4002. Students must have the first 2 doses or any medication at home. Medication errors, adverse reactions, missed doses, or administration outside authorized instructions will be handled and reported as required; emergency services will be contacted when appropriate. Each administered dose will be documented in the medication log.

ALLERGIES

Students with allergies MUST always have the proper medication on hand. Children must have an allergy action plan from their medical professional to be able to attend. All members of the staff will be informed of the child and the child's allergies. Students with allergies must provide their own food. We are not peanut/nut free. Students with food allergies will sit at a table where that food is not being served.

INJURY/INCIDENT REPORTS

Wildcat Falls will promptly notify a parent or guardian of injuries and incidents as required by He-C 4002 and will complete a written report whenever the rule or program policy requires one. A parent may not waive a report that licensing rules require. The Director will review the report, the parent or guardian will be asked to sign or acknowledge receipt, and a signed copy will be provided to the parent and maintained in the required program file for the required retention period. Parents will be contacted promptly after a head injury and immediately when symptoms or circumstances require urgent medical attention. Serious injuries, medical emergencies, and other reportable events will also be reported to the Child Care Licensing Unit and other authorities within the required time frames.

- Excessive bruise and/ or swelling

- An increase in fussiness or sleepiness
- Dizziness, clumsiness, or trouble with coordination
- Nausea or vomiting
- Loss of consciousness
- Headache
- Speech, vision, or hearing impairment
- Discharge or blood from the bump

EMERGENCY CARE

In the event of an emergency, it is the parent's obligation to cover all expenses incurred due to an accident or emergency involving their children. Should an injury be caused by a staff member or damaged/ broken equipment, Wildcat Falls will cover the cost of the co-payment of medical services.

EMERGENCY PREPAREDNESS PLAN

(please read the emergency handbook for all emergency related information)

Wildcat Falls maintains a written emergency operations plan addressing evacuation, relocation, shelter-in-place, lockdown, communication, reunification, continuity of operations, accommodations for children with disabilities or chronic medical needs, and required supplies and records. Staff will be trained on the plan. Fire drills and other emergency practice drills will be conducted, documented, and retained at the frequency and in the manner required by He-C 4002.

MEDICAL TRANSPORT IN AN EMERGENCY

In a medical emergency, a staff member will call 911, and your child will be transported to the nearest appropriate hospital. A staff member will accompany your child if staffing and safety conditions allow. We will contact you as soon as possible and will bring a copy of the authorization and consent form. If you cannot be reached, we will contact the emergency contacts listed on your child's form. If no contact can be reached, the Director will follow the direction of emergency responders, law enforcement, hospital staff, or consulting medical professionals.

ILLNESSES AT SCHOOL

If a child becomes ill or is injured while in care, staff will provide appropriate supervision and first aid, separate the child from group activities as needed while maintaining supervision, and promptly contact a parent or guardian. If a child must be sent home due to illness, parents must pick up within one hour of notification. Should the child not be picked up within the hour, they will face a $3.00 per minute, per child charge. We do follow the sibling police. If one child is home sick, the sibling must remain home. If a child is sent home sick the sibling must also be picked up. This is to help reduce the risk of illness being passed on to others. Emergency contacts will be called if the parent cannot be reached. Pickup will be required when the child meets exclusion criteria in He-C 4002 or the program's health policy, cannot participate comfortably, needs more care than staff can provide without compromising supervision, or may pose a communicable-disease risk. Emergency medical services will be contacted when indicated. Return-to-care requirements will follow current public-health guidance, He-C 4002, and the program's Health and Illness Handbook; the program will not impose a blanket sibling exclusion without an individualized health or public-health basis.

- Additional exclusion criteria and return-to-care requirements are provided in the Health and Illness Handbook on our website.

Illness or illnesses like behaviors of any kind, which may result in a child being too ill to participate in daily activities, are asked to stay home. This includes but is not limited to falling asleep during activity time, being overly emotional and unable to calm down, excessing coughing or runny nose, being lethargic and more.

BEHAVIORS AND REFERRALS

BEHAVIOR EXPECTATIONS

Wildcat Falls believes that all children grow and develop at their own pace. Children meet their milestones at different paces. It is important to understand that although children may develop at different times, these milestones are important to recognize if a development issue is present.

It is important to understand that not all children thrive well in a group childcare setting. Every child is special and unique! Some children thrive in a slower paced, smaller environments with more one on one attention. Some children even thrive in a small home setting or with a Nanny. Here at Wildcat Falls, we want children to thrive in their right environment. With open and honest communication from you, we can work together and talk about whether a group childcare setting is the best fit for your child and your family. If your child has any behavioral or educational needs, we ask you to be open and honest about this. Failure to be open and honest about behaviors or past experiences in care may result in a hard time for the child or even termination.

Having students enroll in a setting that may cause them more hardships are not fair to them. So, it is very important that you communicate with us. If we feel that our center is unable to give your child the best experience and to help them thrive, we will be very honest in that communication. If we find that a teacher is offering more one on one attention to a child, we may have to unenroll the student as we need to ensure we are caring for all our student's quality. Offering one on one attention consistently possesses a safety risk for all other students.

BEHAVIOR MODIFICATION PLAN

Children experience a wide range of emotions and behaviors while in our care. Our goal is to help them recognize their feelings, communicate their needs, make safe choices, and repair harm when appropriate. Staff use developmentally appropriate guidance and support while maintaining clear expectations for safety and respectful behavior.

Should a student demonstrate positive behaviors we praise them for their good work with high fives, hugs, and positive reinforcement.

If a child demonstrates unsafe or disruptive behavior, staff will use positive, developmentally appropriate guidance such as redirection, offering choices, helping the child identify feelings, adjusting the activity or environment, and supporting the child in a calm area that remains within sight and sound of supervising staff. Guidance will never include corporal punishment, humiliation, threats, withholding food, forced isolation, restraint as punishment, or any other prohibited practice.

- Redirecting behavior and teaching a safe alternative

Children will never be placed out of view of their teacher or removed from their classroom unless a child becomes harmful to others. Should a student demonstrate physical negative behavior (hitting, kicking, throwing, spitting) the following actions may be taken:

- Removing the student from the classroom
- Contacting the family to pick up

- Suspension
- Termination

Negative behaviors will be documented on Brightwheels should it become an ongoing issue. We do understand that much like adults, children also have a “bad” day. Minor hard/bad days will not result in notification.

Ongoing negative behavior will result in:

- Documenting on Brightwheel
- Meeting with the family
- Referral to outside programs/ Medical professionals (failure to follow through on referrals will result in possible termination of care. See below for more information)
- IFSP
- Suspension
- Termination

BITING

We want to work with every parent and child to assure the center stays safe for everyone. Here at Wildcat Falls we feel that aggressive biting is a behavior that puts staff and other children in an unsafe environment. We do understand that in most cases, biting is a normal part of development. However, aggressive biting is a behavior we must watch closely to keep everyone safe.

Children younger than 3 years: Because biting can be developmentally typical, staff will respond to each incident individually, provide first aid and supervision, document patterns, adjust the environment, and collaborate with the family. After 3 bites or 3 aggressive attempts, pickup will be requested when repeated biting in a day creates an immediate safety concern that cannot be managed safely in the group.

Children ages 3 through 5 years: Children who bite over the age of 3 will result in being sent home for the remainder of the day. This is to ensure the health and safety of the other students and teachers.

If biting is ongoing, we will have a conversation (phone, Brightwheels, in-person) to discuss the issue. We do understand that some biting is a normal part of development. We will evaluate each biting incident and decide the best way to handle the incident.

REFERRAL SERVICES

When staff have concerns about a child’s development, health, or behavior, Wildcat Falls will document observations and meet with the family to discuss support. With parent consent when required, the program may recommend or facilitate referral to early intervention, the local school district, health-care providers, or other community resources. A family’s decision regarding a voluntary referral will not by itself result in termination. If an unmet need creates a safety concern, the program will conduct an individualized assessment, consider reasonable accommodations, and follow the suspension or termination procedures in this handbook.

REFERRAL FOLLOW-UP

With written parent authorization when required, the Director may consult with an evaluating agency or service provider to coordinate care. The program will document referrals, family conferences, consent, recommendations received, support implemented, and periodic review of the child’s progress. Confidential information will be shared only as authorized or required by law.

TERMINATION OF CARE AFTER REFERRAL SERVICES

If, after individualized assessment, family consultation, reasonable accommodation, and available supports, Wildcat Falls determines that it cannot safely and appropriately meet a child's needs, the program may end care in accordance with He-C 4002. The decision will not be based on disability, developmental delay, diagnosis, or a family's inability to obtain a particular outside service alone. The program will document the reasons, steps attempted, family communications, and referral information offered.

Your child may be terminated from Wildcat Falls under the following circumstances:

1) The program cannot assure the health or safety of the child, other children, or staff after documented support and reasonable accommodations have been considered or attempted.
2) The program cannot implement the child's essential care or health plan with available licensed capacity, qualified staffing, and reasonable accommodations.
3) Serious or persistent unsafe behavior continues despite developmentally appropriate guidance, family collaboration, and an individualized support plan.
4) The child repeatedly leaves supervised areas or otherwise creates an immediate safety risk that cannot be addressed through reasonable program changes.

You will be notified in writing, and/or at a face- to- face meeting whenever possible, about the circumstances including the reasons for termination. A copy of this letter will be kept in your child's records.

TERMINATION/ SUSPENSION OF CARE

Wildcat Falls will use reasonable, documented steps to prevent suspension or termination whenever possible, including communication with the family, review of the child's needs, consideration of reasonable accommodations, and referrals or support planning when appropriate. Except when an immediate safety risk requires emergency action, the Director will provide the family with written notice of the concern, an opportunity to meet, the steps attempted, the proposed effective date, and information about available resources or referral options. Any immediate suspension or termination will be limited to circumstances necessary to protect children or staff or to comply with law, and the decision will be documented.

Wildcat Falls has the responsibility to ensure all students are cared for in a safe manner. Should any child cause an ongoing safety issue, the center may require termination once all other options are exhausted. If your child is causing ongoing harm to others or themselves, care will need to be terminated right away**.** Suspension and termination may be precipitated by deliberate vandalism by the parents, the child threatens to cause harm to another child in a non-playing matter, consistent safety concerns, deliberate misconduct, and violation on the parent handbook. Below is a list of other reasons why a child will be suspended or terminated.

Some other examples of why a child may be suspended or terminated.

1) Payment not received will result in your child being suspended until you have paid in full.
2) Late payments of more than two weeks will result in your child being terminated. You will still need to pay your bill in full.
3) Not following the rules and regulation of this handbook and the rules of Wildcat Falls may result in termination or suspension.
4) Not following the rules and regulations of DHHS.
5) Failure to abide by the State Rules and Regulation requirements such as having your child properly immunized, screened for lead poisoning, or taking your child for an annual physical exam, may result in suspension until such requirement is fulfilled.
6) Your child may be suspended after two notices of delinquency in keeping his or her health records up to

date.

7) If your child has not had a physical exam in over a year, the Director will notify you in writing. If the parent fails to schedule an appointment with the doctor, a second notice will be sent, then termination will happen.
8) If you fail to respond, the Director may choose to suspend the child until the physical exam is completed, and the record is brought to the Wildcat Falls office.
9) Behavioral concerns that cause safety issues to your child or other students/ staff.
10) Not following through on a referral with behavior concerns and or developmental concerns that cause us to be unable to properly care for the child.

This same policy applies for certain delinquent immunization and lead screenings. The Director may suspend a child immediately in some cases where the child may be a health risk to others or to himself.