

# MILESTONE LANE



*The Place for Early Childhood Education*  
*established 2005*

## Parent Handbook

*“Where Your Child Begins the Journey to a Life-Time Love for Learning”*



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# Welcome to MileStone Lane!

Dear Parents,

Let me be the first to Welcome you to MileStone Lane! We are committed to doing everything possible to ensure that both you and your child have a smooth transition and positive experience while here at MileStone Lane.

We are delighted that you have selected MileStone Lane for your Early Childhood Education and Child Care needs. We are honored by the trust and confidence you have placed in us and will do everything possible to maintain your trust and confidence.

Our top priority at MileStone Lane is to build a nurturing and caring environment where your child will feel safe, secure and in turn; grow into their early childhood skills with confidence.

At MileStone Lane we believe learning should be fun. Our Award-Winning Programs are designed to engage children in hands-on activities that are exciting and fun and that will help build a foundation for a lifetime love for learning.

We believe in a mutual respect and trust; we understand that open communication is a vital link between you, your child, and our staff at MileStone Lane.

We have an open-door policy in hopes that you will visit often and participate in your child's busy day; becoming as much a part of MileStone Lane as your child will be.

Again, we are honored that you have selected us for your Early Childhood Education and Child Care needs.

We are committed to exceeding your expectations!

*Jenna*

Owner/ Director of Operations

MileStone Lane

# Welcome to MileStone Lane!

This handbook contains our policies and information regarding our preschool and childcare programs. It is designed to answer many of the questions you may have about MileStone Lane. It is important that you read this handbook completely and keep it as a reference for as long as your child is enrolled in our program.

## MileStone Lane Philosophy

MileStone Lane is committed to providing exceptional childcare and achieving educational excellence in an environment that is nurturing, safe and conducive to learning. We understand the importance of balanced growth and we are dedicated to taking a personal interest in your child's social, emotional, cognitive, and physical development.

We understand the importance of building a foundation that will support a lifetime love for learning. We also believe learning should be hands-on and fun; understanding that every experience is an opportunity to learn, and that children who learn through "play" are children who become self-reliant, independent, and who creatively solve problems as they grow.

Our caring teachers are dedicated to ensuring that every child is encouraged to learn and explore at their own pace in areas that interest them through a variety of different imaginative and fun experiences; creating meaningful opportunities to learn. Our caring teachers are committed to building a foundation that will support a lifetime love for learning- One Milestone at a Time!

## The MileStone Lane Promise

We promise Exceptional Child Care with staff experienced and trained in Child Care, Early Child Development and/or Early Childhood Education.

We provide a Safe, Healthy and Nurturing Environment with a hands-on Owner and Directors.

We foster a Love for Learning, guiding each child towards a lifetime of Academic Excellence.

We offer small group settings to provide individual attention to meet the needs of every child.

We welcome open communication with parents and staff that encourages a mutual respect and trust.

We focus on activities that will encourage your child's emotional growth, intellectual awareness, and physical capabilities

We incorporate play with age-appropriate activities that allows your child to work creatively while nurturing their social skills

We encourage your child to explore the world around them with outside play that strengthens coordination, develops large motor skills, and builds social skills.

We are committed to ensuring that every child learns through play as they begin the journey to a lifetime love for learning- One Milestone at a time!

# MileStone Lane

Where your child begins the journey to a lifetime love for learning!

## Our Goals at MileStone Lane

Whether nurturing infants, encouraging toddlers to share or cheering on preschoolers to challenge themselves, our goal is to encourage the cognitive, emotional and physical development of your child in a nurturing, secure and loving environment. We are committed to challenging each child, from infancy to preschool with age-appropriate programs/activities that are exciting and fun.

### Infant Goals

Babies first year is filled with amazing growth and discovery. Our staff is committed to encouraging your infant through each developmental stage (MileStone) he/she moves through on their way to becoming a toddler.

### Toddler Goals

While encouraging toddlers to share as they begin developing their social skills, our staff provides routine and consistency in your toddler's day. Our staff understands that toddlers are always exploring their world and we are dedicated to turning every new experience into a fun, exciting and new opportunity to learn.

### Preschool Goals

Our pre-school goal is to prepare your child for the journey that leads them to kindergarten and on to a lifetime of learning. Independence and self-reliance is encouraged and each child is challenged according to their individual needs and abilities.

## Admission

Your child is enrolled at MileStone Lane only after the enrollment packet has been filled out completely and turned in, the Director confirms availability of space and the registration fee has been received.

### Enrollment

Upon enrolling your child we will need to secure a completed enrollment packet. Our enrollment packet consists of:

- Child Enrollment and Health Information
- Child Medical Statement with current immunization records- Your Child's Medical Statement must be secure within thirty (30) days from the enrollment date- Medical Statements must be updated yearly.
- Signed Acknowledgement of Receipt for receiving a copy of our provided Parent Handbook
- Signed Medication Policy
- Signed Explanation of Fees
- Signed Enrollment Agreement

For the safety of your child a medical form signed by a Physician or Certified Nurse Practitioner is required to be secured within 30 days of admission. this medical information must be updated every thirteen months.

If your child has a medical condition a Child Medical/Physical Care Plan must be submitted.

Any changes must be communicated to the Director in a timely manner so that the information on file is always current.

## Waitlist

If all classrooms are full, we do offer a place on our waitlist for free. After notifying the Director that you would like to be placed on the waitlist, you will be sent a child info form that will give birthdate/due date and expected start date so we can check classroom openings in the future. Once a spot is available the Director will reach out and offer the available spot. To accept the spot, a non-refundable deposit will be collected to hold the child's spot. The deposit will be 4 weeks of tuition in addition to the \$75 Registration Fee. Once enrolled the deposit will be used for the child's first 4 weeks in the program. If rates change after you have made a deposit, you will be subject to new rates at the time of enrollment. The deposit made may not cover all 4 weeks if there has been a rate change since making the deposit.

## Hours of Operation

The Westerville Center is open for operation Monday through Friday, 6:30 am - 6:00 pm. Please reference Holidays and Emergency Closing for a listing of days in which MileStone Lane is officially closed.

## Staff/Child Ratios and Maximum Group Size

At MileStone Lane we desire to provide a higher level of care and we strive to maintain a ratio that exceeds the state mandated ratios.

### Mandated Ratios

Mandated Ratios are as follows:

1:5 or 2:12 Infants (0 – 12 months)  
1:6 or 2:12 Infants (12 – 18 months)

1:7	Toddlers (18 – 30 months)
1:8	Toddlers (30 – 36 months)
1:12	Preschool (3 – 4 years)
1:14	Pre-K (4 -5 years)
1:18	School age

Ratios for toddlers and preschoolers may be doubled for 1 ½ hours at naptime as long as all children are resting quietly on their cots and enough staff are in the building to meet regular required staff/child ratios.

### Group Sizes

Maximum group size is defined by the number of children in one group that may be cared for at any one time. Limitations do not include naptime, lunch time, outdoor play or special activities.

Mandated maximum group sizes are as follows:

- 12 Infants (6 weeks - 1 year)
- 14 Toddlers (18 – 30 months)
- 16 Toddlers (2 ½ - 3 years)
- 24 Pre-school - Pre-K (3 - 5 years)
- 28 School Age

## Supervision

Children will be supervised at all times, remaining within sight and sound. The only exception to this rule is that school age children have a little more freedom as long as one of the criteria of sight and/or sound is being met at all times.

If a school age child does not for any reason make it back to MileStone Lane from school, the administrator will immediately call the parent/guardian and school to make certain they are safe and where they are supposed to be.

## Daily Schedules

At MileStone Lane your child’s daily routine will be flexible enough to provide adaptability when necessary but structured enough to provide predictability. We want your child to view MileStone Lane as a safe and comforting place, where they know what to expect and when to expect it.

Upon enrollment you will receive a copy of your child’s daily schedule. Keep this for reference along with your copy of our handbook.

## Infant Schedule

Infant schedules are individualized, so we ask that you please refer to the Infant Daily Sheet provided for you at the end of your infant’s day.

Below are sample daily program schedules, keeping in mind that our schedules are flexible enough to provide adaptability when necessary but structured enough to provide predictability.

## Mobile Infant Schedule

6:00-8:00	Starting Our Day (Arrival, Free Play)
8:00-8:30	Routine Care (Diapers, Hand Washing)
8:30-9:00	Breakfast Snack
9:00-9:30	Circle Time (Song and Stories) Language Arts
9:30-9:50	Free Play
9:50-10:30	Large Motor/Outdoor Play
10:30-10:50	Music & Movement
10:50-11:05	Routine Care
11:05-11:35	Fine Motor Skills
11:35-11:45	Hand Washing/Lunch Prep
11:45-12:15	Lunch Time



12:15- 2:30	Nap Time
2:30-3:00	Wake Up & Routine Care
3:00-3:15	Snack Time
3:15-3:45	Science & Sensory
3:45-4:15	Art & Crafts
4:15-4:45	Routine Care
4:45-6:00	Ending Our Day (Free Play & Going Home)

## Toddler Schedule

6:30-8:30	Arrival: Free Choice Play
8:30-9:00	Breakfast Snack
9:00-9:15	Routine Care (Potty/Diaper Change)
9:15-9:45	Circle Time (stories, calendar, weather, feelings and song)
9:45-10:15	Science and Sensory
10:15-10:45	Art
10:45-11:15	Outdoor Play or Large Motor
11:15-11:30	Clean for lunch
11:30-12:45	Lunch
12:45-1:00	Routine Care
1:00-2:30	Nap time
2:30-3:00	Wake up/Routine Care
3:00-3:30	Afternoon Snack
3:30-4:00	Music and Movement
4:00-4:15	Routine Care
4:15-4:45	Circle Time
4:45-6:00	Ending Our Day/Books and Puzzles/Routine Care

## Pre School Schedule

6:30-8:00	Arrival Time, Free Play
8:00-8:30	Breakfast Snack
8:30-9:00	Circle Time (letter of the week, weather, feelings and calendar)
9:00-9:45	Plan, Do Review (Children's Center Choice)
9:45-10:15	Focus Group (Art)
10:15-11:00	Outside Play Time (Large Motor)
11:00-11:50	Focus Groups (Science and Sensory)
11:50-12:00	Clean Up/Wash Hands
12:00-12:30	Lunch
12:30-12:45	Clean Up, Routine Care
12:45-1:10	Story Time
1:10-3:00	Nap Time
3:00-3:30	Afternoon Snack
3:30-3:45	Language Arts (Story Time, Review Letter of Week, Handwriting, etc.)
3:45-4:45	Focused Groups (Science and sensory)
4:45-5:00	Clean Up
5:00-6:00	Prepare for Home

## School Age Schedule

6:30-8:00	Arrival Time, Free Play
8:00-8:30	Clean up- Prepare for Breakfast
8:30-9:00	Breakfast Snack

9:00-10:30	Enrichment Activity Period (Science, Math, Art, Language Arts)
10:30-11:30	Outside Play (Large Motor)
11:30-12:00	Clean up- Prepare for Lunch
12:00-12:30	Lunch
12:30-12:45	Clean Up, Routine Care
12:45-2:00	Outside Play/Free Play
2:00-2:15	Clean Up
2:15-2:45	Afternoon Snack
2:45-4:45	Enrichment Activity Period (Science, Math, Art, Language Arts)
4:45-5:00	Clean Up
5:00-6:00	Prepare for Home

# Transitioning

You will be notified when your child is ready to move up to the next classroom. As part of the transitioning process, your child’s teacher will develop a transition plan. This plan will include the beginning and end date of the transitioning period and include a transition schedule along with fun transitioning activities for your child. Your child’s teacher will go over the plan with you and ask that you sign it in agreement and acknowledgement. You may also request that your child be transitioned. These requests will be accommodated if it is in the best interest of your child and space is available.

# Security

## Signing Your Child In and Out

A major responsibility of our staff is to ensure the safety of every child in our care. At MileStone Lane, we ask that our procedures for picking up and dropping off your child are always followed. These procedures were put in place for the safety and security of every child.

When entering the building you will be required to enter a code in our lobby keypad. This code will allow you access to the classroom area. The Director will assign a code to you and those you authorize to pick up and drop off your child at the time of enrollment. This code should not be shared with others after it is assigned; the keypad/code is in place to keep every child safe.

## Signing Your Child In

Each time you arrive at MileStone Lane you will be required to sign your child in, using his/her first and last name and the time of arrival at the attendance desk on the daily sign in sheet. You must make certain that your child is in the care of a designated staff member before leaving the building.

## Signing Your Child Out

When it is time to pick your child up, you will be required to sign your child out using his/her first and last name and the time of departure at the attendance desk. If an authorized person is picking up your child, he/she must show a valid photo I.D. a valid driver’s license or state I.D. The authorized person must also sign your child out at the attendance desk.

It is our policy that no one under the age of 16 years shall be permitted to pick up any child.

## Special Circumstances

If there is a custodial parent this must be indicated on the enrollment form. The parent with custody is required to provide a notarized declaration of custody. This document will be kept in your child’s confidential file.

If there is ever a time when someone must pick up your child who is not an assigned authorized person to do so, we must receive a call from the parent/guardian prior to releasing the child. One of our staff may contact the parent/guardian after the initial call to validate the request.

## Visitor's Welcomed

All visitors to MileStone Lane are greeted and asked to state the nature of their visit. They are then required to sign in in the visitor's log. This is to ensure the safety of the children and staff. The Director will require a valid photo I.D. from all visitors.

Special Note: Depending on the nature of the visitor's business; not all visitors will be permitted in the classroom areas.

## Emergencies

Unfortunately emergencies do sometimes occur. Therefore, it is imperative that contact information remain current at all times. If there is a change in name, address, contact numbers, place of employment and/or authorized pick up persons, the change must be reported in writing to the Director in a timely manner.

Staff and children will participate in regular monthly emergency drills. This way in such case there is ever an actual emergency your child will know exactly where to go and what to do in a calm and orderly manner.

If an actual emergency should ever occur at MileStone Lane, you will be notified as soon as possible.

# Tuition and Fees

## Tuition

Tuition is due and paid on Mondays or on the first program day of your child's week. If your child does not attend for any reason, (illness, vacation or holiday) we require that tuition be paid in full prior to the child's absence. This will guarantee your child's space when returning.

## Payments/Payment Options

We offer 3 forms of payment, Chase QuickPay/Zelle, Venmo, or a check. We do not accept money orders.

Zelle and Venmo payment info is included in enrollment packet.

A late payment fee of \$25.00 will be applied to your account if tuition has not been received on Monday or your child's first scheduled program day. An additional \$10 per day fee will be charged for every day late after your child's first scheduled program day.

If you are having difficulties making your tuition payment on the scheduled tuition date, please talk to the Center's Director. If you are over 2 weeks overdue on payment or late fees, we reserve the right to suspend your service until balance is caught up.

Payment receipts will be made upon request.

Yearend statements and the MileStone Tax I.D. will be made available upon request.

- **For safety reasons, we do not accept cash/currency payments.**

## Returned Checks

In the event that a check is returned for insufficient funds, we will make attempts to collect from your bank account. This may result in additional bank fees charged to your account. There will be a \$30.00 returned check fee applied to your tuition account with any returned check for insufficient funds.

## Delinquent Accounts

A late payment fee of \$25.00 will be applied to your tuition account if payment has not been received on Monday or your child's first scheduled program day. A fee of \$10.00 per day will be added to your tuition account every day that your tuition falls past due. This charge will continue until your balance is paid in full or until arrangements have been made and approved by the Centers Director.

## Special Discounts

MileStone Lane offers a special discount to families who have more than one (1) child enrolled in a full-time program.

## Vacations

To better staff our center we ask that the Director be notified of vacation dates at least two (2) weeks in advance. Tuition will still be due when student is on vacation.

## Registration Fee

An annual non-refundable registration fee is due upon enrollment and at the beginning of each calendar year. The registration is due for both full-time and part-time programs.

## Late Pick Up Fee

Your commitment to picking your child up on time is another way to help your child feel secure while at MileStone Lane.

Licensing allows MileStone Lane to operate only within certain hours, after that time, a late pick-up fee of \$5.00 for every 15 minutes late will be charged.

If you are more than one (1) hour late past the 6:00 pm hour and if MileStone Lane is unable to contact you or an authorized pick-up person listed on your child's enrollment form, the law requires that we notify the local children's services agency to pick your child up for safe keeping.

## Leaving the program

If for any reason you choose to leave the program. We require a 2 week notice so we have time to fill your spot. You will be responsible for tuition on last 2 weeks whether your child is in attendance or not.

# Holidays & Emergency Closings

## Holidays

MileStone Lane is officially closed on the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- The Friday After Thanksgiving
- Christmas Day

If any of these holidays fall on a Saturday, MileStone Lane will be closed the Friday before. If any of the above holidays fall on a Sunday, MileStone Lane will be closed on the following Monday.

Early Dismissal will occur on the following days:

- Christmas Eve
- Good Friday

Our staff is required to complete a certain number of Continued Education Units, Trainings and/or InService hours each year. For this reason, MileStone lane reserves the right to close on the following days if Training and In-Service hours are needed to remain compliant:

- Columbus Day
- Presidents Day

In such case we elect to close on the above holidays; the closing will be posted two (2) weeks prior. Full tuition is due the weeks in which a holiday falls, as the staff receives Holiday Pay for the above holidays.

## Emergency Closing

In the event that MileStone Lane must close due to an environmental emergency, regular tuition is due unless otherwise communicated by the centers Director.

## Inclement Weather

On rare occasions it may be necessary to close due to poor/hazardous weather conditions. We will make every effort to open our doors at a reasonable time when and if inclement weather should occur.

If the circumstance dictates, closure will be announced along with surrounding area school closings on channel 10 News. On these rare occasions regular tuition is due.

## Health and Safety

A major responsibility of our staff is to ensure the health and safety of every child enrolled at MileStone Lane. Our staff views safety as a continuous improvement plan; anticipating possible hazards and taking precautionary and preventive measures.

## Illness

MileStone Lane is not licensed to care for children who are ill. If your child exhibits any of the following symptoms, he/she will not be permitted to attend. Please keep your child home until he/she is symptom free for a period of 24 hours.

- Temperature of at least 101 degrees Fahrenheit (100 degrees Fahrenheit if taken via non-contact thermometer) when in combination with any other sign or symptom of illness.
- Diarrhea (three or more abnormally, unexpectedly or unexplained loose stools within a twenty-four-hour period).
- Severe coughing, causing the child to become red or blue in the face or to make a whooping sound.
- Difficult or rapid breathing.
- Yellowish skin or eyes.
- Redness of the eye or eyelid, thick and purulent (pus) eye discharge, matted eyelashes, burning, itching or eye pain.
- Untreated infected skin patches, unusual spots, or rashes.
- Unusually dark urine and /or gray or white stool.
- Stiff neck with elevated temperature.
- Evidence of untreated lice, scabies, or other parasitic infestations.
- Sore throat or difficulty in swallowing.
- Vomiting more than one time or when accompanied by any other sign or symptom of illness.

We ask that you let us know right away if your child has been exposed to any communicable disease elsewhere. This way we are able to alert other parents that their child may have been exposed to a communicable disease. If your child becomes ill while at MileStone Lane, we will contact you immediately; arrangements must be made to pick your child up within 1 hour of being notified. A \$10.00 fee will be applied for every 15 minutes late past 1 hour. This is necessary to prevent the spreading of illnesses.

## Allergies

If your child has allergies, food, medication, seasonal or otherwise, please let the Director know upon enrollment so we can make the necessary arrangements.

Due to the high allergy rate to peanuts, MileStone Lane is a peanut free facility.

## Medications

Before any staff member at MileStone Lane can administer prescription or non-prescription medications to your child, you will be required to fill out a Request to Administer Medication form. The written request must be updated weekly for as long as your child is required to take the medication. When a prescription medication is necessary the required Request to Administer Medication form requires a signature from your child's pediatrician as well.

If your child has any health condition; a Health Care/Medical Plan signed by yourself, and your child's pediatrician is required and must be updated annually.

When sending a prescription or non-prescription medication to school, it must be in the original pharmacy or manufactured container along with your child's name, date, type of medication, dosage amount, time of dosage, route of medication, duration of medication regimen and side effects.

Please hand all medications directly to a teacher or to the Centers Director. Do not leave medications in diaper bags or book bags. It is a good idea to ask your child's pediatrician if the medication can be given before and after attending MileStone Lane to avoid bringing medications to school.

## Injuries and Accidents

As always, safety is a priority at MileStone Lane. However, accidents do sometimes occur as children begin to explore their environment and developing abilities. We take precautions to prevent injuries by ensuring that our building is safe, and all equipment meets every safety guideline. Our staff is cautious and mindful in order to prevent accidents and injuries. Children receive instruction on safe practices at MileStone Lane and are always directed away from unsafe behaviors.

Our staff at MileStone Lane views safety as a matter of continuous improvement. We are persistent in seeking input from parents, licensing authorities and other safety and child care professionals.

Even with safeguards in place, accidents and injuries still sometimes happen. If your child should have an accident or suffer a minor injury during their day we will administer basic first aid and you will be notified right away. If your child shall need non-emergency medical care we will contact you immediately so you may make arrangements for him/her to be seen by a physician. In the event of a medical emergency we will call 911 to transport your child to the hospital indicated on your child's Enrollment & Health Information and you will be notified immediately.

In accordance with state licensing regulations, if your child is involved in an incident, accident or injured while in attendance at MileStone Lane, you will be required to sign an Incident/Accident Report in acknowledgement; a copy will be made available to you and a copy will be kept in your child's confidential file.

## Child Abuse Reporting

All staff at MileStone Lane are mandated reporters of child abuse or suspicion of child abuse. If a staff member has a suspicion that a child is being abused or neglected, they must by law report their suspicions to the local children's services agency. The safety of all children placed in our care is always our primary concern.

# Spending Time Out Doors

## Out Door Play

At MileStone Lane outdoor play is an important part of your child's day. It is our policy, when weather permitting, (25 degrees to 90 degrees, taking in account; wind chill and heat index) that all children participate in outdoor activities on a daily basis. With this in mind we ask that you dress your child appropriately for the weather. Based on regulations, in the event of extreme temperatures, rain, ozone warning, etc. outdoor activities will be limited or canceled.

## Dressing for the Weather

While at MileStone Lane we encourage you to dress you children for messy fun! Our days are filled with all kinds of hands-on learning so please dress your child in simple, washable and comfortable clothing. Our classroom extends to the outdoor as well so please dress your child appropriately for the weather. (E.g. hats, mitten, snow hats and boots for winter outdoor play)

## Sunscreen

Our staff will apply sunscreen with your written permission and instruction. We ask that you supply the sunscreen for your child and label it with your child's first and last name.

# Diapering and Potty Training

## Diapering

It is required that you supply all diapers and wipes for your child. Our staff will notify you when your child's supply is running low. Children's diapers are changed every two (2) hours and as needed unless otherwise indicated on your child's Enrollment & Health Information.

## Potty Training

We look forward to working together when the time is right for potty training your toddler. We will support the potty-training process by creating a plan that is consistent and positive for your toddler; helping to reach the "Potty Trained Milestone".

At MileStone Lane we work as a team with you and your child as he/she nears the age of two. Potty Training will not be attempted on children less than 18 months of age. Diapering procedures are implemented when cleaning up a potty-training accident. You will be asked to supply extra clothing while your child is in the potty-training process.

# Nutrition

## Lunch/Dietary Policy

Meal time is a great time for your child to socialize with all their new friends. Please make sure to pack a well-balanced, nutritious lunch for your child that must include 4 food groups (Fruits, Vegetables, Grains, and Protein, milk will be provided), and that you have some sort of insulated lunch box with ice pack to keep anything that needs refrigerated safe to eat.

Families that are not packing the required food groups for their child will be contacted by the director to resolve the issue. This is a state requirement and any family not in compliance on multiple occasions could be subject to suspension or termination of contract with the center.

Please remember, MileStone lane is a peanut free facility, that includes peanut butter or anything else made with nuts, we appreciate your understanding in the importance of this matter.

Our center will provide milk, juice, and snacks throughout the morning and afternoon as needed.

In the event that you forget your child's lunch or have not provided sufficient food for the day, the center will supplement the child's meal for that day with food at the center.

## Baby Food / Formula

You are responsible for providing all infant foods and/or formula. All foods and prepared formula bottles must be clearly labeled with your infants first and last name along with the current date.



Breast milk must be clearly labeled with your infants first and last name, the current date and date the breast milk was expressed.

A reserve supply of commercially prepared formula clearly marked with your infants first and last name must be supplied and will be kept on hand in the infant room. The reserve supply of formula will be used only when an additional feeding is needed or when the daily supply has been depleted.

It is best to supply formula bottles that have been prepared and labeled at home. If you prefer that we prepare your infants formula bottles as needed, the powdered formula must be pre-measured and clearly labeled with your infants first and last name, the current date, the amount of pre-measured powdered formula in each container and instruction for mixing. A separate bottle must be supplied for each anticipated feeding as our infant room is not equipped for sanitizing bottles for re-use. Each bottle must be clearly labeled with your infants first and last name.

To prevent calls that may interrupt your busy day; please make certain that you supply enough prepared bottles for the duration of time your infant will be in our care.

## Special Occasions

On special occasions such as birthdays and holiday parties, treats may be brought in to be shared with your child's classmates but all foods brought in must be commercially prepared and packaged. Please check with your child's teacher to see if there are any children with food allergies that may need to be accommodated; keeping in mind that we are a peanut free facility.

## Food Allergies and Special Dietary Needs

All arrangements for special dietary needs must be discussed with the Director prior to enrollment to determine if your child's needs can be accommodated. In some cases a note from your child's pediatrician may be required.

## Family Communication

Open communication is imperative to ensuring that your child's experience at MileStone Lane is a positive experience. As part of our communication policy, we provide daily reports to parents of infants and toddlers and weekly reports to parents of preschoolers. Your child's report will be made available at the end of your child's program day. If your report is not available, inform the Director promptly and the report will be made available to you by the next business day.

## Conferences

If you would like to have a private conference about your child, please contact your child's teacher and request a time to meet. A one on one conference will ensure that you have the teacher's full attention, allowing you time to ask questions regarding your child's progress and/or discuss any concerns you may have without interruption.

## Parent Participation

Parents are encouraged to participate whenever possible in the activities at MileStone Lane. You may wish to attend field trips, class parties, special luncheons, or simply stop in to visit your child and join in all the fun. We also organize many community events for parents and children to attend throughout the year. This is another way to enhance that home to school/community connection.

## MSLWV.ORG

Our web site is designed to keep you in touch with staff, up dated on changes, up-coming events and informed on all the latest MileStone Lane news. Just go to [www.mslwv.org](http://www.mslwv.org) You may also contact the Director through our web-site.

# Personal Belongings

## Special Security Items

Many children need a security item from home to feel comfortable during our rest period. We encourage you to bring in your child's special item, keeping in mind that it needs to fit into your child's cubby for storage throughout the day. We also ask that you clearly label the item with your child's first and last name.

## Show and Tell

We encourage your child to participate in our special Show and Tell day. Just ask your child's teacher about our guidelines. In addition, we ask that you clearly label your child's Show and Tell item to avoid any loss.

## Field Trips

Field trips and special activities are wonderful additions to your child's experience at MileStone Lane. Prior to any field trip, we must have written parent authorization for a child to attend. Field Trip Authorization forms will be sent home one week prior to the planned trip. If your child arrives at MileStone Lane after his/her class has left, they may attend the class closest to his/her age group. An additional fee may be charged for field trips.

## Special Activities

Special activities, such as creative movement and tumbling class are always an exciting addition to your child's day. An additional fee may be required. Your Director will make information available to you in regards to specific activities and additional fee's.

There are no swimming or water activities at MileStone Lane.

# Positive Guidance

At MileStone Lane, physical punishment is never permitted on the premises by anyone. Behavioral expectations are consistent with the age and developing needs of the child. Redirecting children to more appropriate activities, acknowledging positive behaviors, teaching by example and helping children to understand logical consequences to their behaviors resolve most situations.

## Separation from the Situation / "Time Outs"

"Time Outs" are used only as a last resort. If Time Outs/ Separation from the Situation are used, the time out shall last no more than one minute for each year of age for the child. Example: if the child is three (3) years of age, the time out will last no longer than three (3) minutes.

When using developmentally appropriate Separation from the Situation/ "Time Outs"; our teachers will review the reason for the Separation from the Situation/ Time Out, with the child, before returning to classroom activities.

If you have any questions about our Child Guidance and Management policy, please feel free to speak to your Center's Director.

## When a Behavior Becomes Difficult to Manage

If a situation arises where a child is consistently endangering him/herself, peers or staff it may become necessary to end the Enrollment Agreement. Every attempt will be made to work together with the parent and the child to correct the difficult behavior. However, the safety of all the children in our care is always our primary concern.

If the child demonstrates behaviors that require frequent "extra attention" from a staff member, we may choose to develop and implement a Behavior Management Plan. This plan will be developed in consultation with the parents and will be consistent with licensing regulations.

## Code of Conduct

At MileStone Lane we practice a code of conduct that ensures you, your child, our staff and all others that enter our school experience a safe, welcoming and respectful environment.

Actions that demonstrate respect for others are always practiced by our staff and are expected at MileStone Lane. Behavior that is inappropriate, illegal, threatening or disrespectful in nature or language that is abusive is not tolerated by any persons. We have the right to refuse service without warning to anyone that violates our code of conduct.

## New Beginnings

### Your Child's First Day

We understand that your child's first day at MileStone Lane can be an emotional day for both you and your child. However, there are some positive steps you can take that will make your child's transition a great experience.

- Tell your child what to expect- new friends, fun activities, and a nice teacher.
- An early start will always make the morning run smoother and not feel rushed.
- Allow your child to bring a special security item.

After signing your child in, walk your child to his/her class and alert the teacher that your child has arrived. You are welcome to visit your child's class anytime, especially on that first morning. Stay as long as necessary for your child to feel secure and comfortable.

### Time to Adjust

We understand that your child's first day at MileStone Lane can be an anxious time for you as well. Please feel free to call your Center's Director throughout the day for updates on how your child is doing.

New situations affect every child differently. Most children need two to three weeks to fully adjust to their new surroundings and routine. The best way to help your child through the adjustment period is to show enthusiasm, encouragement, and patience.

## Information Required by Ohio Administrative Code

The center is licensed to operate legally by the Ohio Department of Job and Family Services. This license is posted in a noticeable place for review.

A toll-free telephone number is listed on the center's license and may be used to report a suspected violation of the licensing law or administrative rules. The licensing rules governing childcare are available for review at the center.

The administrator and each employee of the center is required, under Section 2151.421 of the Ohio Revised Code, to report their suspicions of child abuse or child neglect to the local public children's services agency.

Any parent of a child enrolled in the center shall be permitted unlimited access to the center during all hours of operation for the purpose of contacting their children, evaluating the care provided by the center or evaluating the premises. Upon entering the premises, the parent, or guardian shall notify the Administrator of his/her presence.

The administrator's hours of availability and child/staff ratios are posted in a noticeable place in the center for review.

The licensing record, including licensing inspection reports, complaint investigation reports, and evaluation forms from the building and fire departments, is available for review upon written request from the Ohio department of job and family services.

It is unlawful for the center to discriminate in the enrollment of children upon the basis of race, color, religion, sex or national origin or disability in violation of the Americans with Disabilities Act of 1990, 104 Stat. 32, 42 U.S.C. 12101 et seq.

For more information about childcare licensing requirements as well as how to apply for child care assistance, Medicaid health screenings and early intervention services for your child, please visit <http://jfs.ohio.gov/cdc/families.stm>

## Amendments:

### Amendment to the Handbook-Nutrition-August 3, 2017

#### Breast Feeding

At MileStone Lane we understand the importance of a working mother's choice to breastfeed. We are dedicated to supporting nursing mothers and their infants by offering a space to comfortably, quietly and privately nurse their infant enrolled in our program at any time throughout the workday.

At MileStone Lane, our Infant Room staff is trained to handle expressed breast milk and always follow the nursing mothers feeding schedules.

### Amendment to the Handbook-Injuries and Accidents- August 3, 2017

## **Transporting in a Medical Emergency**

It is our primary responsibility to ensure the safety and well-being of all children in our care. In the event that your child suffers a Medical Emergency we will call 911 to transport your child; at which time the hospital choice will be determined by the Emergency Medical Transport team and you will be notified of the transport immediately.

We reserve the right to deny enrollment if permission to transport in the event of an actual medical emergency is not granted and indicated on page 3 of 3 on the Child Enrollment and Health Information form.

## **Amendment to the Handbook- August 4, 2017**

### **Formal Assessments**

Ongoing Formative Assessments is a process used to identify children's developmental strengths, instructional needs, intervention needs and progress over time.

At MileStone Lane Early Learning Assessments (ELA) are completed in accordance with the schedule prescribed by the Ohio Department of Education, (ODE) or Ohio Department of Jobs and Family Services, (ODJFS). Results of assessments are shared with parents/guardian

### **Child Portfolios**

At MileStone Lane, our teachers keep a Portfolio on every child in their class beginning in the infant room and on through to Pre-K. Portfolios contain art, writings, anecdotal notes, and other work samplings reflecting their accomplishments towards significant goals. Portfolios can provide valuable evidence of a child's progress, accomplishments and support the instructional process. In addition, portfolios invite children to reflect on their progress and allow them to take pride in their accomplishments. Finally, portfolios provide parents with credible evidence of their child's achievements and progress.

## **Amendment to the Handbook-Health & Safety- August 8, 2017**

### **Immunizations**

To ensure the health and safety of every child enrolled at MileStone Lane, upon enrollment parents must provide a Medical Statement accompanied by a copy of the child's record of immunizations.

The child's pediatrician should review the child's immunization record against immunizations recommended by the Ohio Department of Health.

The center's director may waive the immunization requirements upon receipt of the parent/guardian's written objection for personal/religious convictions or a physician's written request for medical exemption.

If a child is exempted from receiving the recommended vaccinations, parents/guardians must be aware that in the event of a community outbreak, (example, a community outbreak of mumps) MileStone Lane reserves the right to exclude any unvaccinated child from our program until the outbreak is no longer a threat to the community.

If you have any questions or concerns regarding the center's immunization requirements, please refer to the center's director.

Parent Handbook Amendment  
Rule 5101:2-12-07  
July 27, 2018

### **Conflict Resolution Policy**

At MileStone Lane we strive to maintain an open line of communication, as this is vital to ensuring a positive experience for both parents and the children enrolled in our care. For this reason, we ask that if you should find yourself with a concern and/or complaint with the center or its policies or in a direct dispute with a center staff member; we ask that the concern and/or dispute be reported immediately to the Center's Director as every concern is very important to us.

Reporting concerns, complaints and/or disputes immediately to the center's Director ensures that every concern, complaint and/or dispute is followed through with and resolved in a timely and professional manner. Our goal is to be responsive to and examine every concern and/or dispute closely as part of the MileStone Lanes Continuous Improvement Plan.

If a situation should arise that leads to a concern and/or complaint with the center or its policies; the center's Director will discuss the specifics of the concern and/or complaint with you privately, document the complaint and/or concern and outline any applicable company policies. Our goal is to resolve concerns and/or complaints objectively and in a timely and professional manner.

If a circumstance should arise that leads to a direct dispute with a staff member the Director will be made available to mediate interaction between you and the staff member and/or discuss the specifics of the dispute with you privately. The dispute will be documented, and any applicable company policies will be outlined, handling any staff disciplinary measures when necessary. Our goal is to resolve any disputes impartially and in a timely and professional manner.

## **Notes:**



# MileStone Lane

*The Place for Early Childhood Education*

*Established 2005*

## **Westerville Center**

141 S. State Street  
Westerville, OH 43081  
614.865.4611



For More Information about Our Award Winning Programs

Visit our website at

**[www.MileStoneLane.com](http://www.MileStoneLane.com)**

