

Parent Information Handbook

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Welcome

Greetings and welcome to Milestones Preschool and Childcare Center! We look forward to getting to know you and your family and providing your child/children with a nurturing environment where they can grow and develop. We are currently a step 3 on the Quality Rating Improvement Scale through Quality for ME.

Philosophy

Our center philosophy is to create and maintain a safe, happy, and healthy environment, while meeting your child where they're at. We hope to support your child's physical, social and emotional growth and development throughout their first years of life; and onward up until they are school-aged. We strive to create stimulating, yet comfortable classrooms that encourage creative exploration. We are an advocate for all children of all abilities and hope to prepare them to face each day with confidence and the skills to be successful. Our developmentally appropriate curriculum is carried out by teachers that want to make a difference in the lives of the children we serve.

Parent/Teacher Partnership

We value the importance of building and maintaining positive parent/teacher partnerships. Our goal is to form relationships that develop through mutual respect, equality, and sensitivity. We will greet you at drop-off in the mornings and later in the day when you pick up your child. During this face-to-face time, we encourage parents to engage with us about their child's day and share any comments or concerns they may have. We post updates about your child throughout the day as they happen in real time via an app called Brightwheel. The app provides a summary of your child's day and we can even share photos and short videos. Parents and teachers can also communicate through a messaging feature in the app or are welcome to call the center. We offer Parent/Teacher conferences twice a year, although we are willing to meet with parents any time you feel it is necessary. Our objective for partnerships with parents is to encourage a feeling of belonging and to develop a sense of community that encompasses all children and families here at our center. Additionally, we complete yearly parent feedback surveys and highly encourage our parents/families to share their feedback with us!

Brightwheel

As mentioned above, we use a Brightwheel app designed for daycare centers to help streamline communication between parents and caregivers. Each new family must download Brightwheel as part of the enrollment process. Parents are able to sign their child in through the app at drop off and we will sign them out when you pick them up. Each diaper change for infants and toddlers is documented with a notation made whether they were "wet" or a had a "BM". When a bottle is offered/consumed it is time stamped and the number of ounces is recorded.

This app is our primary form of communication and is how we send out updates and other important information such upcoming events and closures. In your child's profile we'll need you to add their birthday, a photo, allergy info, your contact information and approved/emergency pick-up contact info as well. You will be issued a 4-digit code to sign in your child daily. You may change it in your profile later as long as it's not an existing code for another child at the center. When you come to drop-off your child, you will be handed a tablet (or you can use the QR scan on your own phone) and you will enter the code, answer some health screening questions, and sign your name to confirm your child's attendance for the day.

Our Center Goals

To help your children with the following:

- ⑩ Develop a sense of confidence, self-worth and personal identification
- ⑩ Feel safe and secure
- ⑩ Encourage growth in your child's social and emotional skills
- ⑩ Inspire children to be creative thinkers
- ⑩ To provide a clean and nurturing environment
- ⑩ Responsive Caregiving
- ⑩ Offer a large variety of developmentally appropriate learning experiences

Children's Bill of Rights

Children receiving childcare from childcare facilities have the following rights:

- Children must be free from emotional, physical and/or sexual abuse, neglect and exploitation
- Each child has the right to freedom from harmful actions or practices that are detrimental to the child's welfare, and to practices that are potentially harmful to the child
- Each child has a right to an environment that meets the health and safety standards in this rule
- Each child must be provided childcare services without discrimination to race, age, national origin, religion, disability, sex or family composition
- Children must be treated with dignity, consideration, and respect in full recognition of their individuality. This includes the use of developmentally appropriate practices by the childcare facility.
- Each child has the right to the implementation of any plan of service that has been developed for that child in conjunction with community or state agencies by the childcare facility
- Each child has the right to developmentally appropriate activities, materials, and equipment
- Children with disabilities have the right to reasonable modifications to childcare facility policies and practices

Mandatory report of suspected Child abuse and/or neglect.

Any Child Care Staff Member suspecting abuse and/or neglect must immediately report this information to Child Protective Intake, 1-800-452-1999, TTY 1-800-963-9490 which is staffed 24 hours a day, 7 days a week.

1. The Child Care Facility must maintain documentation, not maintained in the Child's record, that a report has been made.
2. All reporting of suspected Child abuse and/or neglect, and serious injuries of a Child who is under six months of age or otherwise non-ambulatory, must comply with 22 MRS §4011-A.

Children with Special Needs

At Milestones Preschool and Childcare Center, we maintain an open-door policy, and strive to be an advocate for all children. We will make every attempt to accommodate children that have special needs and/or developmental delays, although this is dependent on if we have the adequate resources available. We will work with parents, therapists, special services, and schools to help meet your child's developmental and emotional needs. In the event that our center is not an appropriate placement for your child, we will assist your family in seeking an alternative solution.

Non-Discrimination Policy

The Milestones Preschool and Child Care Center does not discriminate against age, sex, sexual orientation, disability, marital status, race, religion, color, citizenship, nationality or ethnic origin. If you have preferred pronouns, please let us know.

Program Descriptions

Milestones Preschool and Childcare Center provides developmentally appropriate programming for infants, toddlers, preschoolers, and before/after school aged children. We learn through a variety of methods including an academic classroom, as well as getting outside, being physical with our bodies, and using our hands and senses to inspire creative thinking and provide sensory experiences. While using MELDS and the Infant/Toddler MELDS as our guide, our classrooms incorporate the concept of an emergent curriculum which allows for curriculum flexibility. Emergent curriculum gives teachers the freedom to spend more time exploring particular topics depending on the needs and interests of the class. No matter the program, our group of caring and professional staff have many years of experience and education between us and are dedicated to the success and well-being of the children and families we serve. We provide care to children 6 weeks to 12 years of age and are licensed through the Maine Department of Health and Human Services for 127 children.

Upon enrollment we create a portfolio for your child that follows them from infancy-preschool. We include art projects, sensory experiences, anecdotal records (for the infant room) and assessments that are completed quarterly based on the Infant and Toddler MELDS/Preschool MELDS (Maine Early Learning and Development Standards).

Infant Care Program

Our infant room programming is for children aged 6 weeks-approximately 18 months. Babies over a year old can begin transitioning into the toddler program when they are showing signs of readiness (for example walking, self-feeding, less naps, etc.) We make these decisions on an individual basis and rely on a number of factors to determine when each child is developmentally ready. This program will entail:

- Responsive Caregiving
- Individual schedules based on baby's needs
- Your choice of iron-fortified formula provided for the first year
- All jarred food pouches/oatmeal/snacks provided once you introduce solids
- Open door policy for breast feeding (while following Covid protocols)
- Access to books and story time
- Music and singing
- Walks and outdoor time playground time when seasonally appropriate
- Daily disinfecting all toys and classroom equipment
- Regularly switching out toys that offer different texture/manipulatives/visual experiences
- Developmentally appropriate sensory experiences

Toddler Care Program

Our toddler care program is broken up into 2 age groups. The pre-toddler age group is approximately 18 months-2 years and the older toddler age is approximately 2-3. This program will entail:

- Responsive Caregiving
- Age-appropriate curriculum, utilizing weekly and monthly themes
- Designated areas for different learning centers and various activities
- Teacher and child-directed activities and play
- Outside time
- Music and Movement
- Circle Time
- Gross and fine motor activities
- Developmentally appropriate sensory experiences
- Language-based activities, including books and reading
- Daily disinfecting of all toys and classroom equipment

Preschool Program

Our undergraduate program starts at age 3 and children move into the preschool graduate program the year before they start kindergarten. This program will entail:

- An age-appropriate curriculum, based on our weekly and monthly themes
- Structured classroom, with multiple centers thoughtfully arranged to enhance your child's learning
- Teacher and child-directed activities and play
- Curriculum with hands on learning and cooking opportunities
- Curriculum that focuses areas of language, science, math, reading and social/emotional regulation strategies
- Educational field trips
- Music and Movement
- Open ended arts and crafts activities
- Outdoor play

Before and After Care Program

This program is for school-aged kids during the school year and summer vacation. This program will entail:

- Homework program (first 30 minutes after school)
- Age-appropriate toys and games
- Teacher and child directed activities and play
- Outside play
- Unlimited art area
- Field trips on school vacations

Summer Recreation Care Program

- Age-appropriate toys and games
- Unlimited art area
- Teacher and child directed activities and play
- Outside play
- Weekly field trips

Responsive Caregiving

At our center, we believe in the philosophy of responsive caregiving. Responsive caregiving is a term that refers to the ability of the caregiver to notice, understand and respond to a child's cues and signals in ways that help them get their needs met. We are constantly assessing our infant and toddlers to help keep them safe, comfortable and happy.

Each classroom has a schedule posted that is designed developmentally for that age range. that allows flexibility for daily transitions While each teacher has clear rules and classroom expectations children are provided choices, encouraged and mentored to problem solve

Emergent Curriculum, a Reggio Emilia Approach

Emergent curriculum is defined as a process where teachers plan activities and projects based on the specific group of children they are working with. Using the concepts of MELDS while also taking into account their skills, needs, and interests. In an emergent curriculum program, classrooms will look different because of the varying skills, interests, and needs of the children within those classrooms. A teacher takes into account all that she knows about individuals and the particular group of children she teaches and plans accordingly.

Electronic Policy

When it comes to the children in our care, we want them to connect to their imaginations and not their devices! Cell phones, iPads, tablets, etc. must remain at home. If your child needs any of these items for school, they can remain in their bag while they are here. While personal devices are not permitted, we do have a television (in each classroom with the exception of the infant room) and a game system for our school aged friends. Their usage is monitored with limited screen time and primarily used as a tool for music and movement. With minimal use of electronics, we hope to improve and encourage more positive social experiences and peer interactions.

Transitioning Children

Every classroom environment is unique, from the layout of the room to the style and personality of each teacher and the daily schedule. Our classrooms are designed for children by age range and social emotional/ developmental competency levels. We recognize that because every child is different, some children may need to stay longer in a certain classroom while it may be in the best interest of another student to transition early. Before your child transitions to a new classroom, we take many factors into consideration and create a plan of how we can best support them moving forward. Our goal is to ensure a smooth transition for each child by allowing them time to get to know their new teacher, become comfortable in the classroom and adjust to the schedule. Transition plans are based on each child's individualized needs which are determined by our classroom teachers and feedback from parents.

Hours of Operation

Milestones Preschool and Child Care Center is open Monday through Friday, with exceptions of holidays and listed days closed from 6:00am to 5:00pm.

There is a late fee of \$1.00 per minute past closing time. If you will be late to pick up your child, please notify the center so we know you are on your way.

Tuition and Fees

There will be a one-time registration fee due upon enrollment of \$250 per family. This will hold your child's slot(s) for up to three months (or longer for babies that haven't been born yet). The registration fee is non-refundable. Our center

depends on your prompt payment for a smooth operation. Payments are to be made on Monday at the beginning of the week for childcare. Regular payment and tuition are still due for all holiday closures, scheduled, unexpected, and weather-related closures.

Just a friendly reminder that tuition pays for your child's slot in their classroom and does not change based on their attendance. When care is terminated, we require a 2-week notice and full payment whether you choose to send your child for the remainder of their time here or not.

A \$250 annual fee is required prior to attendance for school-aged children that only attend during school vacations/summer vacations/snow closures/early release days.

Drop-off Policy

The center has a drop-off time which is by 9:30 am. Children arriving after that time is disruptive to their class, as well as affects our lunch and ratio counts. If a later drop off is needed due to an appointment, please call the center by 9:00 am or message via Brightwheel so your child is included in our ratio count for the day. Aside from the Infant Room and our School-Aged Program, we do not allow drop-offs during 11:45-2:45 as this is our center wide nap/rest time. In the event the center has a delayed opening, our drop-off time remains 9:30.

Vacation Policy

After your child has attended the center for one year, families that pay tuition are entitled to one free “vacation” week. Children are unable to attend for the week and no payment will be collected. Christmas/New Year’s break is excluded for use of a vacation week.

Holidays

When a holiday falls on a weekend the center will be closed either Monday or Friday. The dates we observe our Christmas/New Year break dates will be posted in January for the coming year. All dates will be sent out via Brightwheel. Full payment is required during holiday weeks. Milestones Preschool and Childcare Center will be closed for the following holidays:

- ⑩ January** -New Year's Day
 -Martin Luther King Jr. Day
- ⑩ February** - President's Day
- ⑩ April** - Patriot's Day
- ⑩ May** - Memorial Day
- ⑩ June-** Juneteenth
- ⑩ July** - Independence Day
- ⑩ September** - Labor Day
- ⑩ October** - Indigenous People Day
- ⑩ November** - Veteran's Day
 -Thanksgiving Day, and the day after Thanksgiving
- ⑩ December** – The week of Christmas-TBD yearly

Closure Policy

While we make every effort to provide you reliable childcare, we are also prepared for the possibility of unforeseen circumstances such as building malfunction, blown transformer, or car accident on 302 taking out power lines. In the event of a power outage or lack of running water, we will be forced to close. There may also be instances of a delayed opening, early release or we may feel it is the safest decision not to open at all for the day. If we lose power/water in the morning, we will be unable to take more students into the building-either

until the issue has been resolved or if we determine we'll be forced to close for the day. If any of the previously mentioned circumstances occur, we will send out a notification via Brightwheel and when possible (in cases of the center closing early) will also make attempts to notify the parents personally. Children will need to be picked up within the hour.

Winter Weather Closure

Let's face it, sometimes the weather in Maine can be less than desirable. Snow and ice can create hazardous conditions and it's our top priority to keep all of our children, families and staff safe. When we are aware a storm is coming, a decision to close will be made by the end of the day for the following morning to allow you time to make other arrangements for care. If a storm is projected to happen during the night/day and greatly affect the morning/afternoon commute we may choose to have a delayed opening or close early. PLEASE NOTE: In the event we have a delayed opening, our drop off cut off time will remain 9:30 so we can go on with our day as scheduled. We will send out a notification via Brightwheel and when possible (in cases of the center closing early) will also make attempts to notify the parents personally. Children will need to be picked up within the hour.

Teacher Training

Milestones Preschool and Childcare Center staff is dedicated to having a continued education and training in the early childhood field. We are working towards achieving a level 4 on the Quality Rating Improvement Scale through the Quality for ME initiative and also towards becoming NAEYC accredited. The National Association for the Education of Young Children (NAEYC) is a professional membership organization that works to promote high-quality early learning for all young children, birth through 8 by connecting early childhood practice, policy, and research. Each full-time staff member is required to complete a minimum of forty-five hours of training a year. Our licensing requires thirty and we require an additional fifteen hours on top of that.

The center will use 3 teacher workshop days throughout the year for training, staff meetings and professional development to allow employees to be able to attend courses, trainings and classes. At least two months' notice will be given for parents/families to make alternative arrangements for care. All normal weekly tuition will still be due.

Mandated Reporter Policy

All Milestones Preschool Staff are mandated reporters. A mandated reporter is someone in a profession that holds them legally liable to report any issues of abuse or neglect.

At any time, if there is a reasonable cause to suspect abuse or neglect of a child in our care, the providers and/or management at the center are required by law to report to the Department of Health and Human Services. Prior parental notification is not required.

Definition of a mandated reporter: An individual who holds a professional position, such as a childcare worker, that requires them to report to the appropriate state agency any suspected cases of child abuse and/or neglect.

Definition of Abuse: Cruelty inflicted upon a child, including mental, emotional, sexual, or physical harm.

Definition of Neglect: Willful lack of care and attention.

Confidentiality and State of Maine Licensing Regulations

All staff at Milestones Preschool and Childcare are to keep all children's files and personal information confidential, this includes behaviors, incidents and accidents. Personal information regarding your child should not be discussed outside the center and or with anyone other than their own parents, unless if a release has been signed for us to communicate with a provider. If a child bites or has an incident involving another child, we do **NOT** discuss or release the other involved child's name.

All information about children in our care; current/former or services provided to them, is to be kept confidential and shall not be disclosed. The only time you may disclose information regarding a child is upon written authorization of a child's legal guardian, except as otherwise specified by law.

Milestones follows the Department of Human Services rules and regulations guidelines for licensing children's daycare facilities. The center manual does not supersede licensing. It is the responsibility of each staff member to have basic knowledge and understanding of the licensing rules. A copy of licensing rules is kept on site at all times and is available for reference.

Illness Policy

We strongly advise all parents to find a back-up person/arrange alternate care in the event that your child isn't feeling well. Children who are feeling "under the weather" and cannot perform their daily routine, need and want their parent or guardian to soothe them, and give them the 1:1 care they require. While we understand the financial aspects of our parents needing to work, we also want to prevent further contagion. Again, in an effort to reduce the spread of any virus, it is our policy that children with ill/sick siblings will be excluded from programming, until 24 hours after the symptoms subside. For protection of all children and our staff, your child should be kept home if he/she (or any siblings) displays the following symptoms of illness:

- ⑩ **Temperature-** any child with an elevated fever high or higher than 100.4 degrees, will be excluded from programming for 24 hours of becoming fever free.
- ⑩ **Vomiting-** any child who is vomiting or has vomited will be excluded from programming for 24 hours vomit free.
- ⑩ **Diarrhea-** any child who is experiencing diarrhea and having three (loose and watery stools) over a period of several hours will be sent home and excluded from programming for 24 hours diarrhea free.
- ⑩ **Conjunctivitis-** any child who has conjunctivitis will be sent home until medication has been administered for at least 24 hours. If no medication is necessary, a doctor's note is required to return to programming.
- ⑩ **Strep Throat/Scarlet Fever-** any child who has either illness will be sent home until medication has been administered for at least 48 hours and no fever is present.
- ⑩ **Thrush-** any child who has thrush will be excluded from the center until on an antibiotic for 24 hours.
- ⑩ **Hand, Foot, and Mouth Disease-** can vary case to case depending on the age of the child. All children must be fever free without fluid filled blisters. The blisters must be dried/scabbed over with the absence of sores present in their mouth-unless if the child is older and we have determined past the stage of putting things in their mouth.
- ⑩ **Chickenpox-** any child who has this illness will have to be excluded from the center until they are fever free, and all chickenpox blisters have formed scabs, and are able to comfortably participate in all center activities.

IEP/IFSP Policy

We support Individualized Family Service Plans and Individualized Education Plans to the best of our ability in our classrooms. We can play a role in the meetings to share the classroom perspective/educational piece and also offer feedback on assessments we do here at the center, etc. We will make reasonable accommodations to support the success of our children and families here at Milestones.

Illness Pick-Up/Sibling Attendance Policy

In the event that your child is ill and needs to be picked up, we allow a one-hour window from the time you are notified. Unless otherwise indicated, all siblings of the sick child will be sent home as well to prevent contagion (this includes school-aged children). Children are still able to use school transportation to the center but will need someone here to meet them as they get off the bus. All children may return 24 hours after ill child is symptom free. Children experiencing symptoms due to a non-contagious illness will be allowed to return to our care with a doctor's note stating that they aren't contagious and have been cleared to return to daycare.

Child Guidance

At Milestones Preschool and Childcare Center, we have age-appropriate expectations of our children. We understand and appreciate that children are newly developing their social and emotional regulation skills. We believe in positive guidance, redirection, time to calm down and helping children choose other options verses a punishment. If a child is displaying an inappropriate behavior such as intentionally disrupting, injuring or showing aggression towards other classmates, a parent will be contacted. The Owner or Director will discuss what is appropriate for each individual child. In the case of your child being sent home, they need to be picked up within one hour of speaking with a parent or guardian.

Expulsion and Suspension Policy

While we make every effort to intervene via conversations, individualized plans and behavior reports, there is only so much we can allow in our group settings. We do not have the staffing for multiple situations that require 1:1 intervention. We have the right to exclude children from programming for safety issues, excessive inappropriate language and being physical/aggressive with peers and staff.

Injuries and Accidents

If your child sustains a minor injury while at the center, an accident report will be filled out by the teacher present at the time of the incident. The report will explain what happened, at what time and what first aid measures-if any-were given. For a more serious injury, or any injury involving a child's head, a phone call will be made to the parents so you can decide the appropriate measure to take. In the event a serious injury requires us to call emergency services, we will stay with your child in the ambulance/at the hospital until your arrival. Our center self-reports any events of child death or serious injury which requires medical care by a licensed medical professional to the Department of Health & Human Services.

Serious Injury and Child Death Reporting

If a medical emergency arises with a child, we will notify a parent immediately. If the emergency is life threatening to the child, necessary steps will be taken to put the child's safety first (calling 911, doctor, poison control, emergency transportation to the nearest hospital, etc.) and then parents will be notified. Maine Law requires childcare providers to report serious injuries that require medical treatment from a healthcare professional or emergency room, such as a broken bone or losing consciousness. I will document all accidents, serious injuries/death, or emergencies on the day of the occurrence and make the report available to parents and

legal guardians. A copy of the incident report must be signed by a parent and will be kept in the child's file. These situations will be reported to childcare licensing within 24 hours of occurrence.

Fire Drills

Milestones Preschool and Child Care Center practices monthly fire drills. All fire escape routes are posted in each classroom. Please remember to always keep your child's file up to date with all contact numbers, in the event of a true emergency.

Emergency Procedures and Relocation Information

In the event of an emergency, we have an emergency preparedness plan and agreement with our local school system to be bussed off the property to a safe location. Pick-up details would be disclosed to parents in an emergency message via our app. A copy of our plan can be printed upon request or you may review the plan at the program in our community folder.

Dispensing Medication

Mid-day medications may be administered by staff at the center (am/pm doses must be given at home). All medication needs to be in its' original labeled prescription box. Parents are required to fill out a medication log prior to the medication being dispensed. All medications need to be handed directly from the parent to the staff member and at no time should it be left in a child's bag or in a child's possession.

Children are not allowed to be dropped off with medication in their sippy cups or water bottles. For obvious reasons it would be impossible for us to ensure that the child finished the medication, and we can't risk another child consuming medication.

Documenting Allergy Information

Any information related to a child's allergies, ie., food allergies, asthma plans, etc. requires a doctor's note and is needs to be updated annually in your child's file.

Breakfast, Lunch and Snacks

We are affiliated with a federal food program. For our infant program we provide iron fortified formula and jarred food or pouches when they start solids. This food program gives us guidelines we follow to serve healthy meals and snacks with fresh fruits, veggies, and whole grains at every meal and snack. We provide breakfast, morning snack, lunch, as well as afternoon snack. We also provide milk with meals/snacks and water throughout the day. We are geared towards healthy eating, and family style dining. Our teachers engage with our students during mealtimes and often sit at the table with them. We are always encouraging and promoting new and different foods for our littles to experiment with and hope these healthy habits translate to less picky eaters as they grow!

5-2-1-0 Let's Go

We participate in a program called 5-2-1-0 Let's Go! This is a program that gives us guidelines to continue encouraging healthy choices at the daycare and also to help parents by providing information and skills that can be used at home as well. 5-2-1-0 Healthy Choices Count is an easy-to-use guide to encourage healthy eating and active living for children and families. 5-2-1-0 promotes the following daily recommendations:

5 or more servings of fruits and vegetables. A diet full of fruits and vegetables provides vitamins, minerals and nutrients. These are essential for supporting growth and development, as well as supporting building immunity.

2 hours or less of recreational screen time. Screen time includes time spent on TVs, computers, gaming consoles/handhelds, tablets and smartphones. It's important to limit the use of ALL screens for non-educational purposes.

1 hour or more of physical activity. 1 hour or more of physical activity. One hour of moderate physical activity means doing activities where you breathe hard, like fast walking, hiking or dancing.

0 Sugary drinks. The best drinks for kids are water and milk. Drink plenty of water throughout the day to keep your body running smoothly.

Since we participate in the food program, we do not allow sugary foods and drinks in the center as part of our regular programming. We do however, make exceptions for children's birthday parties and holiday class parties. We also allow 100% juice products, water, flavored water, milk and chocolate milk. "Milk" is considered cow's milk, oat milk, nut milk or Lactaid, not "chocolate drink" such as Yoo-hoo (or similar products). We do allow food items that we serve here, and if you have any questions or want a list of some approved items please don't hesitate to reach out.

Go NAPSACC

Each year we take part in an annual nutrition and physical self-assessment to survey to see how we rate and find places where we can improve.

Rest Periods

Per childcare licensing, children are required a minimum of one hour a day to rest and relax. We feel all children greatly benefit from this time downtime to recharge their batteries and help them through the remainder of their busy day. In the infant room we follow your baby's cues for tiredness and rest. Babies must be permitted to follow their own sleep and wake schedules throughout the day (per licensing). In our other classrooms (aside from the before/after program), our rest begins after lunch and ends by three. During this time, we try to create an environment conducive to rest and sleep. As much as possible, the classrooms are quiet with dimmed lighting and calming music. While we realize each child is different, most children aged 3-5 (prior to entering kindergarten) are still napping 1-2 hours a day. By 18 months we transition children from a crib/pack and play to a cot or mat. We ask for a blanket (after your child is one) and some parents like to provide a sheet for their child's mat although it's not required. Personal belongings will be sent home to be cleaned on Friday (and returned to the center on your child's next day of attendance).

Diaper Changes

All children that are in diapers or a pull-up will be changed every two hours unless they have a BM in between changes. All staff is required to wear gloves while they change each child. The changing station will be disinfected after every use.

Potty Training

We want to support our little friends that are showing signs of potty-training readiness. When you feel that your child is ready for potty training, we'd like to have a conversation with you about what that looks like at home and what their cues are. We will work with you to develop a plan for your child that we can follow here in our classrooms. In order to provide the most consistency for your child, please do not ask us to do what's not being

done at home. If a child is potty-training, it should be happening across environments. Potty training children should bring multiple pairs of underwear and an equal number of pants/shorts/leggings. A second pair of shoes or a pair of shoes that wash easily (such as Crocs or something similar) must also be provided.

Potty training children are considered to be potty training by initiating and/or verbally asking to use the potty. Potty-trained children are children that are having less than two accidents a day across environments. For sanitary reasons, pull-ups/diapers must be provided for children that still wet during nap time.

Field Trips

Throughout the year, we have variety of field trips for our preschool and school aged children. Parents are welcome to participate, but not it's not expected as we understand the complexities of work scheduling. Children will be transported by our staff. Any staff member transporting children is required to complete a transportation training yearly, is knowledgeable in car seat safety, and has a clean driving record. If a parent is uncomfortable with their child participating in a field trip, we completely understand. In this situation you will need to make other arrangements for care since their teachers will also be attending the field trip and unable to stay behind at the center. Parents are responsible for providing their child's car seat if they are in a five-point harness, you can bring your child's booster seat or use a booster that belongs to the daycare. All car seats must be clearly labeled.

Biting Policy

We recognize that some children may go through a biting phase. This phase more commonly begins at about fifteen to eighteen months old and can last until a child is three or older. There are many reasons young children bite; they may be unable to verbally communicate, having their personal space invaded, or unable to express their feelings or frustrations, which unfortunately can result in a bite. For some children it may be an outlet for sensory seeking behavior. Parents are informed if their child was bitten or if they bit another child, through our incident and accident reports. If you would like some more information on biting, the center has some printouts we can get for you at your request. Since it is an age-appropriate behavior we do not typically send kids home for biting.

Head Lice Policy

We are a lice and nit free center. We periodically do head checks and if a louse/nit are present, we will examine all of the kids' heads to prevent further cases. If your child has a louse or nit, they will be sent home. They may return when they are lice and nit free. For the next seven days providers will check your child's head at drop-off (while you wait) to ensure that there are no lice present.

Shared Playground Policy

When our classes go outside on the playground, there may be another classroom out at the same time. The ratio of each child's classroom will still be upheld on the playground, and we feel this is a great opportunity for kids to play and interact with a different selection of friends than those they share a majority of their day with. Max capacity on the playground is 60 children.

Water Play

We play with water here in the summer months, for fun, for sensory purposes and lastly to help keep us cool! We use water tables, sprinklers and splash pads.

Toy Policy

In order to prevent things from going missing or mixed up, we do not allow toys to be brought in from home. Please support us in reminding your child about this rule, it sets a negative tone for the day when we have to be the “bad guys” at the door first thing in the morning. In the preschool classes, there may be opportunities for “show-and-tell” but these are coordinated with your child’s teacher, will be arranged ahead of time and must remain in your child’s bag or cubby unless it’s time for them to share.

Parking Lot Safety

The parking lot can be very busy at times, we strongly encourage parents to hold their child’s hand when in the parking lot. Please be aware of other children, vehicles and your surroundings as you pull in and out of the center, especially as the season’s change and it gets dark so early!

We have a **ONE-WAY** entrance and exit system. Please enter the daycare through the front entrance and exit out the back. Exit either down the hill and around or to the right of the building out the back via the side street.

Bringing Your Child Prepared

All children must have at least one change of weather appropriate clothing in their cubby/backpack at all times. Any child that is in a diaper or a pull-up, must have a minimum of six diapers and half a package of wipes on hand. Parents should be given at least one day notice of their child being low on diapers/wipes. If you need more notice than this, please speak with your child’s teacher and make arrangements for a larger time frame. Infants need to have a change of clothes, diapers, wipes, breast milk (if they are breast fed) and a pacifier-if they use one. If you do use breast milk, all milk bags must be labeled with your child’s name. If your child is walking, it is a licensing requirement for shoes to be on their feet at all times. You are welcome to bring in slippers for inside if you/your child would prefer. Since outdoor playtime is such an important part of our program, please make sure your child has the appropriate clothing for all seasons. We plan to go outside daily but follow a weather guide from Maine childcare licensing that take the temperature, the wind, and the humidity all into consideration to help us determine days that may be too cold or hot.

In the winter your child needs to come daily with a snowsuit, boots, hat, and warm waterproof gloves/mittens. In the summer your child needs a bathing suit or extra change of clothes, including footwear that is ok to get wet, such as crocs or water shoes. These items are required to participate in our daily programming at the center.

Please write your child’s name or initials on ALL clothing items to help prevent mix-ups. In the winter especially with all the extra outdoor gear coming in it can be hard to keep track of things when several kiddos may have the same pattern/same colored items. Label, label, label!! While we do our best, we are not responsible for lost or missing items.

We get dirty here!! If we’re dirty that means we’re having fun!! We do art projects, sensory activities and eat several snacks and meals a day. Please do not send your child to daycare in clothing that they are unable to wear while participating in these activities.



Childcare Rates Effective March 30th, 2026

5 DAYS

3 DAYS

2 DAYS

Six weeks to 2.5 years old	\$355	\$275	\$225
2.5 to 3.5 years old	\$340	\$260	\$200
Preschool Program Songo Locks PM Preschool Raymond preschool before and aftercare Raymond preschool before care Raymond preschool after care	\$320 \$200 \$160 \$80 \$100	\$245 \$160 \$100 \$60 \$80	\$180 \$130 \$80 \$50 \$70
Before/After School Care AM PM	\$180 \$90 \$110	\$140 \$80 \$100	\$100 \$60 \$80
Summer and School Vacation Weeks	\$250	\$200	\$140

Additional School Aged Program Costs	Annual fee to secure enrollment for summer/school vacations & snow days \$250 \$250	No School/Snow Day No School/Snow Day +\$50 +\$50	Late Arrival/Early Release Late Arrival/Early Release +\$35 +\$35
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A standard 10% sibling discount will be applied to the oldest child's tuition
A standard 10% sibling discount will be applied to the oldest child's tuition

5% tuition increase will be applied annually (January 1st)
5% tuition increase will be applied annually (January 1st)

KEYS TO SUCCESSFUL DROPOFFS

- We have the toy policy and follow 5210 for a reason, to help our friends have a good day!! It can set them up for failure or a difficult drop off if they don't understand why they can have something in the car and then not bring it inside.
- Please don't put us in the position of having to the "bad" guys, it sets up a dynamic which can be damaging to our relationship with them.
- We encourage our parents to take as much time as they need prior to dropoff, however since we are also supervising other children in the classroom, when we come to the door, we need them to be ready to come inside. You're welcome to have more time if you need it, but we will return to our classrooms and you can just signal us when they're ready to come inside.
- Just a reminder that we are a locked facility, so even though we open the door, parents/family members are not allowed to come inside during pickups and drop-offs.

Parent/Family Resource Library

- **WIC Nutrition Program**-maine.gov (search WIC on search bar)
- **MaineCare**-maine.gov (Office of MaineCare Services/OMS)
- **Child Development Services**-maine.gov (Child Development Services/CDS)
- **Tri-County Mental Health Services**-tcmhs.org
- **5-2-1-0 Let's Go!**-mainehealth.org
- **Maine Roads to Quality**-mrtq.org info on free and reduced cost classes and trainings
- **Casco Public Library**-www.cascopubliclibrary.org
- **Bridgton Public Library**-www.bridgtonlibrary.org
- **Raymond Village Library**-www.raymondvillagelibrary.org
- **Play Warriors, Inc.**-playwarriorsinc.com for Play Therapy
- **Crooked River Counseling**-for substance abuse counseling
- **Maine 2-1-1** -dial 2-1-1 and speak with an operator about services you are looking for
- **North Bridgton Family Practice & Walk-in Clinic**-cmhc.org (207) 647-9021
- **Naples Family Practice**-cmhc.org (207) 693-6106
- **Food Assistance**-maine.gov-Cumberland County Food Assistance
- **Food Assistance**-extension.umaine.edu-Cooperative Extension in Cumberland County
- **Maine Parent Federation**-mpf.org provides information and training to parents of children with disabilities or special health care needs
- **Maine Early Childhood Consultation Partnership**-eccprogram.dhhs@maine.gov (207) 624-7900
- **Resource Development Center for Cumberland County-Child Care Connections** www.childcaremaine.org (207) 396-6566
- **Milestones Preschool and Childcare Website**-www.milestonesedu.net

We're excited to announce the launch of our Milestones Preschool and Childcare Community Facebook Page. At our parents' request, we have created a page for our parents and families to connect with each other outside of the daycare! We encourage all parents to be involved as much or as little as they'd like! We hope for it to be a resource where parents can ask for information, offer hand-me-downs and plan playdates! This is a private page for Milestones families only please request to join and an admin will accept within 24 hours. Click the link below to join ↓

<https://www.facebook.com/groups/550046331372136/about/>