



## Parent Handbook

*Welcome to our Candy Land Day Care Family! We look forward to getting to know you and your child.*

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Please read this book carefully and keep it on hand for future reference.  
If you have any questions please see me.  
(Last Updated 4/10/2025)

## **All Children**

### **Philosophy:**

Our goal at Candy Land is to provide a warm & loving home away from home. We provide a structured learning environment with a developmentally appropriate curriculum during our preschool hours and a safe place to play during regular day care hours. School age children are given the opportunity to explore group play, structured and non structured activities and independent play. We hope to increase self esteem, independence and confidence in every child. Your child will learn how to form friendships and develop a strong foundation to grow from both educationally and socially. Candy Land is Nationally Accredited and upholds the highest standards for child care.

### **Hours of Operation:**

6:30 am - 6:00 pm (weekdays) This may vary on need for child care.

### **Contracts:**

Contracts run from June to June. Summer contracts are available for School-age children and follow the West Seneca Public school calendar (end of June to beginning of September).

### **Payments:**

All Day Care payments are due by 12 pm on the last day of open business (usually Friday) prior to the week of care. Payments can be cash or check. There is an option to pay by credit card or direct withdrawal online. Checks are made payable to Candy Land Day Care. All payments will be accepted at office. Do not put any payments in child folders or book bags. If no one is in office to accept payment, checks can be placed in payment mailbox. Cash payments must be counted by a Candy Land Employee, placed in an envelope labeled with your name on it & co-signed by Candy Land staff and then placed in the payment mailbox. Receipts are e-mailed weekly.

### **Late Payments:**

A fee of \$25 will be added to your account if your payment is not paid in full by Tuesday morning. Your child will not be permitted to attend day care until your account (including late fees) is paid in full and you will continue to be charged for day care services. Continual late payments can result in day care termination. Refusal to pay for day care services & fees will result be prosecuted in a court of law. All court fees will be added to your account.

### **Late Pick Up:**

A fee of \$10 will be added to your account for the first 15 minutes you are late picking your child up from day care or for early drop off to day care unless prior arrangements have been made with office. This is payable before your child returns to day care. Weather conditions are always taken into consideration. Continual late pick ups can result in day care termination. Please be considerate and notify us if you are going to be later than your regular scheduled pick up time. This is also taken into consideration when late fees are being issued. When you are late, you will be asked to sign a late pick up paper verifying the time you arrived for your child.

**Returned Checks:**

A fee of \$35 is assessed for each returned check. All payments must be made in cash after the return of 2 checks. Any checks that a “stop payment” is made, will be assessed for \$75 plus any bank charges or over drafts I may incur from it.

**Security Deposit:**

A two-week security deposit is required upon enrollment of day care. Installments can be made but must be paid in full by the third month of enrollment. This will pay for the last two weeks of day care in your contract period. It may be carried over from contract to contract and must be updated as price increases occur. If your child does not attend day care to the completion of the contract, the deposit is non refundable. In the event that you choose to terminate your contract early, this deposit does not pay for the 2 weeks of day care required as your two-week notice.

**Termination of Day Care:**

A two-week trial period is given to all new children enrolled in day care. If in those two weeks you feel that day care is not in the best interest for your child, you may terminate the contract & your 2-week deposit will be returned. Two warning letters will be issued to you for any policy violations. The third letter will be a letter of termination without a refund of deposit. Children that exhibit continual aggressive behavior toward other children and/or staff will be terminated from day care unless the problem can be addressed and corrected in a timely fashion. Parents must be willing to work on this issue with day care and child. I have the right to terminate any day care contract at any time.

**Tax Information:**

Each family is allowed to claim child care expenses at the end of each year. A tax statement is issued to each family by January each year. In cases where both parents are not filing taxes together, the tax form will be made out to the parent paying for day care. If both parents pay for day care, the parent that signed the contract will be given the tax statement. Tax statements will be held until all day care payments for the year are paid in full.

**Erie County Day Care Assistance:**

County day care assistance is accepted as full payment for day care services. A \$100 deposit is required and must be paid by your child’s third week of enrollment. Each week your day care payment will be whatever the co-pay is as listed on your preapproval form from Erie County DSS regardless of holidays and closings. All other policies still apply to you including a 2-week day care termination notice. Failure to give a two-week notice will result in private day care charges for the 2 weeks to be added to your account. Failure to pay this will be prosecuted in a court of law.

Every year a recertification of eligibility is needed by the county and Candy Land. All recertification papers must be mailed by registered confirmation mail to ensure delivery and receipt by DSS. New approval letters must be submitted to me before the expiration date of the last or private charges of day care payments must be made. I strongly suggest that you call your case worker every day for two weeks prior to your recertification due date.

If your child is absent from day care, Erie County **will not** pay for the day. If your child has attended at least 30 hours throughout a week, then you will not be charged. Day Care assistance is for work purposes only. If you do not work on a given day, you **can not** bring your child to day care. Erie County Day Care **will not** pay for your day care and you will be privately charged.

It is your responsibility to notify DSS of any changes in your income or employment. Remember you signed a contract with them and with Candy Land.

**Release from Day Care:**

A child will only be released from day care to the parent/legal guardian and authorized persons. Written permission is required to release a child to someone other than those listed in your enrollment packet. Please include full name of person, relationship, date & time he/she will be picking your child up and that person's phone number. Instruct them on Candy Land policies. These persons must be at least 18 years of age with picture ID. No child will be released to anyone exhibiting drug or alcohol use. Unless you have official court documentation of legal custody papers, we are bound by law to release all children to both parents (married or unmarried). Such papers must be submitted ASAP.

**Parking:**

Please do not park in designated Tenant parking spaces (parking spots from the main door to the play yard). The parking lot is designed to enter only on Briarwood and exit only on Center Road.

**Conduct:**

Children and parents must conduct themselves in a considerate manner while on Candy Land property! Any problems with anyone should be brought to my attention immediately. No smoking, drugs or alcoholic beverages are permitted on day care property at all ever!

Please treat Candy Land Staff with respect. We put in a long and sometimes hard day at work just like you do. Feel free to bring all concerns to our attention in a polite manner.

**Shoe Removal:**

**Everyone** (children & parents) must remove shoes upon entering classrooms! All children must have slippers or clean indoor shoes to change into at day care. We need to maintain a safe clean environment for your children. Please inform anyone else that will be involved in your child's day care experience of this policy.

**Book Bags:**

Although book bags are not mandatory for preschool children, I do suggest your child bring one to "school". It makes them feel important and sometimes our art work doesn't always fit in a folder. It's also great for bringing "show & tell" back & forth. No plastic bags! No food! No coins! No Medications including, chap stick, lotion & diaper cream!

**Calendar:**

Every month a calendar is posted on our website [www.Candylandwny.com](http://www.Candylandwny.com). Here you will find a listing of our planned themes, theme days, and parties. Please read these.

**Parent Call Times:**

Parents are always welcome to call or drop by at any time during day care hours. The best time to actually speak with a staff member is before 9am and between 12:30pm-2:30pm. You may leave a message at any other time of day and someone will return your call ASAP.

**Arrival:**

Everyone entering the day care must ring bell and look into camera for entry. Please do not hold the door open for anyone. The door is kept locked for your child's safety. Remind your child to remove shoes upon entering, hang up his/her coat. A quick kiss good bye with a reassuring "I'll be back" is best especially for preschool children that are experiencing day care for the first time. If you should arrive during scheduled activities, please do so quickly and quietly as not to distract the other children.

**Meals:**

All meals are served according to CACFP guidelines. Each meal is generally "Child Friendly" and has a variety of foods to choose from. Each family must fill out a CACFP Income Eligibility form.

Meal Times (on average):

9:00am.... breakfast (7:30am for school age children during school calendar)

12pm..... lunch (later for early school dismissal days)

3 pm..... snack (at bus arrival for School age children)

NO GUM or HARD CANDY is allowed ever at Candy Land!

Parents are welcome to send in food for a birthday or holiday celebrations. Please do not send in food just for your child! No food is permitted in book bags ever.

**Attire:**

Play clothes should be worn each day! Your child will play hard and will probably get dirty! We use various types of art supplies and usually art smocks don't cover everything. **Velcro** sneakers are the only form of footwear acceptable for preschool children & socks must be worn daily. School age children that are fluent in tying laces may wear tie sneakers. Sandals, cowboy boots and dress shoes can be slippery & dangerous. Please make sure all clothing is weather appropriate.

Velcro boots, waterproof gloves, warm coats and hats are required for winter months. We supply all snow pants for preschool children but school age children should bring them in for outdoor play, you will be notified the night prior.

Bathing suit, towel, sun hat and one 8oz. bottle of sun screen (30SPF or higher) is needed for summer months. All parents must sign a permission form at enrollment for the application of sun screen to your child.

**Nap Time:**

All children are provided with a rest period or “nap time” after lunch (school age children excluded). Children must supply his/her own pillow, blanket & fitted sheet. Nap cots will be provided by Candy Land. No child shall be allowed to sleep past 2:30pm unless otherwise specified by parents. Children that are unable to remain reasonably quiet so others may rest may play quietly so not to disturb others. As per NYS OCFS regulations, PK nap waiver allows us to have less staff by 1 while all children are sleeping providing there is extra staff within the building. This helps to facilitate break relief for staff.

**Behavior Management:**

Each child and each situation is unique. Therefore, various forms of behavior management are used when dealing with undesirable behavior. Redirection and communication are the preferred methods but sometimes it is necessary for a child to be removed from the group until he/she regains composure. For older children, we prefer to use our “Peace” table where the children, with or without the intervention of staff, can resolve their issues. Corporal punishment or degrading reprimand are never used.

**Holiday Closings:**

Candy Land is closed without pay in observance of the following holidays: New Years Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day & Christmas Day. If any of these days fall on a weekend, Candy Land may close on the day before or after the holiday.

**Other Closings:**

Candy Land does not usually close other than the holidays listed above. However, All children should have emergency back- up child care for sickness and if there should ever be an emergency closure.

**Inclement Weather Closings:**

In the event of severe snow storm or other act of nature, you will be notified via Procure app. A decision of closure will be made by 5:30am each morning of ill weather. No reimbursements of pay is given for inclement weather.

If there is a driving Ban in West Seneca, it is detrimental to your child’s well being to place him/her in a vehicle, so...Candy Land is definitely closed!

**Emergency Evacuations:**

In the event that a community emergency evacuation is necessary at, you will be notified immediately where to pick your child up at. Your child will be well cared for and transported to the nearest safe location (Seneca Hose Fire Station unless we are directed elsewhere by officials).

**Fire Drills and Shelter in Place Drills:**

Fire drills are practiced at least once per month to ensure that both children and staff can react to a real fire appropriately. In the event of a real fire evacuation, you will be notified immediately. Our safe locations are Cash for Cans and Seneca Hose.

Shelter in Place drills are practiced twice a year. These drills are practiced in case there is an external emergency situation that prohibits anyone from entering or leaving the day care.

**Physicals:**

Children need an updated physical in order to attend day care. Please ask for a physical form when taking your child for a "Well visit". All school age children need an initial physical upon enrollment. Any child receiving immunizations between physicals must bring a physician note as they are received. Your doctor can write the immunization that was given (include date and type) on a script or a copy of an updated immunization record is acceptable. Any medical changes, contagious illness or allergic reactions must be reported to day care immediately! It is strongly recommended that all children have a Lead screening.

**Child Abuse:**

By NYS law all Child Care Providers are mandated child abuse reporters. If we suspect any form of child abuse, we must report it to Child Protective Services.

**Sick Days:**

You are responsible to pay for all days scheduled unless sick days are included in your contract. No sick days are offered to school age children.

**Ill at Day Care:**

In the event that your child becomes ill while at day care, you will be notified immediately. You must make arrangements to have your child taken home within the hour. Your child will be well cared for until someone comes for him/her.

In the event of a life threatening situation or severe illness, 911 will be called and your child will be transported via ambulance to the nearest health care facility.

Candy Land Staff is trained in CPR, First Aide and Medication Administration.

**Medications:**

Candy Land will not dispense medication to your child unless the physician states a specific time & that it must be given during day care hours. Most medications are 3 times a day... before day care, after day care & before bed. Some are even less.

If, however, your doctor insists the med be given at specific times or a child needs a PRN (Whenever necessary) med, follow the steps below.

1. Written permission from physician (with phone number) & parent written permission, name of Medication & why it is being given, time to be given, dose to be given, route to be given, and when it is to be started & discontinued. There are special forms available but a physicians script is acceptable as long as he includes all the information listed. Parents will sign designated form at day care when you drop off your child & the medication.

2. The med must come in original box with pharmacy label on box & bottle including the pharmacy name & phone number .
3. Med insert or pharmacy statement of adverse reactions, side effects, other drug interactions & other information (such as keep refrigerated, give with food or shake well) must accompany the medication.
4. A dosing spoon, cup or syringe (if liquid) with your child's name labeled on it. All parts of Nebulizers must also be labeled along with the date of first use of the tubing. Albuterol must come in original box & each ampule must be labeled with your child's name on it.
5. All PRN (as needed) meds (such as Benadryl, EpiPens and Albuterols) must have paper work updated every 6 months. Parents must notify us in writing & at the time of arrival the last time & dose that was given at home.
6. It is the parent's responsibility to provide us with a note stating any meds that your child is taking (even at home). You must still bring us a Pharmacy sheet on the med so we can observe your child for any side effects or adverse reactions during day care hours. There is an easy fill in the blank form for this purpose available on the bulletin board.
7. It is also the Parent's responsibility to remember to take the med home at pick up time unless you have another at home. Many Pharmacies will split the med into two bottles for you.
8. No medications can be kept in book bags or cubbies! All medications must be handed to a staff member. Chap stick must also be given to us with name label on it.
9. No cough drops ever due to choking hazard!
10. Any child needing long term medication (ex. Asthma, Diabetes) must also have a health care plan specific for your child. One will be made for your child at enrollment with the input of you and your physician.

Over the Counter diaper creams, teething remedies and such must have written instructions from parent. It must be in it's original container. Parent instructions must be consistent with packaged instructions.

If these steps are not followed, we can not give medication to your child. All staff has been trained on emergency medication administration. Please avoid bringing medications to day care unless absolutely necessary.



**Sick Policy** (see below):

Please read this carefully! It is strictly enforced. Although this policy is strict, it is in the best interest of all the children

Do not attempt to give your child Tylenol to reduce the fever and bring them to day care. The fever will more than likely return and kids tell all!!

If you are unsure if your child should attend day care, please call me before bringing him/her.

**Always remember to call or message us as soon as you know your child will not be attending day care due to illness or for any other reason.**

**Sick Policy**

*Children are children and we all know that children get sick! To decrease the spread of illness this policy is strictly enforced.*

1. Children must be afebrile (no fever) without Tylenol or Motrin for a 24 hour period before returning to day care.
2. Child must be free of diarrhea or vomiting for a 24 hour period and has eaten and retained a normal meal before returning to day care.
3. Any yellow/green nasal drainage lasting longer than 2 days must be seen by a physician before returning to daycare.
4. If your child has been exposed to a known source of COVID and exhibits ANY symptoms, your child must receive a negative PCR test before returning to day care. If the source of the COVID is within the household, or your child PCR is positive, your child may not return for 5 days and must be asymptomatic. A child with a persistent cough and/or chest congestion must be seen by a physician before returning to day care.
5. A child recovering from surgery must have written permission from physician stating that the child may participate in normal day care activities without restriction in order to return to day care.
6. No child with eye drainage or crusting is permitted to attend day care until seen by a physician. 24 hours of antibiotic eye drops (as per physician) must be given before the child may return to day care.
7. A child with any rash or viral infection may not return for to day care for 24 hours and until **all** lesions have scabbed over completely. Chicken pox and Hand-Foot-Mouth- usually 6 days.
8. Any rash of unknown origin must be seen by a physician before returning to day care.

9. Any open sores or wounds must be completely covered by a dressing and clothing at all times while at day care. A child that has mouth sores with drooling can not return until all sores are gone.

10. Strept throat infections require **48 hours** of antibiotics before the child may return to day care. If your child complains of Strept symptoms (sore throat, headache, &/or stomach ache, fruity breathe) he/she must have a throat culture that is negative in order to return to day care. No one can **see** or not see Strept with the naked eye!

11. Any child with Head Lice will be excluded from day care until a treatment is done and all lice and louse (eggs) are removed. The child must be checked by staff before returning so plan to arrive earlier than normal.

**A note from your physician does not supercede these policies.**

### **Infants (18mo & under)**

Please remember that your infant can sense a new environment than the one he/she is used to. Sleeping, eating and even pooping schedules may be different that the one at home.

#### **Nap Time:**

All infants are put to sleep, in a crib, on their backs with nothing in the crib. We do not use wedges or any other propping methods unless requested in writing by a physician. Your child is not permitted to sleep in a nip nap, carrier, swing or stroller unless you bring in a note from your physician stating that it is medically necessary. Please let us know when your child begins to turn over by himself. Once your child turns one they will sleep on a cot with your permission.

#### **Meals:**

Remember to update us on all food changes. Parents are responsible for bringing in pre-made bottles from home labeled with your child's first and last name. We always have powdered formula on hand in case of an emergency. We also have some jarred baby food but prefer to make fresh fruits and vegetables. Let us know when you introduce your child to new foods. Remember no more than one new food a day is recommended in case of a food allergy. We will only feed your child foods from our menu when you permit.

#### **Car Seat Carriers:**

We have very limited space. Please do not bring your cars seat carriers into the day care. If you can not leave it in your car, it can be stored in our foyer.

#### **Diapering:**

Parents are responsible for providing diapers and wipes. We check diapers at least every two hours and change them as needed. We will notify you when supplies such as diapers need to be replenished via Procure app.

**Teething:**

Teething medication must be labeled with your child's full name and given to provider. Please do not leave it in diaper bag. **(See instructions for Medications pg 8 and 9)**

**Activities:**

Physical, cognitive, social, emotional and language activities appropriate for your child's age are provided each day. Daily neighborhood stroller walks

*Please remember to inform us of any milestones your child may have accomplished at home such as first step, first word, crawling.*

**Preschool & Toddlers (2y/o-5y/o)****Preschool & Toddler Curriculums:**

Candy Land Preschool curriculum includes developmentally and age appropriate activities for children 2-5 years of age. Some daily scheduled activities include; art, music, dramatic play, exercise, poetry, baking, field trips, sensory play, books, computers, games, rest time, meal times, fun, fun, fun, socialization, exploration and independent activities as well. Sharing, manners, skills of using scissors, glue and paints, name & address recognition, letters, shapes & numbers, colors and independence are just some of the skills we work on.

**Needed Items from Home:**

All children attending day care must bring in a full change of clothes (shirt, pants, underwear, socks) in a zip lock bag, small pillow, blanket, a fitted sheet and art smock. These items can be kept in your cubby or brought each day in your book bag. It is the parent's responsibility to check for laundering, size and if they are still weather appropriate. If dirty clothes go home, please replace the next day with clean ones. Please label everything with your child's name!

**Folders:**

All children must bring in a folder each day labeled with his/her name on it. In it each day you will find your child's art work, scholastic book orders, and anything else we may need to send home to you. You, in turn, can send us notes, and such to us. I encourage parents to put **everything** in writing as sometimes 6:30am is too early and we can't always remember everything! Please do not put day care payments in the folder!

**Diapering:**

All diapers & wipes must be supplied by parents. We will notify you on the Procare app when we are low on supplies. We check and change (as needed) diapers every 2 hours.

**Potty Training:**

All potty training must start at home! Pull ups are recommended for day care when the child is still having a few accidents. Please send in many, many changes of clothes when they graduate to cloth underwear. No one-piece underwear or outfits and no suspenders! Keep clothes loose fitting so your child can pull them up & down with ease. Most children by the age of 3 are ready to start!

We are not (by law) permitted to wash any soiled clothing so please check your book bags as soon as you get home! We will bag soiled clothing & place them in your child's book bag. Remember to replenish your stock of extra clothes on your next scheduled day of day care.

**Preschool/Toddler Routine**

6:30am- 9am	Centers
9am	Breakfast
9:30	Circle time (calendar, weather, jobs, flag)
10am	Scheduled activities (art, music, learning activities)
11am	Outside play (weather permitting)
12pm	Lunch
12:45pm	Quiet Time
2:30	Wake up
3pm	snack
3:30-5:30	group play

**School Age Children (grades K & up)****School age Curriculum:**

Candy Land School age curriculum is also developmentally & age appropriate and it includes arts & crafts, sports, games, Spanish lessons, world exploration, theme days, aerobics, baking, music, dance, games, computers, video games, books, cultural diversity, socialization, independence & fun! The children help to plan our daily activities. Children also have more freedom to choose activities to participate in and less structure or teacher directed activities if they so wish.

**Activity Board:**

During school recess and holidays an activity board is used to list all planned activities for the school aged children. Children can view this throughout the day.

**Rules for Children:**

All school age children are responsible for their own actions. Respecting each other and Candy Land staff is a must! Any child exhibiting extreme or continual aggression will have day care terminated. Any and all rules must be followed or privileges will be taken away.

**Homework:**

A quiet place is usually available for children to do their homework. It is not the responsibility of the child care provider to “make” a child do homework. However, we are available to assist a child if he/she so wishes.

**Transportation:**

It is the parent’s responsibility to set up bus transportation to and from school. West Seneca bus transportation forms are available here. WS buses will pick up &/or drop off all West Seneca residents to and from Candy Land. The days of transportation must be consistent all 5 days of the week.

**School Closings, Half Days and Holidays:**

When school is closed for a holiday or recess you will get notified via Procure app to sign your child up for those dates. You will only be charged for what you sign up for. If you signed up for a day and do not attend, you will still be charged for that day.

**Absent From Day Care:**

When your child will not be present at Day Care you must notify us ASAP. You can call and leave a message, or notify us through the Procure app (preferred). If your child will not be getting off the bus as usual, you **must** notify us before the expected time of bus arrival each day. Failure to do this will result in a \$25 fee for each occurrence. We are responsible for your child at the time of bus drop off and we must know where your child is! This is a busy time of day for us, the bus garage and the schools and it can be very time consuming to track your child down if you do not call. Excessive occurrences will result in day care termination

**Damaged Items:**

If an item in the day care is broken by your child due to misuse or deliberate action it must be replaced with a like item. Accidents and normal wear are taken into consideration.

**School age Routine:**

6:30am-7:30am      quiet independent activities

7:30-8am           breakfast

8am-9am           Bus pick ups begin

3pm-5:30pm        Bus drop offs begin. Children are served snack & may participate in planned or independent activities.

\* During full days of day care, there are planned hourly activities for the children to choose from. Breakfast is served at 9am, Lunch at 12pm and afternoon snack at 3pm.

\* Cell phones are prohibited! All video games must be rated E for everyone!

