LITTLE FROGGIES CHILDCARE, LLC

"WHERE YOUR TADPOLES LEARN TO GROW"

Parent Handbook

Welcome!

We are thrilled to welcome you and your child(ren) to Little Froggies Childcare, LLC! Our team is committed to providing a safe, nurturing, and enriching environment for your family. This handbook serves as a guide to help you understand our values, policies, and procedures.

Vision Statement

At Little Froggies Childcare, LLC, our vision is to inspire and support every child's growth by fostering curiosity, building confidence, and nurturing kindness. We believe that every child is a unique individual with unlimited potential. Through play-based learning, meaningful relationships, and a strong sense of community, we aim to cultivate a lifelong love of learning.

We are committed to providing a secure, welcoming, and inclusive environment where all children feel valued, respected, and encouraged to explore the world around them. By embracing diversity and promoting empathy, we help children develop the social and emotional skills they need to thrive both in our care and beyond.

Philosophy

We believe that children learn best through play, exploration, and meaningful interactions. Our staff promotes cognitive, emotional, social, and physical development by guiding children through developmentally appropriate activities. We emphasize respect, empathy, and independence as essential components of early learning.

Licensing

Little Froggies Childcare, LLC, is a licensed childcare provider operating in accordance with the regulations established by the New York State Office of Children and Family Services (OCFS). Our facility meets all safety and staffing requirements mandated by the state. Licensing records are available upon request or online at the OCFS website.

The Office of Child and Family Resources
Rochester Regional Office
259 Monroe Avenue Rochester, NY 14607
Child Care Complaint Line: In NYS (toll-free): 800-732-5207
Licensor: Bernadette Kenyon 585-238-8174

Hours of Operation

Monday through Friday from 7am to 5pm.

Summer hours (July & August) Monday through Friday from 7:30am - 4:30pm.

The center doors will remain locked, except during drop-off from 7:00–8:30am and pick-up from 3:30–5:00pm. If you need to arrive outside of these times, please ring the bell located at the upper left corner of the main entrance and someone will come to let you in.

Location

Little Froggies Childcare, LLC is located on the 2nd floor of the Western Presbyterian Church at 101 East Main Street, Palmyra, NY 14522. Please park in the back parking lot, located off Church Street, and enter through the glass door. Immediately take the stairs to your right.

Admission Policy

Our Admission Policy is to ensure a fair and transparent process for enrolling children while maintaining a safe, inclusive, and nurturing environment that supports the developmental needs of every child.

Eligibility

- Children between the ages of 18 months to 12 years old are eligible for enrollment.
- Priority is given to siblings of currently enrolled children and returning families.
- All children must have up-to-date immunizations.

Required Documents: Upon acceptance, the following documents must be submitted.

- Child's current physical
- Up-to-date immunization records
- Emergency contact and authorized pick-up form
- Medical information form, including allergies or special needs
- Signed parent handbook acknowledgment
- Signed supervision policy acknowledgment
- Signed napping agreement

Waitlist Policy

- If no current openings are available, children may be placed on a waitlist.
- Waitlist priority is determined by application date, sibling status, and staff referrals.
- Families on the waitlist will be contacted as soon as space becomes available.

Withdrawal Policy

- A 2-week written notice is required for voluntary withdrawal.
- Tuition will be charged through the notice period, whether or not the child attends.
- In cases of involuntary withdrawal (e.g., behavioral concerns, unpaid fees), Little Froggies Childcare, LLC reserves the right to terminate enrollment with or without notice.

Daily Schedule

A daily schedule will be posted by each classroom door and followed in each classroom with the belief that consistency leads children to a feeling of security.

Guidance Policy

Our approach to guidance and discipline is based on positive reinforcement, redirection, and modeling appropriate behavior. We work closely with children to help them express emotions in healthy ways, develop problem-solving skills, and respect others and property. Teachers will establish clear behavioral expectations, consistently model respectful interactions, and encourage children to make thoughtful choices. They will also support children in learning how to express their emotions appropriately through language and constructive problem-solving. We believe that when children feel valued and confident, they are better equipped to develop self-regulation as they grow.

We do not use corporal punishment, threats, or any form of emotional or physical harm. If a child's behavior becomes consistently disruptive, we will collaborate with the family to develop a support plan.

Drop-Off and Pick-Up Procedures

- Children must be walked to their classroom by an authorized adult (18+) at drop off.
- Children must be picked up at their classroom by an authorized adult (18+) at pick up.
- Only individuals listed on the Emergency Contact/Pick-Up Authorization Form will be allowed to pick up your child.
- Photo ID is required until our staff is familiar with authorized individuals.
- Please drop your child off no later than 9am unless previously discussed.

    - Late arrivals can disrupt classroom routines, meals, and scheduled activities, so we appreciate your cooperation in helping the day begin smoothly for all children.
    - If you anticipate being late or have an exceptional circumstance, please notify us as soon as possible.
    - If your child is not present by 9am and we have not heard from you, we will assume your child will not be attending that day.
- If your child will be absent or late, please call or email us by 9 am at 315-502-0100 or littlefroggieschildcare@gmail.com.

From a child development and emotional well-being standpoint, drop-off should consist of no more than 5 minutes. Keeping drop-off to only a few minutes helps ease separation anxiety, builds trust and security, supports the daily routine, encourages independence, and minimizes disruption for the rest of the classroom.

Tips for a Smooth Drop-Off

- Create a consistent goodbye ritual (e.g., hug, high-five, “See you after snack!”).
- Keep your tone upbeat and positive.
- Trust the caregivers—they're trained to support your child through this transition.

Emergency Closings

In the event of inclement weather, power outages, or other emergencies:

- Families will be notified via email.
- We will also post updates on our social media and website.
- If the local school district closes, our facility may also close or delay opening.
- There are no tuition refunds for emergency closures.

Food Policy

At Little Froggies Childcare, LLC, we believe that parents know their child’s dietary needs best. Therefore, we ask that parents provide all meals, snacks, and beverages for their child(ren) each day.

Guidelines:

- Please pack breakfast (if your child will need to eat at the center), a morning snack, a **nutritious lunch**, and an afternoon snack for each day.
- All food must be sent in a **labeled** lunch box with your child’s name.
- Please pack a **labeled** water bottle each day.
- We do not provide refrigeration or reheating of food. Please use **insulated containers, ice packs, or thermoses** as needed.

A general timing for meals and snacks are below - this may be modified slightly depending on classroom schedules.

- Breakfast: 7 am - 8 am
- AM snack: 9 am - 9:30 am
- Lunch: 11:30 am - 12:15 pm
- PM snack: 2:45 pm - 3:45 pm

In the event a child forgets their lunch, we will have a supply of **pre-packaged backup** items available. These may include items such as Uncrustables, applesauce, carrots, yogurt and similar shelf-stable snacks. No food will be heated or prepared on site as they all will be grab and go items.

We strongly encourage families to pack enough food to last the entire day, including lunch and any snacks your child may need. Thank you for your cooperation!

A $10 fee will be added to your invoice for each day a lunch is not brought.

Financial Policies

Tuition:

- Tuition is due weekly on Fridays by 5pm for the following week.
- Payment is due regardless of your child's attendance.
- A $125 non-refundable monthly fee is required to hold a spot for your child in our program.
- A $125 monthly fee to hold your spot for the following school year is available for those families who do not need summer care (July & August only).
- A 10% discount for full-time siblings will be applied to your account weekly.
- Payments can be made via check, ACH, or credit card (3% fee will added for credit cards)
- There will be an extra charge of $25 for all returned checks.
- Tuition for the first week of care must be paid in full prior to your child's start date.

Late Fees:

- A $15 late fee is applied if payment is not received by Saturday at noon.
- If payment is not received by the following due date, and no payment arrangement has been made, your child will not be permitted to attend the center starting the following Monday.
- In cases where an outstanding balance remains unpaid, Little Froggies Childcare, LLC reserves the right to refer the account to a collection agency for further action.
- Pick-up after closing at 5pm (4:30pm for summer hours) incurs a $10 fee per 10-minute increment.

Registration:

- A non-refundable yearly registration fee of $25 per child is required.

Withdrawal:

- A two-week written notice is required to withdraw your child.
- Parents are billed for the two (2) week period following receipt of this written notice, even if the child does not attend our program.

Absences:

- Tuition is charged regardless of absences.

Holidays and Closures:

- Tuition is charged regardless of holidays or closures unless otherwise stated.
- Holidays and closures will be determined yearly and are subject to change.
- The center will be closed on the following days for the 2026-2027 school year:
    - Labor Day (9/7/26)
    - Columbus Day (10/12/26)
    - Veterans Day (11/11/26)
    - Thanksgiving (11/26/26)
    - The Friday following Thanksgiving (11/27/26)
    - Christmas Eve (12/24/26)
    - Christmas Day (12/25/26)
    - Martin Luther King Jr. Day (1/18/27)
    - Friday before Memorial Day (5/28/27)
    - Memorial Day (5/31/27)
    - Independence Day (7/5/27)
- The center will close at 3pm on Thanksgiving Eve (11/25/26)
- The center will be closed for the following weeks of the 2026-2027 school year:
    - Monday, December 28th, 2026 thru Friday, January 1st, 2027
    - Monday, February 15th thru Friday, February 19th, 2027
    - Monday, March 22nd thru Friday, March 26th, 2027
    - There is no tuition due for these weeks
- The center will be closed one week over the summer for the Western Presbyterian Church's Vacation Bible School.
    - Once the dates are announced for summer 2027, we will let you know
    - There is no tuition due for this week

Closures may change, and any updates will be communicated by email

Health Regulations and Illness Policy

Our program complies fully with the health and safety standards established by the New York State Office of Children and Family Services (OCFS) and the Department of Health. To ensure a safe environment for all, each child is required to have:

- A current annual physical examination
- Up-to-date immunization records on file before enrollment

Please note: In accordance with these regulations, Little Froggies Childcare, LLC **does not** accept religious exemptions for immunizations.

Daily Attendance and Illness

- If your child will be absent, please call or message the center by 9 am to notify staff. (315) 502-0100
- Children should not attend the center unless they are well enough to participate in outdoor play and all scheduled activities.

Illness During the Day

If a child becomes ill while at the center:

- Parents will be contacted and expected to pick up their child as soon as possible.
- The child will be cared for in a designated area, away from other children, until pickup.
- Staff will complete an Illness Report, and classroom teachers will document observations in the classroom's health binder.

Return to Care After Illness

A child who is sent home due to illness may return only when:

- They have been symptom-free for at least 24 hours.
- In cases of fever, the child's temperature must be normal for 12 hours without the use of fever-reducing medications such as Tylenol or Motrin.

Illnesses are outlined in our Health Guidelines Policy, which is located on our website, www.littlefroggieschildcare.com.

Child Abuse Reporting Policy

In accordance with New York State Social Services Law, all employees of Little Froggies Childcare, LLC are designated mandated reporters. This means that childcare staff are legally required to report any reasonable suspicion of child abuse or maltreatment to the appropriate authorities.

If an employee has reason to believe that a child may be the victim of abuse or neglect, a report must be made immediately, as required by law.

To report suspected child abuse or maltreatment, contact NYS Child Abuse Central Registry at 1-800-635-1522.

The safety and well-being of every child in our care is our highest priority, and we are committed to fulfilling our responsibilities under state law.

Evacuation Procedures

Fire drills will be conducted once per month. In the event of an evacuation, our designated meeting location is the Palmyra Village Park. If it becomes necessary to evacuate the entire premises, we will proceed to the Palmyra Village Hall located at 144 East Main Street. Families will be notified by email and, if possible, by phone.

Shelter-in-place drills will be conducted twice per year. During these drills, we will relocate to Fellowship Hall, located on the first level of the Western Presbyterian Church. Families will be informed of scheduled shelter-in-place drills in advance via email.

General Information

- A complete change of clothing, including socks and underwear, is required for each child. These items may be left in the child's cubby. All personal items should be **labeled** with the child's name.
- Except in the most inclement weather, state regulations require that children go outside each day. Please make sure your children are prepared for the weather. For safety, shoes with rubber soles and without open toes are required.
- Children should not bring toys from home except for a specific sharing day or with prior discussion with a classroom teacher.
- Please provide a small blanket for rest/naptime **labeled** with your child's name. The blanket needs to be taken home and washed each week.
- A permission form must be signed by parents before staff can apply sunscreen and other topical ointments. On hot summer days, hats need to be provided to be used for outside time.
- Families are responsible for providing diaper cream & sunscreen **labeled** with your child's name.
- Families are responsible for providing diapers/pulls ups if your child uses them. Please **label** the package with your child's name. Teachers will inform you when more are needed.

Contact Information

Little Froggies Childcare, LLC
Address: 101 East Main Street Palmyra, NY 14522
Phone: 315-502-0100
Email: littlefroggieschildcare@gmail.com
Website: littlefroggieschildcare.com
Co-owners: Teri Miller & Melissa Perry

We look forward to a joyful and collaborative journey with your family!