

M & M Extra-Care

A Before &
After School Program
Provided by
M & M Daycare, Inc.

Business Office:

47845 Denton Road

Belleville, MI 48111

mmextracare@gmail.com

www.mandmextracare.com

734-506-8239

PARENT HANDBOOK



Extra Care

Contact Us

If you need to speak to someone about billing, to make a payment, registration, schedule changes or other general information, please call our Main Office.

MAIN OFFICE

734-506-8239

SITE LEADERS

To reach someone from our program at your child's school during Before Care or After Care contact your School Site Below. Remember, the first priority of our site leaders is the safety and care of the children in our program. Please note that the Site Leader may often not be able to answer the phone right away, but she/he will respond to your call as soon as possible. If the call is urgent in matter, *you may leave a text message* so that the Site Leader may read your need instantly. Alternatively, you may also try the Main Office as we can try and track someone down as well.

The quickest and preferred way to reach someone at the school site is to send a MESSAGE using the Brightwheel Account messaging service.

To Send Absence Notifications or to Reserve Space (by 10 am for after-care) for Drop-In
Please indicate your child's full name when communicating an absence or reservation.

FORTIS M & M:

734-992-7441

GRAND RIVER M & M:

734-506-0539

SOUTH CANTON M & M:

734-506-0535

SOUTH POINTE M & M:

734-506-0537

WESTFIELD M & M:

734-655-0438

Program Goals and Mission Statement

Afterschool programs keep students safe, inspire them to learn, and give working parents peace of mind. They help children learn, grow, and reach their full potential, offering new learning opportunities that help students do better in school and in life.

M & M Extra Care enables parents who work the opportunity to choose these National Heritage Academies as their school. Consistency, dependability, organization, structure, cleanliness and efficient communication all help to provide a professional attitude within the business structure. Education of caregivers, certifications, seminars, publications and active membership in industry organizations are all keys to offering high quality in the childcare industry.

By always putting the child's value first, while respecting the parents' styles and philosophies, these will aid in keeping a strong and long-lasting parent/provider relationship.

Admission Requirements and Enrollment Procedures

Prior to enrollment the parents must provide the following:

- Paid non-refundable registration fee and completed registration form.

- Completed child information record

- Childcare contract

- Signed Forms: 1) Health Statement, 2) Playground Statement, 3) Notebook Notification Statement and 4) Information Packet Documentation

One week's notice, in writing, is required if the child is to be permanently removed from this program. One week's fee will be accepted in lieu of notice, and, in fact, will be due with notice of plans to discontinue enrollment. Utilizing the online [Schedule Change Form](#) meets this requirement. Failure to notify M & M of removal from program will result in a full week charge after the last date of attendance.

M & M Daycare reserves the right to discontinue childcare services to any child without notice if: i) the child(ren)'s continued participation in the program creates a direct threat to the safety of the child, other children or day care staff; or ii) if payment of child care or other fees is not made when due; or iii) if Parent(s) engage in inappropriate parent conduct.

Fees and Payment Plans

Registration Fee – A non-refundable, \$45 registration fee is required, for the first child per family, prior to each school year. Siblings pay \$25 registration fee.

Please refer to the current year [Rate Chart](#) to determine your weekly fees.

Fee Adjustment: M & M Daycare, Inc. reserves the right to adjust fees with a (30) day written notice.

Contracted Weekly Schedule – means you select a certain schedule that you stick to for your child to attend care. The benefits of a contracted schedule are that a place is saved for your child, and you realize a discounted rate.

Drop-in Clients pay a significantly higher daily rate than Contracted Daily or Weekly Clients. Payment for drop-in care is due when service is rendered. Openings for drop-in care are on a space-available basis and cannot be guaranteed.

Half-days of School: A Flat Rate for ½ days of school will be \$15 per child, in addition to regular fees. The flat rate for full-day care on in-service days* will be \$30, in addition to regular fees. Payment for extra care is due when service is rendered. Registration for in-service is required and the link to do so can be found on our website.

Late Pickup: Additional fees will be charged for children left in our care after the stated closing time. The current late pick-up fee is \$5 per 15 minutes. Parents who are late more than 3 times during the school year will be charged \$1 per minute late fee and are subject to suspension from program.

Fees are due in advance and payable no later than **Monday** of each week. A \$5.00 fee may be assessed **each week** if your account is not paid in full by Wednesday and your child may not be accepted until your fee is paid, except under special circumstances prearranged and agreed to by the director. All payments must be made online, using the Brightwheel billing platform. It is a secure online billing and childcare management program.

Fees for additional care and drop-in care, which will be provided on a space-available basis, are due when services are rendered.

Schedule Change: There is a One-Week minimum notice required for reduction or removal from program. Your first schedule change is free, subsequent changes result in a \$10 schedule change fee. Examples of schedule change would be from before and aftercare to just before care, or from M-F care to MWF care. Parents **MAY NOT** change a schedule simply to avoid paying for a paid holiday. Please utilize the schedule change form link on the Tools & Forms page of our website.

Vacation Charge: There is a One-Week minimum notice required for vacation rate. Client is billed 50% of contracted care or \$20 per student, whichever is less. Please utilize the schedule change form link on the Tools & Forms page of our website.

Nonpayment Suspension: Clients 2 Weeks or more past due shall be suspended from utilizing services until full payment is made. In addition, clients will be required to pay a \$25 per student reinstatement fee to return to care, depending on space availability.

Schedule/Hours of Operation

The Extra Care program will operate Monday through Friday from 6:30-8:15 AM and from 3:00-6:00 PM. Extra Care is open on all days that school is in session. If there is no school because of holidays and winter or spring breaks, there will be no Extra Care.

Regularly Scheduled Clients pay the same weekly rate, regardless of the school schedule, except the three full weeks of winter and spring break. *This policy allows us to give staff paid vacation days - something everyone appreciates for a job well done.*

If the school is closed due to situations beyond their control (for example: snow, ice, flood, electrical/heat difficulties, etc.) there will be No Care, however, you will still be charged for the day. (Our expenses still remain even if school is closed).

You will be charged for all days that you agree to have your child attend care. If your child does not attend due to extended illness or family emergency, you may submit a special circumstance schedule change form with a \$10 schedule change fee.

Absence Notification and Drop-In Reservation

If your child will be absent from aftercare, please MESSAGE your school Site Leader, using the Brightwheel messaging system, no later than one (1) hour prior to service, if your child is normally scheduled for that day.

To utilize Drop-In or additional service, please MESSAGE your school Site Leader by 10 am, using the Brightwheel messaging system, to make an aftercare reservation. If it is an emergency, please message us as soon as possible.

Contact numbers can be found on Page 1 of this Handbook as well as on the Contact Us Page found on our website.

Meals and Snacks

Simple Breakfast for before-school students and PM snacks for all after-school children are served each day at no additional charge.

Lunch is not provided; children should bring a sack lunch on the half-days of school or in-service days. A pizza lunch may be available for an additional charge.

Sample Daily Schedule (will vary by grade and site)

6:30 AM	Arrival; open-ended activities, group games and optional homework
7:00 AM	Light Breakfast Snack - Provided by M & M
8:00 AM	Before-School Student Dismissal
2:30 PM	Staff arrives, receives students upon dismissal
3:15 PM	Free Play / Outside play
3:45 PM	Bathroom Break, Wash Hands, Snack Time
4:00 PM	Mandatory Homework Time (those without homework may quietly read or do provided activity sheets).
4:45 PM	Group Games and Activities/ Art Projects/ Clubs
5:15 PM	Choice (open-ended) Activities
6:00 PM	M & M Extra Care closes for the day

Discipline Policy

A well-organized, well-supervised and stimulating atmosphere will be provided to minimize any need for discipline.

Positive methods of discipline that encourage self-control, self-direction, self esteem and cooperation shall be used.

If a discipline problem should arise involving a child, we will discuss the problem with the parents and staff and work out a solution together.

Corporal punishment of any type will not be used. All of the following means of punishment **shall be prohibited**:

- Hitting, spanking, shaking, biting, pinching, or inflicting other forms of corporal punishment.

- Restricting a child's movement by binding or tying him or her.

- Inflicting mental or emotional punishment, such as humiliating, shaming, or threatening a child.

- Depriving a child of meals, snacks, rest, or necessary toilet use.

- Excluding a child from outdoor play or other gross motor activities.

- Excluding a child from daily learning experiences.

- Confining a child in an enclosed area, such as a closet, locked room, box, or similar cubicle.

Privileges may be removed when certain expected behaviors are not followed.

Parent Notification

All communications will occur through the Brightwheel App messaging system. Parents are **required to create an account** and download the app to their mobile device for communication, sign-in and sign-out, in addition to billing and payments.

Accidents, Injuries and Incidents

Please refer to the following page for a list of procedures used regarding Incident and Accident reporting.

Illnesses

Brightwheel notifications will be sent out in the event a communicable disease has been reported (such as lice, scarlet fever, etc.).

Please make sure your contact information, including email address and cell phone number is updated at all times. Visit our website ([tools and payments page](#)) for quick links to update your information.

Parents may also update approved contacts and their own contact information by editing their profile within their Brightwheel account.

Procedures for Incident and Accident Reporting

Incident Example	Report in Brightwheel	Incident Report in Brightwheel	Note in Brightwheel	Call or BW Message Parent	Inform at Pickup
Child falls and cries; injury and first aid administered or any falls above ground	X	X		X	
Child falls and cries; no apparent injury (like a trip and no skinned body parts)	X				
Child is hurt; <u>minor</u> injury visible (bump, cut, scrape)	X	X			X
Child is hurt; severe injury visible (any bleeding, intense pain) or ANY injury to the head/face	X	X		X	
Choking (Heimlich maneuver/first aid administered)	X	X		X	
Fell off the play set, hits head, first aid administered	X	X		X	
Fighting - physical, injury or not	X		X		X
Fighting with words, hurt feelings, no injury	X				Maybe
If a child is hit by an object, no apparent injury	X	For some			X
If a child uses bad language or calls another child a name (bullying)	X	Possibly (victim)	X		X
If any first aid is given. (Ice packs, bandages etc.)	X	X			X
Nose Bleed	X	X		Possibly	X
Vomiting	X			X	
When a child hits or injures another child	X	(Victim)	(Hitter)	Possibly	X
Fire and/or building evacuation	X	DHS Report		X	
Severe Injury requiring ambulance, hospital, doctor visit, etc.	X	DHS Report		X	
Terror Threat (lock-down)	X	DHS Report		X	

Health Policies and Procedures

Symptoms Requiring Removal of a Child from the Child Care Setting:

- Fever - at or greater than 101 degrees
- Vomiting
- Body rash with fever.
- Eye discharge – thick mucus or pus draining from the eye, or pink eye.
- Yellowish skin or eyes.
- Head lice or other communicable illness/disease.

First Aid Procedures

A complete first aid kit, ice packs, and emergency numbers will be kept on the premises. Parents will be notified of all accidents and a record of injuries that require first aid will be kept on each child.

Medical Emergencies (unconsciousness, severe bleeding, etc.)

Immediate first aid will be given. An ambulance will be called, and the recommendations of the paramedics followed. Parents will be notified as soon as possible. Parents are responsible for any expenses incurred as a result of emergency room care, ambulance, etc.

Medication Management

Medication, including prescription drugs, over-the-counter drugs, or individual special medical procedures, will be given or applied only with prior written permission from Parent (using online [Medication Permission Form](#)). Prescription medication shall have the pharmacy label indicating the physician's name, child's name, instructions, and name and strength of the medication and shall be given in accordance with those instructions. M & M Daycare will not honor any instruction that contradicts the instructions given by the physician (for prescription drugs) or stated on the label (for over-the-counter drugs).

M & M Daycare or caregiver will maintain a record as to the time and amount of any medication given or applied.

The medication shall be in the original container, stored according to the instructions, and clearly labeled for the specific child. The M & M Daycare/caregiver will keep the medication out of the reach of children and will return the medication to Parent or destroy it when no longer needed.

Child Release Policy

As a condition of providing childcare services, Parent must supply the names of at least two individuals to whom M & M Daycare may release the child in the event of an emergency.

Parent or Guardian MUST sign their student(s) out using the Brightwheel app. Students may not dismiss him/herself from the school or playground.

M & M Daycare will not release the child until the parent has communicated through their account on Brightwheel. This ensures the safety of the student.

If an individual is unknown to M & M Daycare, the individual will be required to show positive identification in the form of a valid Michigan Driver's License, before the child will be released.

Parents must be aware that employees of M & M Daycare are not properly trained to make assessments relating to intoxication or other impairment and therefore assumes no responsibility to assess the competency or condition of any authorized individual appearing to pick up the child.

Inappropriate Parent Conduct

Parents must be aware that adults serve as role models for children. Additionally, M & M Daycare, Inc. is responsible for protecting the children in care, and for providing a safe workplace for staff members. Therefore, it is critical that, while on program property, each Parent conduct himself or herself in a professional and rational behavior at all times. M & M Daycare reserves the right to immediately terminate the childcare contract if the Parent behaves inappropriately.

The following actions are grounds for immediate dismissal (please note, however, that this is not an exhaustive list of inappropriate behaviors).

- Acts of violence, including assault and battery;
- Harassment of or threats against the staff, other persons or children;
- Possession of illegal substances or firearms;
- Verbal or physical abuse of any child;
- Profanity; or Indecent exposure.

Miscellaneous Information

Parents have free access to all areas of the program that are used by their children.

No smoking or vaping is allowed on the school grounds at any time.

We are required by law to report any suspected child abuse or neglect.

This Program Handbook contains the policies and procedures of M & M Extra Care. It is meant to serve as a reference guide. It is not meant to cover every aspect of the childcare program or every situation, which might arise. Parents should be free to contact the Director with questions concerning the contents of this Handbook.

We reserve the unilateral right to add, delete or amend the policies and procedures in this Handbook upon thirty (30) days written notice to parents.

This Handbook is the exclusive property of M & M Daycare, Inc. and is intended for the exclusive use of the parents/guardians of enrolled children. This Handbook may not be copied or distributed to any third party without the express written permission of M & M Daycare, Inc.

M & M Daycare will maintain and conduct all practices relating to enrollment, discipline, and all other terms and benefits of childcare services provided in a manner which does not discriminate against any child, parent or family on the basis of race, color, religion, national origin, sex or handicap.

Each child has a right to confidentiality. All information pertaining to children in the program, including all reports, records, and data are confidential and used for internal purposes only. Information pertaining to children enrolled in the program will not be released to third parties without the express written permission of Parent, unless required by statute, court order or licensing mandate.