



Welcome to

OVER THE RAINBOW

Learning Center

Parent Handbook

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Section 1- Welcome to Over the Rainbow

A. Welcome

Welcome to Over the Rainbow!

Choosing a childcare center for your child is one of the most important decisions you will make. We are honored that you have chosen Over the Rainbow and are committed to providing the highest quality program for you and your child.

At Over the Rainbow, we are dedicated to providing a strong, safe foundation for every child in our care. We believe that children thrive in environments where they feel safe, supported, and loved, and that this sense of security is the key to fostering a lifelong love of learning.

Founded in 2012 in Hamden, CT, and expanded to Cheshire in 2014, Over the Rainbow provides high-quality care for children ages 6 weeks through school age. Our centers are licensed by the State of Connecticut and operate with structured classroom schedules and high standards tailored to each age group. These structures ensure that children experience consistency, growth, and developmentally appropriate learning every day.

Our mission is to provide a safe, developmentally appropriate environment that supports each child's natural curiosity and desire to become a lifelong learner. We incorporate our core values into everything we do:

- **Family** – Building strong partnerships with our families
- **Excellence** – Holding ourselves to the highest standards in care and education
- **Fun** – Creating joyful and engaging learning experiences
- **Kindness** – Fostering respect, empathy, and positive relationships

As the Owner of Over the Rainbow, I am deeply committed to the field of early childhood education. I hold a Master's degree in Early Childhood Education and spent six years teaching kindergarten before following my passion to open my own school.

Our team of dedicated and caring educators works each day to create a meaningful, enriching experience for every child and family we serve. We strive to ensure that your child feels valued, supported, and excited to learn.

As you continue through this handbook, you will learn more about our mission, philosophy, and the standards that guide our program. We are confident that this information will give you a clear understanding of our commitment to excellence.

We look forward to partnering with you to provide the best possible experience for your child.

Warm regards,

Jaime Tessman, Owner

Please feel free to contact me with any questions, concerns, or suggestions.

(info@overtherainbowkids.com) or your center's director at

Executive Director: executivedirector@overtherainbowkids.com

Regional Director: regional@overtherainbowkids.com

Cheshire Center: director.cheshire@overtherainbowkids.com

Hamden Center: hamden2@overtherainbowkids.com

B. Mission

Over the Rainbow Learning Center exists to provide a safe, developmentally appropriate environment for infants, toddlers, and preschool children. Our focus is to provide a stimulating early care and education experience which promotes each child's social/emotional, physical and cognitive development. Our goal is to support children's desire to be life-long learners.

C. Philosophy

At Over the Rainbow we strive to provide high quality child care in a warm, home-like atmosphere where children feel loved and secure. OTR is a place where children learn and grow through hands-on, developmentally appropriate activities. Our curriculum focuses on the whole child and includes activities such as music, dance, art, science, math, language arts, and outdoor play. It is a place where children's basic needs are met in a safe, happy, clean and attractive atmosphere.

D. Core Values

- **Family-** creating a welcoming community where families are respected, supported, and truly feel like partners in their child's care and development.
- **Fun-** essential to learning. We believe children learn best through play, exploration, and joyful experiences that spark curiosity and creativity.
- **Kindness-** is at the heart of our interactions, as we model empathy, respect, and compassion for one another every day.
- **Excellence-** drives us to maintain high standards in our teaching, communication, and care, ensuring that every child receives the very best start possible.

The following information has been compiled to familiarize you with the policies and procedures, daily routines, and educational activities of our program. Please read this handbook carefully and feel free to ask questions about any material that may be unclear to you.

Section 2-Curriculum

Our curriculum is based on the Connecticut Early Learning and Development Standards. These standards serve as the foundation for supporting ALL young children in Connecticut, no matter where they live, play and learn. The CT ELDS are statements of what children from birth to age five should know and be able to do across the earliest years of development.

The learning progressions within the Connecticut Early Learning and Development Standards promote:

- Equality for all children, through the setting of high, but appropriate, expectations
- High-quality early learning experiences, by providing clear goals and trajectories of learning
- Provision of individual support based on each child's growth and development
- Families' understanding of what their children are learning and how they can support them
- Teachers' understanding of age-appropriate content and approaches to children's learning
- Communication across sectors, based upon these common goals for children

Teachers plan curriculum based on weekly themes. However, if the children are engaged and show a deeper interest in a theme, the teachers will extend their learning experiences. Some themes may last one week; some may last longer.

While planning, teachers consider the ranges of development within each group and include activities for children at all levels of learning. Our goal is to always support, encourage and build upon each child's learning, never to frustrate.

Our program addresses the needs of the whole child, taking into account all of their developmental needs: physical, social, emotional, and cognitive. We feel that a program that addresses only the cognitive or academic needs of children cannot prepare them with all of the skills they will need for life.

Section 3-Enrollment/Financial Policies

A. Admission/Enrollment

Before the first day of attendance, the following forms must be completed and returned to the Director. NO EXCEPTIONS!!! The forms are as follows: Application, Emergency Release, Tuition Agreement, Evacuation, Behavior Management, Medical/Immunization Record, Parent Code of Conduct and Parent's Handbook Acknowledgment form.

Physical Examination - The Connecticut State Department of Health requires that each child admitted to the Center be examined by a licensed physician and have a signed certificate indicating the date of the exam. Yearly updates on exams are needed for all children, as well as documentation of updated immunizations.

In the enrollment packet, parents will be asked to fill out the Emergency/Alternate Pick-up section. Parents are encouraged to include any and all persons who, in the course of events, may at one time be asked to pick-up their child. In an emergency situation, the child's parents will be called first. If they cannot be reached, staff will call the persons listed on this form until someone can be reached.

Should the staff contact a parent and the parent is unable to pick up the child, it is then the responsibility of the parent to arrange for their child to be picked up by someone on the emergency list.

The persons on the Emergency/Alternate pick-up form will be required to provide a photo ID prior to OTR releasing the child. There will be no exceptions to this rule.

All changes and/or additions to the Emergency/Alternate Pick-up form must be made in writing and be dated and signed. Only custodial parents have the right to make changes or additions to this form.

B. Parent Onboarding

As your family joins the OTR community, we look forward to supporting your child's transition into their new classroom. To help them feel comfortable with their teachers, peers, and environment, an orientation visit is required prior to their first day. This visit will help build familiarity, ease any anxieties, and set the stage for a successful start.

Mandatory Pre-Start Visit Includes:

- A classroom visit with your child to meet their teacher and peers
- Meeting with your Director to go over important policies and procedures about our center
- Time for parents to ask questions and discuss their child's needs with staff

Your participation in this visit is essential and helps us create a warm and supportive beginning for your child.

There is no tuition due for this visit.

C. Center Hours

Cheshire Location:	Monday-Friday	6:30 a.m.-6:00 p.m.
Hamden Location:	Monday-Friday	6:30 a.m.-6:00 p.m.

Your specific hours will be outlined in your childcare agreement. We require two weeks' notice if you need to change your contracted hours or days.

Understand in the event if you change hours or add days from your child's schedule, the weekly payment will be adjusted and a new tuition agreement will need to be signed.

In cases of emergencies, which may hinder you from picking your child up on time, we would appreciate a phone call. Please also try to let us know in advance if you need to drop off earlier than your normal drop-off time so that child/staff ratios are maintained at all times.

D. Brightwheel (parent app)

OTR utilizes a Free App called Brightwheel. This App allows teachers to summarize your child's day and keep you informed of eating habits, sleeping habits, diaper changing, potty training, daily activities, special interests and supplies needed. This app is also used to check your child in and out during drop off and pick up. Our parent app also allows our parents to view their accounts and message teachers and management. Open communication is very important between staff and

parents. If at any time you have questions or concerns, please do not hesitate to speak up. Your child's experience is at its best when we can discuss issues openly. However, please remember that our teachers' main priority is the care and education of each child. They may not always be able to message back immediately. For any communication that is urgent please call the center.

E. Behavior Expectations & Guidance Policy

Over the Rainbow is committed to providing a safe, nurturing, and developmentally appropriate environment. Following guidance from the Connecticut Office of Early Childhood, we focus on positive guidance, teaching, and prevention rather than punishment. Our goal is always to support children within our program whenever safely possible.

Children are expected to engage in safe and respectful behavior appropriate to their developmental level. This includes:

- Using safe hands and bodies
- Respecting peers, staff, and classroom materials
- Following classroom routines and directions
- Remaining with their group in a safe manner

The following behaviors may require additional support and intervention:

- Physical aggression (e.g., hitting, kicking, biting)
- Verbal aggression or threats
- Throwing objects or damaging materials and property
- Repeated disruption of the classroom environment
- Use of inappropriate language
- Attempting to leave the classroom or playground unsafely

In alignment with Connecticut licensing requirements, OTR uses developmentally appropriate guidance strategies and a progressive support process:

- Redirection, modeling, and teaching appropriate behaviors
- Adjustment of the environment or routine to support success
- Ongoing observation and documentation of behavior
- Communication with parents/guardians regarding concerns
- Parent conference(s) to discuss strategies and next steps
- Development of a written **Behavior Support Plan** when appropriate
- Referral to community resources or specialists with family consent

OTR does not use corporal punishment, humiliation, or withholding of basic needs, in accordance with Connecticut regulations, OTR recognizes that children develop at different rates and may have individual needs. Consistent with the Americans with Disabilities Act and Connecticut OEC expectations, OTR will:

- Conduct individualized assessments of behavior concerns
- Work collaboratively with families and, when appropriate, outside professionals

- Implement reasonable modifications to support a child's participation

OTR will make reasonable efforts to support each child. However, we may determine that continued enrollment is not appropriate if:

- A child poses a direct threat to the safety of themselves or others, or
- The level of care required would fundamentally alter the program or exceed staffing capabilities permitted by licensing regulations

Family engagement is a critical component of a child's success. Parents/guardians are expected to:

- Participate in meetings and planning when requested
- Support agreed-upon strategies at home
- Maintain open, respectful communication

Lack of participation in agreed-upon support plans may impact continued enrollment.

Immediate Pick-Up Policy

Parents/guardians may be required to pick up their child if:

- The child's behavior presents a safety risk, or
- The child is unable to safely remain in the group setting

This decision is made in accordance with maintaining safe staff-to-child ratios and the well-being of all children. **Tuition is not prorated or refunded** for early pick-up due to behavioral concerns.

Dismissal of a Child

While OTR prioritizes supporting each child's success, dismissal may occur if:

- Behavior does not improve despite documented interventions
- A child presents an ongoing safety risk
- Family cooperation is not maintained
- The program cannot meet the child's needs within licensing requirements

Dismissal Process

Except in cases involving immediate safety concerns, OTR will typically follow a progressive process:

1. Documentation of concerns
2. Parent conference(s)
3. Behavior Support Plan Implementation
4. Final written notice

Immediate dismissal may occur if a serious safety risk is present. All decisions are made consistently and without discrimination, in alignment with state and federal requirements. **Tuition remains due**

through the child's final enrolled week. **Security deposits and prepaid tuition are non-refundable, including in cases of dismissal.**

Family Dismissal

(Please refer to our Parent Code of Conduct- this must be signed by both parents)

Adults shall model exemplary behavior for children. A childcare center is an environment that must be appropriate for children in all areas and at all times. This includes classrooms, playgrounds, hallways, and parking lots. The following are examples of unacceptable behavior and/or actions:

- In order to promote wellness, health and safety- drugs and alcohol are not permitted on OTR property
- Parents, guardians, and authorized pick up persons must not arrive at the center smelling of marijuana or any other substance that may cause concern for the well-being of children and staff. Repeated incidences may result in further action including but not limited to a meeting with management and possible termination of services
- Profanity, speaking or behaving aggressively, in a threatening manner or inappropriately to any employee, child or fellow client is not permitted. OTR reserves the right to judge whether an adult is exhibiting rage, anger, or appearing emotionally unstable.
- The family is not meeting their tuition obligation
- The family is not compliant with Over the Rainbow's policies and procedures
- Repeated late pick-ups
- Breach of our Confidentiality Policy
- Any reason deemed necessary by management for the goodwill and safe operation of the center

If an adult or any family member exhibits unacceptable behavior, the entire family may be immediately dismissed. The Security deposit and payment for the current week on your account will be forfeited.

F. Summer Camp

Summer Camp is an extension of our program and is **mandatory** for our Preschool, Pre-K, and our Toddler classrooms. A one-time, non-refundable fee will be due in the month of April. This fee helps offset the cost of vendors, special activities, and additional supplies.

Our summer program is filled with engaging experiences, including themed activities, arts and crafts, special vendors, and water play. Water play will occur throughout the summer and may include, but is not limited to, water tables both inside and outside of the classroom, as well as outdoor sprinkler activities.

To ensure your child is comfortable and prepared, please provide a bathing suit during the summer months. Additionally, water shoes are required for all water play activities to promote safety.

G. Inclement Weather Days

In consideration of the needs of our working families, we take great efforts to remain open under almost all situations. However, on occasion, we have to give in to the weather or some other emergency.

The center will generally remain open on inclement weather days. When the center must close or open late due to snow or inclement weather, parents will be notified by Channel 8 WTNH, Channel 3 WFSB, and through our parent communication app (Brightwheel) before 6 am. If the center needs to close early because of inclement weather, you will be notified as soon as possible. If the parent(s) cannot be reached, the person listed on the emergency list will be contacted to pick up your child.

There is no credit given for vacations, scheduled school holidays, child illness, or for closing due to emergencies or inclement weather.

H. Tuition, Payments, and Security Deposits

Each family's tuition rate, schedule, and contracted days of attendance are outlined in the Child Care Enrollment Contract, which serves as a binding agreement between the family and the center.

Tuition is due weekly, in advance, on Monday of the current week, regardless of attendance. This includes absences due to illness, vacation, holidays, inclement weather, or any unforeseen closures.

We utilize an automated tuition and fee payment system to support timely and consistent payments. Tuition will be automatically drafted each Monday using your selected payment method:

- ACH (bank account): No additional fee
- Credit Card: Subject to a 2.75% processing fee
- Cash Payments: Accepted with a 2% discount, provided payment is made in full prior to Monday
- A valid payment method must be kept on file at all times.

Failure to make payment as scheduled will result in a \$40 late fee and/or interruption of services.

To secure enrollment, families are required to submit the following prior to their child's start date:

- A \$150 non-refundable registration fee per child (not including siblings)
- An additional \$50 non-refundable registration fee for each additional sibling
- A security deposit equal to one week's tuition

The security deposit will be applied to your child's final week of care, provided that the center receives at least two (2) weeks' written notice of withdrawal. If proper notice is not given, the security deposit will be forfeited.

If a child is withdrawn and later re-enrolled, a new registration fee and security deposit will be required. If there are changes to your child's contracted schedule or tuition rate, the security deposit will be adjusted accordingly.

An annual re-registration fee of \$75 per child will be charged on August 1st of each year, regardless of enrollment date, along with an updated enrollment application. Tuition reserves your child's space, staffing, and program resources. Therefore, full tuition is required regardless of attendance.

In accordance with program structure and consistency expectations, children must be enrolled for a minimum of two (2) days per week.

The center reserves the right to modify tuition rates and/or policies. Families will be provided with a minimum of thirty (30) days' written notice of any changes, in accordance with state expectations.

We value open communication and partnership with our families. If you have any questions regarding tuition or billing, we encourage you to reach out to the administrative team at any time.

I. Financial Assistance

We accept Care-4-Kids childcare subsidies. Parents of a subsidized child must complete all required paperwork on time. Parents of subsidized children are also required to sign a fee agreement, agreeing to be personally responsible for the payment of tuition until C4K sends over the approved certificate and in the event they become ineligible to receive childcare subsidies or their subsidy is modified. Parents are responsible for the difference between our tuition and the amount paid by Care-4-Kids.

J. Late Fees

Tuition is due on Monday of the current week. A late fee of \$40 will be added to any account if payment is not received by Tuesday 5 pm. Tuition, including all late fees, must be paid before Wednesday or care will no longer be provided. **NO EXCEPTIONS!** If more than 5 payments are returned, at the discretion of the owner, payments may be continued on a **cash only** basis.

At Over the Rainbow, we understand that unexpected delays can happen. However, to ensure a smooth and respectful environment for both our families and staff, we kindly ask that all children are picked up on time. Our center closes promptly at 6:00 P.M. Staff members have personal and family commitments after closing, and we appreciate your cooperation in honoring this schedule. If you arrive after 6:00 PM, a late fee of \$30.00 per 15-minute interval, or any portion thereof, will be applied to your account. If late pick-ups occur on a frequent basis, we will work with you to find a solution. However, continued tardiness may result in dismissal from the program.

Thank you for your understanding and partnership in helping us create a respectful and supportive environment for everyone.

K. Discounts

Over the Rainbow offers a multiple child discount for one or more siblings simultaneously enrolled during the same school year. The discount applies to the tuition of all related children in a household. We also offer a 10% discount for military (active or inactive), a 5% career discount for teachers, firemen, policemen, and Yale University. Only one discount can be applied per family.

L. Holiday

We will be closed on the following holidays and staff training days(**):

New Year's Day

Martin Luther King Jr. Day**

Good Friday

Memorial Day

Juneteenth**

Fourth of July

Labor Day

Veteran's Day**

Day before Thanksgiving close at 3pm

Thanksgiving and the day after

Christmas Eve

Christmas Day and the day after

If any of the holidays fall on Saturday, the center will be closed on Friday, and if the holiday falls on Sunday, the center will be closed on Monday. Parents are responsible for payment of these holidays or the center closing due to weather or circumstances beyond our control.

M. Notification of Withdrawal and Non-Payment

Parents may terminate enrollment by providing a minimum of two weeks' written notice to the office. Additional notice, when possible, is greatly appreciated as it allows us to plan staffing and classroom transitions effectively.

Absences exceeding one week without communication or tuition payment may result in automatic withdrawal, unless prior arrangements have been made with the office.

In the event of withdrawal due to non-payment, re-enrollment will require payment of all outstanding tuition, applicable late fees, and a new registration fee. This ensures fairness in holding classroom placements and maintaining consistent operations.

Our goal is to provide a safe, supportive, and structured environment for all children. We reserve the right to evaluate whether our program continues to meet the needs of each child and family.

Termination of care may occur for the following reasons:

- Nonpayment of tuition or fees
- Repeated failure to follow policies outlined in this handbook
- Behavior that poses a safety concern or significantly disrupts the classroom environment
- Conduct by a parent, guardian, or family member that is disrespectful, threatening, or undermines program policies

Examples may include:

- Ongoing behavioral challenges that impact the safety or well-being of other children
- Persistent biting or harmful behaviors that cannot be safely managed within group care
- Destructive actions or inappropriate language after intervention efforts
- Misuse or repeated disregard of center policies

Whenever possible, we will work collaboratively with families to address concerns prior to termination. However, if a child's safety or the safety of others is at risk, immediate termination may be necessary.

In most cases, two weeks' notice will be provided if withdrawal of care is required.

Please refer to Dismissal Guidelines (page 7) for additional details.

Section 4-Confidentiality Statement

At Over the Rainbow, we are committed to protecting the privacy and dignity of every child and family. We recognize that families entrust us with sensitive and personal information, and we take that responsibility seriously.

All information regarding children and families is kept strictly confidential and is only shared with staff members on a “need-to-know” basis to ensure the safety, care, and well-being of each child.

This includes, but is not limited to:

- Personal identifying information (names, addresses, phone numbers)
- Health and medical information
- Developmental or behavioral information
- Family or financial information

Staff are strictly prohibited from discussing any child or family with other parents or individuals outside the program.

What This Means for Families

Families may occasionally observe behaviors or situations involving other children in the program. Out of respect for privacy, our staff cannot discuss or disclose any information regarding another child.

If you have concerns, we encourage you to speak directly with the Center Director, who can address your concerns appropriately while maintaining confidentiality.

We also ask that all families respect the privacy of others by refraining from discussing other children or families within the center community.

Confidentiality Violations

Maintaining confidentiality is essential to creating a safe, respectful, and trusting environment.

Any staff member who violates this policy will be subject to disciplinary action in accordance with company standards.

Families who repeatedly disregard confidentiality expectations or engage in behavior that compromises the privacy of others may be subject to further action, including possible termination of enrollment.

Photography & Media

Photos, videos, or recordings of children may only be used for program-related purposes and require prior written consent from families.

Staff are prohibited from using or sharing any images of children for personal use, including on social media.

Section 5-Program Overview/Classroom Procedures

A. Arrival & Departure

All children must be brought into the Center by an adult each day and will only be released to an authorized adult.

Anyone picking up late will be assessed an additional charge of \$30.00 per 15 minutes or any portion of. This additional charge will be placed on your account.

Please inform our staff of any pertinent information when you drop off your child (ex: medicine given, woke up early, last feeding, etc.) At pick up time, feel free to come into the classroom and talk to the teachers briefly about your child's day.

Children must be signed in and out daily using the Brightwheel app, as required by Connecticut state regulations.

Children are not allowed to go home with anyone other than a parent, guardian, or designated person on the release form. If someone other than the usual pick-up person is going to take your child home, please provide the office with a written note which includes the pick-up person's name so that we can compare it to their identification. A photo ID (driver's license) is required prior to any child being allowed to leave the Center with anyone that we are unfamiliar with.

Should a person arrive to pick up, who appears to be under the influence of drugs or alcohol, staff will not allow the release of the child and may have no recourse but to contact the police. This is for the child's safety. At no time should anyone and/or their belongings enter the building smelling like marijuana.

NO CHILD WILL EVER BE ALLOWED TO LEAVE THE CENTER WITH ANY PERSON NOT AUTHORIZED BY THE PARENT.

Please notify us by 9:00 am, or earlier if possible, if your child will not be coming for the day or will be arriving late. If your child needs to be picked up early for a doctor's appointment, etc., please let us know in the morning or call ahead so that we may have your child ready.

To ensure your child receives the full benefit of our program, we ask that all children arrive at the center by 9:30 AM each day. Our curriculum begins promptly in the morning and includes structured learning experiences, group activities, and social interactions that are an important part of your child's development. Arriving after this time may cause your child to miss key parts of the day that support their learning, routine, and connection with their peers. If your child will be arriving after 9:30 AM due to a doctor's appointment or another planned reason, we require advance notification. This allows our staff to properly prepare for your child's arrival and maintain appropriate classroom ratios and transitions. We appreciate your partnership in helping us provide a consistent, engaging, and meaningful experience for all children.

It is normal for some children to have difficulty separating from their parents when being dropped off. We find that it is best to be very brief at drop off time, the longer you prolong the departure, the harder it gets.

B. Attendance and Appointments

Please inform us as soon as possible if your child will be absent, arriving early, or staying late. This will allow us to adequately staff and prepare for children's activities. If your child is ill, we request that you notify the center director not only of the absence, but also of the nature of the illness. This enables our faculty to keep track of any illnesses, which may occur at our school. This information will only be shared with staff on a "need to know" basis. If your child has a communicable illness, we ask that you share the diagnosis with the Center Director, so that the parents of the children in the

school may be notified that a communicable illness is present. Once again, only the communicable illness information will be shared. OTR will take all measures necessary to protect your child's confidentiality.

To ensure a calm and restful environment for all children we ask that drop off and pick up do not occur during rest time 12-2. Interruptions during this time can be disruptive to sleeping children and making it challenging for others to settle. If your child is arriving late please bring them in before rest time begins, if your child needs to be picked up please do so before or after rest time. We recognize that emergencies do occur, please notify us and we will plan accordingly.

There will be no refunds or adjustments made to tuition and child schedules for time missed due to illness, holiday, inclement weather, vacations, a pandemic, floods, mechanical system failures, circumstances beyond our control, and days off listed in the parent handbook. That space is reserved for your child. MISSED DAYS CANNOT BE MADE UP. Children leaving for the summer will not be guaranteed a space for the fall. Children will have to be re-enrolled in the fall and space will then be available on a first-come basis. However, we will hold a full-time space for children attending a minimum of 2 full days per week during the summer.

C. Schedule

Our infant room will follow the parents' written daily agenda for their infant, outlined in the Infant Care Plan provided. All other classrooms have a daily schedule posted in their room. Children enjoy a structured program and need routines to feel secure in their environment.

D. Communication

Communication is very important to us. We welcome questions, feedback, or discussions of any kind that affect a positive outcome for the child. We provide a monthly newsletter that will explain some of the activities we are doing, events that will be happening, birthdays, and any other pertinent, fun or helpful information that may be of interest to you. You are always welcome to contribute to our newsletter. The newsletter will be distributed via Brightwheel. We use Brightwheel to communicate daily summaries of each child's activities. The same app will also be used for sending pictures and videos as well as classroom announcements.

E. Rest Period

Over the Rainbow provides a rest period for all children from 12-2. During this time your child will nap or rest on a center provided cot. Parents are required to bring their child a sheet and blanket. These items will come in every monday and returned home every friday to be cleaned and returned the next week. Infants will be on their own schedule for nap times.

F. Clothing

Your child will be active both indoors and out. The most appropriate clothes for the school day are easy-fitting, easy-dressing, comfortable, washable play clothes that will adapt to food spills, paint, sand, and water play. We will post reminders for parents to update changes of clothing as the weather begins to change.

All clothes brought to school should be LABELED to prevent loss. Over the Rainbow is not responsible for lost, stained or soiled items of clothing.

Two full extra sets of clothing must be left at the Center at all times for all children.

For your child's safety, please send rubber soled shoes for outside play. Dress shoes, sandals, and flip-flops are not appropriate for the playground.

Coats, hats, gloves, snow pants, scarves and winter boots must be provided in the winter months. The children don't need to wear their winter boots to school. Teachers will change the children into their winter boots when they go outdoors. Parents are requested not to dress children who are toilet training in overalls, onesies, or clothing with difficult closures.

Children are discouraged from wearing jewelry of any kind. It is a safety hazard for your child as well as the other children enrolled in the program. In addition, we will not be responsible for lost or stolen valuables. Hair beads, barrettes, bobby pins, etc. are also discouraged. These accessories are considered to be safety hazards. When choosing accessories for your children to be mindful of the potential safety issues they present, not only for your child, but also for other children attending.

G. Photographs and Social Media Policy

At Over the Rainbow, we value the safety, privacy, and well-being of the children, families, and staff within our community. To ensure that our online presence reflects these values, we have established the following social media guidelines:

- **Respecting Privacy:** We respect the privacy of all children and families. No photos, videos, or personal information about children may be shared online without explicit consent from their parents or guardians.
- **Professional Conduct:** Employees and staff are expected to maintain professionalism on social media and avoid sharing any work-related content without prior approval. Personal and professional social media accounts should remain separate.
- **Positive and Respectful Communication:** We encourage positive, respectful engagement online and ask that any concerns about the daycare be addressed privately, rather than on social media platforms.
- **Parental Engagement:** Parents and guardians are welcome to share their child's experiences at Over the Rainbow but should refrain from posting photos of other children or staff without permission.

By participating in the social media activities associated with Over the Rainbow, all individuals agree to follow these guidelines to help maintain a safe, respectful, and positive online environment.

H. Shoe Free Environment in the Infant Room

Over the Rainbow strives to keep our infants safe by keeping as many germs as we can out of the classrooms. We require no shoes when entering any infant room for all of our crawling infants. Please remove your shoes upon entering the infant rooms.

I. Family Responsibilities for the Infant Room

In the infant room at Over the Rainbow, family responsibilities are essential to ensuring the well-being, comfort, and developmental progress of the child. Here are some common family responsibilities for parents or caregivers: Please ensure that all necessary supplies are provided, all health and medical information is up to date and provided to the center, and an updated infant care plan is provided as needed. Communication with the classroom teacher is imperative.

To support a clean and healthy environment for our infants, who spend much of their time crawling and exploring on the floor, the infant classroom is maintained as a **shoe-free space**. Families and visitors are kindly asked to remove their shoes when entering the classroom. We appreciate your cooperation in helping us minimize the spread of germs and maintain a safe, sanitary environment for all children.

J. Outdoor Play

Outdoor play is an important aspect of every child's day. Children need fresh air, sunshine, and the freedom to play outdoors in all seasons. Children will play outdoors DAILY except for rain or extreme heat/cold, which will be determined by the director. Parents may not request their child be excluded from outdoor activities "because they may be coming down with something." In a childcare setting, the child who is too sick to go outside is considered too sick to be at the center. Even in the winter months, short periods of outdoor play are vital to maintaining good health.

K. Open Door Policy

We maintain an open-door policy for all parents. Parents are welcome to call or drop in any time during regular childcare hours. We would appreciate you taking into consideration our schedule when dropping in or calling, and remember that visitors usually cause the children to react in an excited manner that does not normally occur when we are alone with the children.

L. Toys from Home

Toys from home should not be brought to school except on Show-n-tell days. Please do not send in any guns or war toys. Children tend to be very interested in a "new toy" and the owner is usually less than happy to share his toy with everyone. We will not be responsible for lost or broken toys. Books are always encouraged.

M. Changes

Families frequently have changes, new homes, new jobs, and new telephone numbers. Please keep us informed. Accurate information is critical for efficient, professional handling of emergencies. Please let us know of any changes in writing as soon as possible.

N. Relationships with Teachers and Staff

Parents should consider themselves partners with teachers in aiding students in their development, and as with all partnerships good communication is key. Open communication can help resolve many minor issues before they become major problems.

- **Professional Relationships:** While good communication comes from developing relationships with teachers, parents should remember that our teachers and administrators are professionals. Parents should be careful to maintain a professional relationship with a teacher or administrator that will create a conflict of interest in any way. No bullying or disrespect will be tolerated towards any staff, continued disrespect will result in immediate dismissal.
- **Personal Information:** Parents should not request any staff member or administrator's personal phone numbers, emails, ect. All communication regarding the center is expected to be handled during center hours and via center communication channels.
- **Social Media Restrictions:** Parents should not engage staff members or administration through personal social media, such as Facebook, Twitter, Instagram, or any other social media platforms. Parents should not send social media messages to Over the Rainbow staff regarding center business
- **Personal Babysitting:** Our professional teaching staff may not babysit students from Over the Rainbow outside of work. Please do not ask them to do so.
- **Violation of Professional Boundaries:** Please know that violating the professional boundaries as outlined above may result in your family being immediately dismissed from Over the Rainbow.

O. Pictures

Professional pictures may be taken at various times throughout the year. No one is obligated, at any time, to purchase these pictures. We will take candid pictures of the children at various times during the day for classroom projects, bulletin boards, newsletters, and social media. If you do not want your child photographed for any reason, please let us know.

P. Transitions

As your child grows at Over the Rainbow, they will move to new classrooms based on age, development, and availability.

To help make this change smooth and comfortable, we begin transitioning children weeks in advance. During this time, your child will visit their new classroom to get to know the teachers, children, and daily routine.

You will receive a transition notice before the move, including your child's start date in the new classroom and their new teachers.

All transitions are done gradually and with care, ensuring your child feels confident, supported, and ready for their new environment.

Section 6- Health, Hygiene and Safety

A. Hand-Washing

At Over the Rainbow, the health and safety of the children and staff are our top priority. Proper handwashing is an essential practice to prevent the spread of germs and ensure a safe, healthy environment for all.

B. Restroom/Diapering Procedures

At Over the Rainbow, we prioritize the health, hygiene, and well-being of all the children in our care. Proper restroom and diapering procedures are essential in maintaining a clean, safe, and respectful environment for both children and staff. Children who are potty trained will be encouraged to use the restroom regularly, especially before meals, outdoor activities, or after naps. For younger children, diapers will be checked regularly and changed as needed, or at a minimum of every 2 hours, to ensure that children remain clean and comfortable.

C. Toilet Training

We begin to potty train your child in our Toddler rooms. Please let your child's teacher know if you and your child are working on potty training sooner. Potty training works best when parents, teachers, and children work at it together. This is an important period for your child and it is most successful when we work together. We ask that you provide several complete changes of clothing, including socks, extra shoes, and an adequate supply of training pants or pull-ups for your child. **Only the pull-ups that unfasten on the sides can be used** during potty training. No other pull ups will be accepted. Your child's teacher will notify you when your child will be ready for underwear. Clothing for this stage should be selected for easy on and off. Tuition will be reduced when the following two requirements are met: your child is accident free for two consecutive months, upon recommendation of the teacher AND when they enter the preschool room.

D. First-Aid

Over the Rainbow's staff is committed to providing a healthy and safe environment for children. All lead teachers are certified in First Aid and CPR for both children and infants.

In the event of an accident, we are authorized to cleanse with soap, bandage a wound, apply ice and provide warmth and rest. Parents will be notified by a note in Brightwheel or phone call of a minor incident. In the event of a serious accident, OTR will use the nearest medical facility to the center. Upon enrollment, parents sign an authorization form for emergency treatment by hospital staff.

The Center staff will handle the emergency first, and then notify the child's parent(s). If a parent cannot be reached, we will phone the emergency contacts indicated on your enrollment form. Someone will need to meet the child at the hospital and assume responsibility for the child. The center director or designated staff member will accompany the child in the ambulance if necessary.

Please keep us informed of any changes in the phone numbers of the individuals you have listed as emergency contacts.

E. Communicable Illness

In the event there is a communicable disease in the community or at Over the Rainbow that poses a risk to staff, students, or families, Over the Rainbow will follow the advice of the Office of Early Childhood (OEC), our local health department, and the national Centers for Disease Control and Prevention (CDC). Families are expected to pay tuition for any days missed per the terms of their Tuition Agreement.

F. Immunization Requirements

The Connecticut State Department of Health requires that each child admitted to the center be examined by a licensed physician and have a signed certificate indicating the date of the exam. Yearly updates on exams are required for all children, as well as documentation of updated immunizations.

Immunizations for your child must be kept up to date, and documentation must be provided to the Center according to the schedule set forth by the Connecticut State Department of Health. OTR does not accept religious exemptions for immunizations.

In addition, all children are required to receive an annual influenza (flu) vaccination. The flu shot must be administered between September 1st and December 31st of each year. Parents/guardians must provide documentation of the flu vaccination to the Center.

Any child receiving the influenza vaccination for the first time is required to receive two doses, in accordance with current health guidelines, and documentation of both doses must be provided.

Any child who is non-compliant with the flu vaccination requirement will be excluded from attendance beginning January 1st until proper documentation is received. This requirement is in accordance with the state mandate.

G. Illness

At our center, the health and safety of all children and staff is a top priority. Because we are a group care setting, including children and staff who may be immunocompromised, we ask all families to strictly follow our illness guidelines.

Attendance Expectations

Children should be fully able to participate in all activities, including outdoor play, which occurs twice daily. Please have your child dressed appropriately. Because of staffing, all children must participate in outdoor activities. All children well enough to be at the center will be considered well enough to go outside.

Children who are mildly ill (ex: minor cold symptoms) may remain at the center. If your child becomes sick at school, you will be contacted immediately. If we cannot reach you within 30 minutes, we will call your emergency contacts. Your child must be picked up within **one hour**.

When to Keep Your Child Home: Please do not bring your child to school if they have:

- A fever of 101°F or higher
- Vomiting
- Diarrhea
- A contagious or communicable illness
- A suspicious rash, including skin lesion or wound (may or may not have bleeding or oozing)
- Pink eye or unusual eye discharge
- Mouth sores
- Head lice, scabies, or other infestations
- A barking, hacking, or productive cough raising consistent phlegm OR uncontrolled green nasal discharge

- Any illness or condition requiring one-on-one care
- Any illness that prevents them from comfortably participating in daily activities

You must inform us of your child's illness when reporting absence.

Communicable Illness Policy (IMPORTANT): To prevent the spread of illness in our school:

- Children with **vomiting or diarrhea (including stomach bugs)** must stay home for **48 hours AFTER symptoms have completely stopped**, without medication
- If **any household member** has vomiting or diarrhea, we **require your child to stay home** to reduce the risk of spreading illness

Returning to School: Your child may return when they meet the following:

- Fever-free, **at least 24 hours without medication**
- **48 hours symptom-free for vomiting or diarrhea illnesses**
- On antibiotics for at least 24 hours (if prescribed)
- Free of any open or oozing skin conditions
- Able to fully participate in all activities
- Children with lice, scabies or similar conditions must be **nit-free** before returning (Child will be checked at the center)
- A doctor's note may be required for certain contagious illnesses, as long as it complies with the above policies.

We understand that staying home can be inconvenient. However, these policies are in place to protect all children, families, and staff. We appreciate your cooperation in helping us maintain a safe and healthy environment for everyone.

H. Medication

In accordance with CT OEC regulations, Over the Rainbow may only administer medication with a completed Medication Authorization Form signed by both the parent/guardian and a licensed physician.

All medications must be in the original pharmacy-labeled container and include the child's name, medication name, dosage, instructions, physician's name, and prescription date.

Children with allergies or asthma must have required emergency medications on-site. Only staff trained and certified in medication administration may receive, administer, or return medications. Asthma medications (such as inhalers) may be administered according to the child's physician-approved plan. Trained staff may administer EpiPens for severe allergic reactions.

Storage of all medications are as follows: Non-emergency medications will be kept in a locked box in the office. Emergency medications will be kept in an unlocked box in your child's classroom.

Emergency services and parents/guardians will be contacted as needed.

Non-emergency medications must be administered at home prior to the child's attendance at the center before staff are able to administer doses during the program day. This allows us to monitor for any potential side effects or reactions in a controlled setting. **When possible, families are strongly encouraged to schedule medication dosages outside of childcare hours (morning**

before drop-off and evening after pick-up). This helps minimize disruptions to the child's day and reduces the need for medication administration during program hours.

Section 7- Behavior Management

A. Discipline/Guidance

We intend that each child enjoys the planned classroom activities by understanding that they are responsible for their actions. With prior knowledge of our basic rules of safety and good conduct, each child is made aware of how to exercise self-discipline and know that we are here to help them, and that we want them to succeed. As in any group activity, the inappropriate behavior of a few children can spoil the experience for the entire group. This center does not allow the use of corporal or physical punishment by its caregivers. Some behavior techniques used by the center are praise, reinforcement, and redirections. The following behavior policies apply directly to each child and will be used in determining the eligibility to continue as a participant in our program. A child may lose privileges for certain activities, be suspended from the program, or be terminated from the program for:

1. Repeatedly being rude and discourteous to staff and peers
2. Engaging in fighting as their only means of solving an issue
3. Refusing to follow basic rules of safety
4. Defacing the school's or other children's property
5. Excessive biting

If a child has proven they are unwilling to respond to these policy rules, the parent will be contacted immediately. Depending on the severity of the infraction, the parent will be expected to:

1. Pick the child up immediately from the center
2. Meet with Management for a conference concerning the problem, during which time, suspension or termination from the program may be a consideration
3. The center will work with the parents in securing professional help for the child, if needed. If professional help is needed and is not sought within 30 days, the center will have no alternative but to discontinue enrollment for your child immediately.

It is our desire that every child enjoys their daycare/preschool experience. It is for this reason we have initiated policies we feel are fair, easily complied with by any child and benefit everyone.

B. Special Needs and Accommodations

Over the Rainbow, is committed to providing an inclusive and supportive environment for all children, regardless of their individual needs. We believe that every child deserves equal access to educational and developmental opportunities. OTR has many resources for parents to help their child succeed. If you are interested in learning more about these programs please contact your Director.

C. Biting Policy and Guidelines

Over the Rainbow recognizes that biting is a developmentally appropriate behavior for children in infants through 2 ½ year old classrooms. Parents with children in these classrooms should expect

that their children may be bitten, or may bite another child. The staff understands that parents are concerned and can be upset when their child is involved in a biting incident. We ask that you remember this is a developmentally appropriate behavior, and that the staff is working to identify situations which provoke, or elicit this behavior so it can be prevented in the future. The staff will not punish, or harshly discipline children in the younger classrooms for biting behavior; they will simply redirect the children to different activities in separate areas of the classroom. Parents are expected to work with staff to identify methods and strategies to curb this behavior. When the biting places the other children and staff at risk, this behavior could result in immediate termination of child care.

Definition of Excessive Biting: Biting may be deemed excessive if:

- A child bites **more than three times in one week.**
- Biting results in **broken skin or serious injury.**
- A child **bites the same peer repeatedly.**
- Staff interventions show **little to no behavioral improvement.**
- Classroom safety or harmony is **compromised.**

Children older than 3 years of age may occasionally be involved in a biting incident. For children in this age group who bite, the staff will observe the child to determine what provokes or elicits this inappropriate behavior. Parents are expected to cooperate with staff to help their child control this behavior.

Parents will be notified by incident/accident report that a biting incident occurred during the day. The staff may not discuss with either parent the identity of the other child involved in the incident. This information is considered to be confidential and cannot be disclosed. The staff of Over the Rainbow cannot discuss the medical history of any child involved in a biting incident with the other party.

D. Incident Reports

If your child should sustain an injury while attending Over the Rainbow, the staff person who witnessed the injury will fill out an accident report. The report will indicate the time of the accident, how it occurred, the type of injury, and any medical attention given or required. The report will be signed by the staff member who witnessed it, the person in charge, and the parent. A copy will be placed in your child's file and a copy will be given to the parent at pick up and will be notified either by phone or Brightwheel message when the incident/accident occurs. A child exhibiting extreme, excessive, or inappropriate behavior will have an incident report filled out which documents this behavior. This report will be kept in your child's file. Parents will be notified of the behavior with an incident report or phone call if needed.

Section 8-Food

A. Serving Times

Morning and afternoon snacks will be provided to your child each day. Please provide lunch and beverages for your child. Each room is equipped with a microwave, if you wish for your child to have a hot meal. All perishable foods need to be refrigerated. All food must be prepared and ready to eat (ex: peeled, cut into pieces). Any food that is a choking hazard (grapes, hot dogs, etc.) must be cut into lengthwise pieces to help prevent choking. **OTR does not permit the use of glass containers in the center.**

B. Food Allergy Policy

Food allergies are becoming more common among infants and young children. Allergic reactions can range from mild skin rashes to severe, life-threatening reactions with breathing difficulties. It is important to reduce the likelihood that these reactions will take place while the child is at child care.

When children with food allergies attend our child care facility:

- The director will provide the family with the **Food Allergy Care Plan**. This care plan must be filled out and returned before the child starts care.
- Based on the child's Food Allergy Care Plan, caregivers will receive training and put into practice:
 - Preventing exposure to specific food(s) that trigger allergy
 - Recognize symptoms of allergic reaction
 - Treating allergic reaction
 - Medication will only be administered by our Med certified staff members
- Parents and staff shall arrange to have appropriate medication (if necessary) on site, proper storage of medication, equipment and training for use while in child care.
- The director and staff will promptly take proper steps outlined in the Action Plan if a reaction occurs in child care.
- The director will notify emergency medical personnel if epinephrine has been given.
- The director will notify parents of any allergic reaction or possible contact with food that may cause an allergic reaction.
- Individual child's food allergies will be posted prominently in the classroom and/or wherever food is prepared.
- Care Plan and medication will be taken on field trips, including the playground or on walks by classroom teachers that are medication certified.
- The director and school nurse will check expiration dates on all emergency medications.

Section 9-Supply Agreement

The following supplies, according to the child's age, should be marked with the child's name and left at the Center: two complete changes of clothes, wipes, diapers, pacifiers, bibs, sheets, and blankets. Parents will be notified when more supplies are needed.

Section 10- Emergency Preparedness

A. Shelter in Place

In the event of severe weather, such as tornadoes, hurricanes, winter storm, or any other unsafe situation where evacuation is not possible, staff and children will remain indoors in a safe location located in the basement away from closed windows and doors. Staff will have appropriate supplies available for the comfort and engagement of the children. First aid staff will be on hand to administer first aid, as needed, until emergency personnel can arrive. Parents will be notified after the immediate danger has passed. Parents are not permitted access to the facility until it is determined that it is safe to do so.

B. Lock Down

Should an emergency or threat that involves potential violence in or around the facility require the need to stay put, the director/person in charge will notify the staff by doing an all call across our phone system that they should begin the lock-down procedure. 911 will be called.

Each staff member is responsible for the children in their care at that moment. The staff will gather the children to the safest area of the room, away from windows and doors. Doors and windows will be locked, lights turned off, and curtains/blinds closed to all interior windows.

Staff will calm the children and help them stay quiet. Attendance will be taken periodically. The director/person in charge will remain in constant contact with the emergency personnel. Parents are not permitted access to the facility until it is determined that it is safe to do so. During the emergency, the director/person in charge will do all they can to notify parents by way of phone and/or Brightwheel messaging. However, certain emergency situations may preclude this possibility.

C. Fire

In the event of a fire, evacuation will be through the closet fire exit. Staff will be responsible for supervising the children under their care and leading them to the fire exit. Immediately, the group will walk to the back corner of the parking lot safely away from the building, and line up to take a name to face attendance. The director or person in charge will be responsible for taking the emergency binder, a portable first aid kit and cell phone with them. All staff are responsible for taking out their iPads that contain sign in and out information of each child in their care. Should it not be possible to return into the center, staff will safely get the children to the designated safe place. Parents will be notified and directed to the evacuation location to pick up their children. Ratios will be maintained at all times and two staff members 18 years or older will remain with the children until all children are picked up.

D. Medical

In case of a medical emergency, a qualified staff member will attend to first aid as needed. Another staff member will notify the family of the child. Attempts will be made to consult with the child's physician/dentist. For extreme emergencies, 911 will be called. An ambulance will take the child and a staff member to the nearest hospital. The child's file including their emergency permission form will be brought with them. A program staff will notify the family or alternate pick-up person to meet the child at the emergency department. Additional staff will be called in if necessary to maintain the required ratios.

E. Emergency Evacuations/Reunification

We are committed to being fully prepared for emergencies by maintaining up-to-date emergency contact information for each child, as well as having clearly defined procedures for evacuations, relocations, and reunifications. If children need to be evacuated or relocated due to an emergency, our staff will ensure that the reunification process is conducted in a safe and organized manner.

Section 11- Center Policies

A. Smoking/Vaping Policy

Over the Rainbow is a completely smoke-free environment. Smoking, vaping, or the use of any tobacco-related products is prohibited on the premises of Over the Rainbow Learning Center, including in all indoor and outdoor areas. This includes cigarettes, cigars, e-cigarettes, and other smoking devices. Tobacco products may not be used or disposed of in any area of the daycare center.

B. Prohibition of Alcohol, Drugs, Firearms, Tobacco, and Other Toxic Material

At Over the Rainbow Learning Center, the safety, health, and well-being of our children, staff, and visitors are our top priority. As such, we have a strict policy prohibiting the use, possession, or presence of alcohol, drugs, firearms, tobacco, and any other harmful or toxic substances on the premises.

This includes, but is not limited to:

- Alcohol and illegal drugs, including marijuana
- Firearms, weapons, or any items that could be used as weapons
- Tobacco, vaping products, and any smoking-related substances
- Any toxic or harmful materials that could pose a risk to health or safety

In the case where a parent, guardian, or visitor enters the center smelling of marijuana or under the influence of drugs or alcohol, they may be asked to leave the premises immediately to ensure the safety of all individuals at the center. This is to maintain a healthy and safe environment for all children and staff. If necessary, alternative arrangements will be made for the child's safe departure.

Any violation of this policy, including the presence of any harmful substances or intoxication, will be addressed promptly. In serious cases, we reserve the right to contact the appropriate authorities to ensure the safety and well-being of the children in our care. At no time shall a parent come into the center smelling of illegal drugs or marijuana.

This policy applies to all individuals while on the premises of Over the Rainbow Learning Center, including during drop-off, pick-up, and center-related events. Our goal is to maintain a safe, supportive, and healthy environment for every child and staff member, and we appreciate your cooperation in adhering to these standards.

C. Abuse/Neglect Mandated Reporter Policy

The State of Connecticut mandates that all child care providers must report suspected child abuse/or neglect to the proper authorities. This Center requires its staff to immediately report every situation that they feel Abuse or Neglect is involved.

D. Complaint Procedure

This procedure is for Child Care Centers and Group Child Care Homes which are licensed under the authority of Connecticut General Statutes 19a- 79-1a through 19a-79-13. Most problems within a child care program and can be resolved by:

1. Discussing the problem with the classroom teacher.
2. Discussing the problem with the program director.
3. If the problem is not resolved you may contact the Connecticut Office of Early Childhood

Licensing Division. In case of an emergency, notify the Licensing Division as soon as the emergency is under control.

- By phone to the Complaint Desk at (800)282-6063 or (860)500-4450 or
- By filing online at www.ctoec.org/contact-us/file-a-complaint

In case of abuse/neglect or life threatening situations call 911 or the Department of Children and Families (DCF) at (800) 842-2288 and the OEC Division of Licensing.

All inspection reports and corrective action plans are available for your review:

- At your child care program
- Online at www.211childcare.org , or
- By FOI request from the OEC Licensing Division:
- https://oecct.govqa.us/WEBAPP/_rs/

E. Client Referral Program

At Over the Rainbow Learning Center we love and appreciate each and every one of our families. We are honored you choose to recommend our Center to your family and friends day after day. As a way to say “thank you” we are offering a referral program to reward our existing students and families.

For every full time new family referral, who registers in our Learning Center and is enrolled for 90 days, you will receive a free week’s tuition applied to your account. Referred families must tell us that they were referred and by whom during their tour.

Take advantage of this offer. There is no limit to the number of referrals you may send our way!

F. Surveys and Experience Evaluations

The program of Over the Rainbow will be evaluated by the parents each September, annually. Results will be reviewed and provisions may be made for improvements. These are a VERY IMPORTANT source for us to maintain the quality of our programs and we urge you to participate when requested. However, we seek your input at any time and urge you to communicate any concerns or problems to your Center Director immediately. Should you feel this leaves your concerns or problems unresolved, please do not hesitate to email Jaime Tessman, Owner, at info@overtherainbowkids.com.

G. Verification of Legal Custody

If there is an issue as to who has legal custody of a child, we must have a copy of the court order recognizing the parent who has legal custody on file. Otherwise, we have no choice except to release the child to his/her parents.

In the absence of a court order on file with OTR, **both** parents shall be afforded equal access to their child as stipulated by law. Over the Rainbow cannot limit the access of one parent by request of the other parent without a court order, regardless of the reason. If a situation presents itself where

one parent does not want the other parent to have access to their child, Over the Rainbow suggests that the parent keep the child with them until a court order is issued. Our rights to retain your child are secondary to the other parent's right to immediate access. Over the Rainbow staff will contact the local police should a conflict arise.

H. Video Surveillance Policy

Over the Rainbow is proud to offer parents, teachers, and students the safety and security of a surveillance camera system. The benefits of having video surveillance in early childhood centers are well documented, and any such benefits far outweigh the potential drawbacks that the cameras may present. To ensure the safety and security of all children, staff, and parents, as well as the security of a daycare facility. Over the Rainbow is equipped with a video surveillance system which includes cameras in classrooms and outdoor play areas.

Purpose:

- The cameras are intended to help promote the safety and security of people and property. They can assist Over the Rainbow in reviewing an incident not seen by a teacher or director.
- It also permits Over the Rainbow to evaluate teachers to ensure they are providing the highest quality of care. Teachers are made aware and understand the importance of our camera security system.

Placement:

Cameras are located in all classrooms, common areas, and outdoors. Cameras are not located in staff rooms or restrooms.

Access:

The school's administrative team are the only people with video data access. Parents will not have access to video footage, even incidents involving their child, to protect the confidentiality of other children and staff. Over the Rainbow will, of course, provide footage if it is required due to a subpoena or other legal proceedings.

Privacy:

Because we insist on protecting the privacy of all children, parents, and staff, our surveillance system/security cameras are for internal purposes only. Security camera recordings will be deleted after 30 days. If an incident comes to our attention that requires further attention for licensing and/or legal reasons, we will download the footage onto locked hardware, and remove the data from the server.

I. Handbook Acknowledgement Form

We retain the right to enforce these policies at will. Lack of enforcement of a certain policy, at any time, does not indicate that the particular policy is no longer in effect.



Parent Acknowledgment

I acknowledge that I have received a copy of the Over the Rainbow Parent Handbook, updated 05/2026, and have been given the opportunity to read it and to ask questions about the policies therein. Furthermore, I agree to abide by the policies set forth.

Over the Rainbow reserves the right to alter, amend, or otherwise modify these guidelines, at its sole discretion, without prior notice.

Signature _____

Printed Name _____

Date _____