

Pattycake Playhouse, Inc.
Early Childhood Learning Center

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Hours of Operation: 6:30am-6:00pm

2026-2027 PARENT POLICIES



Effective September 1, 2026, the following policies will govern Pattycake Playhouse, Inc. (hereinafter referred to as the "Center"). Please retain a copy for your reference. To maintain the highest quality of care for all children, it is essential that these guidelines are strictly followed. The Center reserves the right to modify these policies at any time throughout the year.

Important Notice:

- Any child who turns three (3) or four (4) years old on or before December 1, 2026, must be enrolled on a full-time (five days per week) basis.
- Tuition rates do not change on a child's third birthday but are adjusted annually every September. Exceptions apply to schedule changes in the infant and toddler programs.
- Please review the upcoming tuition rates carefully.

TABLE OF CONTENTS

Mission Statement & School Philosophy	3
Program History	3
Allergies	4
Assessments & Screenings	4
Attendance	4
Babysitting	5
Behavior Management	5
Biting	6
Brightwheel App	6
Calendar of Closings	7
Child Abuse & Mandated Reporting	7
Confidentiality	8
Curriculum	8
Developmental Needs, Safety, and On-Site Services Policy	8
Diapering & Potty Training	9
Discounts	9
Discrimination	10
Dress Code	10
Drop-Off & Pick-Up Procedures	10
Emergency Closings	10
Emergency Procedures	10
Feeding for Children	11
Healthy Program Practices	12
Incident Reporting	13
Late Pick Up	13
Medical Emergency	13
Medication Administration	13
Outdoor Play & Movement	13
Parties	14
Payments	14
Programs	14
Registration	15
Required Items	15
Sanitation and Cleanliness	16
School Age Program	16
Screen Time	16
Security & Safety	17
Slander & Dismissal	17
Sleep/ Nap	17

Smoking	18
Social Media/ Photography	18
Sunscreen	18
Supervision	18
Toys & Personal Belongings	18
Transitions	18
Tuition Assistance	19
Updating Files	19
UPK Program	19
Volunteering & Visiting	19
Withdrawal	20
2026-2027 Tuition Rates	21
Healthy Eating Guidelines	22
Community Resources	23
Exclusion Criteria	24

Mission Statement & School Philosophy

The Center is dedicated to creating a safe, nurturing, and supportive environment where every child feels secure and valued. Our program is designed to foster the development of essential skills while building a strong, positive self-concept.

We encourage children to embrace challenges, take risks, and learn from their experiences in both academic and social settings. Through a positive behavior approach, we guide children in developing the habits, attitudes, and social skills needed to interact successfully with others—both in school and throughout life.

Our goal is to prepare each child for their next stage of growth, whether transitioning from the infant room to the toddler room or advancing from our program to elementary school. We are committed to fostering a love of learning, confidence, and resilience in every child we serve.

Program History

We are a NYS OCFS licensed nursery school/day care providing a child-centered education for all our students with an emphasis on appropriate cognitive, physical, social, and emotional development. We are also a host location for UPK students assigned by the Marlboro Central School District. We are a family owned business, operated by Donna Conklin and Directed by Michelle Pagano, since 2005. Our program has doubled in size under their leadership.

Allergies

The Center does not administer non-patient-specific auto-injectors. All staff members are required to complete the OCFS online training, *Identifying and Responding to Anaphylaxis: Elijah's Law*, within their first 30 days of employment. This comprehensive training equips staff with the knowledge to prevent allergen exposure and effectively recognize and respond to accidental or unavoidable allergic reactions.

Children with medically diagnosed allergies must have the following documentation on file in both the main office and their assigned classroom prior to enrollment:

- Individual Allergy and Anaphylaxis Emergency Plan
- Individual Health Care Plan

For children requiring an EpiPen, the medication will be stored in the classroom's first aid bag. A designated staff member trained in EpiPen administration and recognizing signs of an allergic reaction will be on-site at all times.

In the event of an anaphylactic reaction, the following steps will be taken:

1. Administer the child-specific EpiPen (if available).
2. Call **911** and ensure the used EpiPen accompanies the child to the hospital. If an additional staff member is available, they should accompany the child.
3. Contact the child's parent/guardian.
4. Notify the OCFS licensor or an appropriate representative from the OCFS office.

Assessments & Screenings

Teachers in the Toddler, Preschool and Pre-K programs will conduct developmental assessments three times per school year and share the results with families. In Infant classrooms, developmental screenings will be conducted on an as-needed basis to monitor each child's progress. Assessment results will be used to individualize instruction, as needed.

Families will be invited to formally discuss their child's development with head teachers twice a year, in the fall and spring. Upon initial enrollment in the Infant, Toddler, Preschool, or Pre-K programs, families will be asked to complete a developmental screening tool, in their home language. If concerns arise regarding a child's development, parents may be asked to complete an updated screening based on the child's current age. Teachers may also conduct their own screenings to compare findings and collaborate with families in supporting the child's developmental needs. All assessments and screenings are made available in a child's home language.

Attendance

To maintain accurate records and classroom ratios, families should notify the center by 9:00 AM via the Brightwheel App if their child will be absent.

Due to licensing requirements and strict classroom capacity limits, make-up days and schedule swaps cannot be accommodated. If an extra day of care is needed, a request must be submitted to the office at least 24 hours in advance. Classroom teachers are not authorized to approve additional care requests. Approval will be granted only if space is available, and families will be charged the extra day rate accordingly.

Babysitting Policy

Employees who choose to babysit for families outside of the center must complete a Waiver of Liability form, signed by both the employee and the family receiving the childcare services.

For the safety and professionalism of all parties:

- Employees may not transport any non-familial enrolled child to or from the center, even with a signed liability waiver.
- Employees must uphold strict confidentiality. Any disclosure of sensitive information, gossip, or slander will result in disciplinary action.
- Staff members are strongly discouraged from exchanging personal contact information with families. However, if communication is necessary for babysitting purposes, employees are expected to maintain the highest standards of professionalism.

All center-related communication about a child should take place through Brightwheel or the school telephone, during the program's operating hours. Personal emails, text messages, or phone calls between families and staff regarding a child's care at the center are strictly prohibited.

Upon employment, all staff members agree to a non-compete clause. As such, enrolled families may not solicit childcare services from employees in a manner that directly or indirectly competes with the center.

Behavior Management

Our staff is trained to support children in developing self-control and appropriate social behaviors through the use of positive behavior management strategies. Teachers receive ongoing training and support to assess the classroom environment and continuously refine their teaching methods and transition strategies to best meet the needs of the children in their care. By proactively listening and responding to children's needs, teachers help foster a supportive and engaging learning environment that minimizes conflict. Additionally, preschool and school-age children are actively involved in establishing classroom rules, encouraging a sense of ownership and responsibility.

Discipline and Guidance

- Only a staff member may discipline a child.
- Rules and expectations are applied consistently, appropriately, and in alignment with each child's developmental level and abilities.
- Discipline will always be directly related to a child's actions and addressed promptly to ensure an immediate and meaningful connection between behavior and consequences.
- A child may be briefly separated from the group to regain self-control but will remain under the supervision and support of a staff member at all times.
- Prohibited disciplinary actions include:
 - Corporal punishment of any kind
 - Room isolation as a disciplinary measure
 - Withholding food or rest as a form of punishment or reward
 - Punitive, demeaning, or humiliating interactions
 - Physical restraint or intervention

Behavior Monitoring and Support

Teaching staff closely monitor classroom behaviors, maintaining objective anecdotal records on recurring conflicts and their resolutions. If a child's behavior raises concerns requiring documentation, parents will be notified. Should disruptive behaviors persist, teaching staff will collaborate with an administrator or a community specialist to develop an individualized strategy, which will be shared with the family.

Our primary goal is to limit or eliminate the use of suspension, expulsion, or other exclusionary measures in response to challenging behaviors. However, if severe and persistent behaviors pose safety concerns—despite intervention and the implementation of new strategies—the administration reserves the right to determine whether continued enrollment is appropriate. In such cases, any prepaid tuition will be prorated and refunded to the parent/guardian.

Biting Policy

Biting is a common behavior in early childhood, particularly among infants and toddlers who may not yet have the verbal skills to express frustration or needs. Our approach focuses on redirecting behavior while ensuring the safety and well-being of all children.

Response to Biting Incidents

1. The child who bites is immediately and calmly removed from the situation with minimal attention, using simple, neutral language (e.g., "Teeth are for eating, not for biting. Biting hurts.").
2. The teacher provides caring attention to the child who was bitten, administering first aid as necessary.
3. The biter is redirected to another activity and spoken to in a way they can understand.
4. The incident is documented in a classroom observation log.
5. Both sets of parents (biter and victim) are notified via an incident report and Brightwheel.
6. If the bite breaks the skin, the parents of the victim will also be contacted immediately by phone.

Ongoing Concerns

If biting becomes a repetitive concern, parents will be informed, and intervention strategies will be implemented in consultation with early childhood professionals. Our goal remains to limit or eliminate exclusionary measures; however, if persistent biting results in repeated injuries (e.g., bruising or broken skin) and interventions prove ineffective, administration will determine whether continued enrollment is appropriate. If disenrollment is required, any prepaid tuition will be prorated and refunded.

Brightwheel App

Brightwheel is a communication and classroom management app available for iOS and Android devices, designed to enhance parent-teacher engagement. To respect the mental health and personal lives of all employees, ***communication via the app will occur during the program's operating hours only.*** All enrolled families are required to sign up and actively use the Brightwheel App for daily communication, billing, and classroom updates.

Teachers are expected to log:

- Feedings, diaper changes, and toileting (Infants & Toddlers)
- Nap times
- Learning activities
- Incidents

While Brightwheel is an excellent tool for routine communication, urgent matters must be addressed through the main office via telephone. ***Teachers remain hands-on with the children throughout the day; therefore, updates may not always be immediate.*** If a response is delayed and you have an immediate concern, please call the main office.

By enrolling in our program, families acknowledge and consent to their child being photographed and having their photos shared on Brightwheel, where they may be visible to other parents.

Calendar of Closings

Professional Development Day for Staff- September 1, 2026

Labor Day- September 7, 2026

Indigenous Peoples Day- October 12, 2026

Veteran's Day- November 11, 2026

Thanksgiving Day- November 26, 2026

Native American Heritage Day- November 27, 2026

Christmas Eve- December 24, 2026

Christmas Day- December 25, 2026

New Year's Day Eve- December 31, 2026

New Year's Day- January 1, 2027

Martin Luther King Jr. Day- January 18, 2027

President's Day- February 15, 2027

Good Friday- March 26, 2027

Memorial Day- May 31, 2027

Juneteenth Observed- June 18, 2027

Independence Day Observed- July 5, 2027

*School Age & UPK students registered through Marlboro Schools will follow the Marlboro School Calendar. On days Marlboro is closed or has early dismissal, but the center is open, families are welcome to pay for additional full or half day. The Marlboro School Calendar will be distributed to all students this pertains to.

Child Abuse & Mandated Reporting

In accordance with Social Services Law, all staff at the center are required to report any suspected incidents of child abuse or maltreatment involving a child receiving care. Should staff have reasonable cause to suspect that a child in their care has been abused or maltreated, they are obligated to report the incident to the Statewide Central Register of Child Abuse and Maltreatment or ensure such a report is made.

Confidentiality

All information provided by parents or guardians is strictly confidential and will only be accessible to administrative staff, teachers directly responsible for the child, the child's parents/guardians, and authorized regulatory authorities. Information regarding a child should never be shared with other families or discussed in any location where conversations may be overheard by non-authorized parties. Staff are prohibited from discussing or sharing confidential information with other families or individuals outside the center. Violations of confidentiality will result in immediate termination of employment.

Curriculum

Our curriculum is child-centered and process-focused, aligning with New York State standards for lesson planning. Teachers use ongoing observations to adjust their lesson plans to meet the developmental needs and interests of each child in their care. Our UPK programs follow curriculum resources provided by the Marlboro Central School District, including but not limited to: Foundations, Learning Without Tears, and Heggerty.

Developmental Needs, Safety, and On-Site Services Policy

Our childcare program is committed to providing a safe, supportive, and inclusive environment for all children. We recognize that every child develops at their own pace and value working collaboratively with families to support each child's individual needs.

In some cases, a child may demonstrate developmental delays or behavioral challenges that require specialized support, supervision, or intervention beyond what our program is able to safely provide. Because our program operates within specific staff-to-child ratios, group sizes, and staffing qualifications, there may be circumstances where a child's needs create a safety concern for themselves, other children, or staff members.

If staff observe ongoing developmental or behavioral concerns that may impact safety or the child's ability to participate successfully in the program, the program will communicate with the child's family to discuss observations and possible support. Families may be encouraged to consult with appropriate professionals or service providers for evaluation or guidance.

If it is determined that the child's needs require a level of care, supervision, or specialized training that our staff is not equipped to provide, the program reserves the right to determine that the placement is not an appropriate fit. In such situations, the program may dismiss the child from enrollment in order to maintain a safe environment for all participants.

If dismissal becomes necessary, the program will make reasonable efforts to work with the family and, when applicable, the child's service providers to assist in identifying alternative programs or placements that may better support the child's developmental and safety needs.

For any child with a developmental delay who will be receiving on-site services from outside providers (such as therapists), the following procedures must be followed:

- Required Documentation: Before any therapist begins services, all required documentation must be submitted to the program administrator.
- Sign-In/Sign-Out: All therapists must sign in upon arrival and sign out when leaving the facility during each visit.

- **Communication Regarding Absences:** Parents and therapists are responsible for maintaining open communication with the program regarding any absences or schedule changes on days when services are planned.
- **Therapy Materials:** Therapists must bring their own materials, including art supplies or therapy tools, and have materials prepared in advance. The center's classroom supplies and copy machine are reserved for teachers and administrative use.
- **Scheduling Limitations:** Therapy services may not take place during the program's scheduled lunch periods or rest/nap times in order to preserve the structure of the classroom routine.
- **Service Plans on File:** Any child receiving Early Intervention or Preschool Special Education services must have a current Individualized Family Service Plan (IFSP) or Individualized Education Program (IEP) on file with the program.
- **Health Documentation:** An Individual Health Care Plan (IHCP) must also be on file for any child receiving these services.

Our program values collaboration with families and service providers. Clear communication and adherence to these procedures help ensure that services can be delivered effectively while maintaining a safe, organized, and supportive environment for all children in the program.

Diapering & Potty Training

Diapering: Children still in diapers will have their diapers changed every 2-2.5 hours, upon waking from nap, and more frequently as necessary. Parents are required to provide diapers, wipes, and ointments (with a completed non-medication form). Parents will be notified when diapering supplies are running low.

Potty Training: Potty training will begin when both parents and staff agree that the child is ready. Children are not required to be potty trained to enter the preschool program but must be fully potty trained before transitioning into the pre-kindergarten program. Parents should send a bag containing at least five pairs of underwear, socks, shirts, pants, and shoes for accidents. Potty training action plans are available to ensure consistency between home and school approaches. Flushable wipes are prohibited.

Soiled Clothing: For preschool and pre-K children who soil their clothing, staff will encourage the child to change independently, with adult assistance provided if needed. Soiled clothing will be placed in a labeled bag for parents to take home, and soiled underwear will be placed in a tied bag. In the event of severe soiling, items will be disposed of. If extra clothing is not available, spare clothing from the school's extra clothing box will be used. Families must return borrowed clothing clean and provide new spare clothing to restock their child's bin.

Discounts

Families with two siblings enrolled in the traditional full-day Infant-PreK programs will receive a \$75/month discount for the oldest sibling. Families with three siblings enrolled will receive a \$75/month discount for the second oldest sibling and a \$100/month discount for the oldest sibling. School-age and UPK children are not eligible for sibling discounts. Extra days, registration fees, and summer camp tuition are not discounted.

Discrimination

The center is committed to providing an inclusive environment and does not discriminate based on race, creed, color, age, sex, gender, sexual orientation, national origin, religion, disability, medical condition, marital status, or veteran status. The center will not tolerate verbal, written, or physical conduct that creates a hostile or offensive environment, and such conduct will not be permitted.

Dress Code

Children should wear comfortable, weather-appropriate clothing. Flip-flops, clogs, and open-toed sandals are prohibited for safety reasons. Jewelry, including non-safety-backed earrings for infants, is not permitted as it may pose a choking hazard. Children under three years old are strongly discouraged from wearing beads in their hair due to safety concerns. Girls should wear shorts or leggings under skirts or dresses. Parents should not send children in clothing they do not want to get dirty, as children are actively engaged in learning activities. A spare change of seasonal clothing (including socks and underwear) must be kept in the classroom. At times, with so many children in the classroom, items of clothing can be misplaced. Please do not send your child to school with any clothing that holds sentimental or extreme monetary value. In the winter, snow attire, and in the summer, water play attire, must also be provided.

Drop-Off & Pick-Up Procedures

Children must be dropped off with a staff member and may never be sent into the building or even classroom unsupervised. Drop-off should include a health check dialogue between the staff and the individual dropping off the child. At pick-up, families must interact with a staff member to ensure the child's departure is communicated. If a family member is unfamiliar to the staff, they may be asked to provide identification.

The center discourages idling of vehicles, except in extreme weather conditions. Children should never be left unsupervised in a vehicle.

For children who travel to and from Marlboro Elementary School by school district bus, staff will escort them to and from the bus stop on North Hill Lane. A transportation form must be completed and submitted to the local school district.

Emergency Closings

The center reserves the right to close for any emergency, including but not limited to snow, hurricanes, tornadoes, floods, electrical outages, health pandemics, or staffing shortages. There are no make-up days, day swaps, or tuition credits for emergency closings. Announcements will be made via Brightwheel.

UPK and School Age students follow district schedules for emergency closings and delays. If the center remains open while the district closes, these students may attend care at additional cost. *Students not enrolled in Before School care are not permitted to drop in for care on days the district delays.*

Refer to the following chart for decisions regarding program delays or closings as they relate to weather.

	Marlboro Closed	Marlboro 2 Hour Delay	Marlboro 3 Hour Delay
Newburgh Closed	Pattycake Closed	Pattycake 2 Hour Delay	Pattycake 3 Hour Delay
Newburgh 2 Hour Delay	Pattycake 2 Hour Delay	Pattycake 2 Hour Delay	Pattycake 2 Hour Delay
Newburgh 3 Hour Delay	Pattycake 3 Hour Delay	Pattycake 2 Hour Delay	Pattycake 3 Hour Delay

Emergency Procedures

The center conducts monthly fire drills, during which children will stop their activities, line up, and exit through predetermined emergency routes, with teachers taking attendance and first-aid bags. Twice a year, the center will conduct shelter-in-place drills to practice remaining indoors in an emergency. Parents will be notified in advance of these drills. During the drills, children will participate in quiet activities provided by the teachers.

In the event of an evacuation, parents will be notified via Brightwheel and phone call regarding the relocation site where they can pick up their child. The center's relocation sites are Dollar General and Quick Chek.

Feeding for Children

Our center is not free as of September 1, 2026.

Parents are responsible for providing sufficient and nutritious food for their child's breakfast, lunch, and snacks while at the center. Each child will bring a water bottle, labeled with their first and last name, and will have access to their water, as needed, throughout the day.

Any food that requires refrigeration must be packed in a lunchbox with an ice pack. Microwaving food is not permitted due to the risk of burns from uneven heating. Foods that need to be warm should be sent in a thermos. This policy applies to infants as well, with the exception of jarred baby food, which may be heated in a bottle warmer.

For safety reasons, families should not send food in glass containers. Additionally, because children are encouraged to practice independence, containers may occasionally be thrown away without teachers noticing. For this reason, families are asked not to send valuable Tupperware or food containers.

For children under the age of 4, the following foods will not be offered: hot dogs (whole or sliced into rounds), whole grapes, nuts, popcorn, raw peas, hard pretzels, raw carrots, or any large chunks of meat. Expired food will be discarded. Parents of children with special feeding instructions, including all infants, must provide documentation detailing the type and quantity of food consumed. This information will be shared daily with families via Brightwheel.

Sippy Cups: Sippy cups must be labeled with the child's first and last name. We recommend using cups with straws, as they help strengthen oral motor muscles essential for speech development. To avoid confusion, please refrain from sending expensive containers, as children may sometimes discard their cups unnoticed by staff.

Infant Feeding Policy

Infants unable to sit will be held for bottle-feeding. Those able to sit will be held or placed in a

seating arrangement for feeding. Bottles will not be given to infants while in cribs, nor should they carry bottles or sippy cups while crawling or walking. Fluids will be offered in a cup with a straw when the child is developmentally ready, typically before transitioning to the Toddler program. Glass bottles are prohibited due to safety concerns.

All milk, formula, and human milk must be prepared according to the feeding schedule submitted by the family, and these must be labeled with the child's first and last name and the drop-off date. Milk, formula, or human milk may not be stored for more than 48 hours. Human milk should also include the date it was expressed. Cereal and solid foods will not be added to bottles unless a written instruction and a medical reason are provided by the pediatrician.

Any milk, formula, or human milk that has not been consumed within one hour will be discarded.

All heating of milk, formula, and human milk will be done using a bottle or food warmer. Solid foods or juices will not be offered to infants younger than 4 months unless recommended in writing by the pediatrician.

Toddler, Preschool, PreK, and UPK Feeding Policy

Parents of toddlers, preschoolers, PreK, and UPK children are responsible for providing both morning and afternoon snacks, in addition to lunch. If there is a preference for specific snacks, please label the items clearly. Bottles are not permitted in Toddler classrooms.

School-Age Children Feeding Policy

Parents are responsible for providing lunch on days when school is closed or on half days, as well as an afternoon snack for when the child returns from school.

Purchased Meal Policy

Friday Pizza is available for all children in Toddler, Preschool, PreK/UPK, and School Age programs. *Wednesday Chicken Tenders and Fries* are available for all children in Toddler, Preschool, PreK/UPK, and School Age programs. During warmer months ice cream days are offered, as well! Families must sign up and pay for these treats in advance, on a monthly basis, using the google form sent out. If a child is absent on one of these days, no refunds will be issued, as orders are placed in advance. Parents are responsible for supplying supplemental nutritious snacks to accompany their purchased meals.

Healthy Program Practices

Health forms must be updated annually by your child's pediatrician and submitted to the office, except for School Age children, who need only a medical statement upon enrollment. Any updates to immunizations should be submitted promptly. You will be notified at least one month in advance when your child's medical forms are due for renewal. If updated forms are not submitted, the child will not be permitted to attend until the appropriate documentation is provided. A doctor's appointment card will be accepted if an appointment is scheduled before the form expires. Please ensure that all medical and immunization forms are signed by the pediatrician.

Exclusion criteria, as they pertain to illnesses, will follow the guidelines set by the Orange County Department of Health, which can be accessed via the Brightwheel app and at the end of this document. Parents of children who may have been exposed to a communicable disease will be notified through Brightwheel.

Incident Reporting

An "incident" refers to any bump, bruise, mark, or emergency that occurs during the child's time at the center. If a staff member observes an incident that results in any visible mark or requires medical attention, an incident report will be completed. In cases where an incident involves another child, a report will be completed for both children to document any potential behavioral patterns. The teacher with direct knowledge of the incident will complete the report, which must then be signed by the appropriate administrative authority. Depending on the severity of the incident, the director or responsible staff member will decide whether parents should be contacted by phone in addition to receiving a report. For incidents involving hard bumps to the head, cuts that involve bleeding, or biting incidents with broken skin, parents will be notified by phone and via the Brightwheel app.

Incident reports must be signed by the parent/guardian at the time of pick-up on the same day the incident occurred. The original report will be stored in the child's personal file, while parents will receive a copy through Brightwheel. Serious injuries, as defined by the licensing agency, will be reported to the appropriate authorities immediately.

Late Pick-Up

If a child is picked up late, a Late Pick-Up Form must be signed by the parent/guardian to acknowledge the late pick-up. A late fee of \$20 will be charged for every 15-minute interval past the scheduled closing time (with a 5-minute grace period from 6:00 p.m. to 6:05 p.m.). If a family picks up late three or more times within a three-month period, they may be asked to leave the program. Late fees are applied per child.

Medical Emergency

In the event of a medical emergency, emergency services will be contacted immediately. Relevant information regarding the child will be gathered and sent with the child for transport. Parents will be notified of the situation as soon as possible, after all immediate responsibilities have been addressed.

Medication Administration

Only patient-specific emergency medication (i.e. epinephrine auto-injectors, diphenhydramine in combination with the epinephrine auto-injector, asthma inhalers, and nebulizers) and over-the-counter topical creams/sunscreens will be administered by staff. Medication must be accompanied by a signed authorization form. Staff will be trained in how to administer the above mentioned medications during their CPR/ FA training and/ or directly from the program Health Care Consultant.

Outdoor Play & Movement

Children in toddler groups and older will have scheduled outdoor playtimes daily, weather permitting, as outlined by the Child Care Weather Watch chart. If outdoor play is not possible, teachers will provide alternate movement opportunities indoors. Infants will also be given opportunities for outdoor play, as long as it aligns with individualized infant schedules.

Parents are responsible for providing appropriate weather gear for their child. Staff may store weather-related items (e.g., gloves, hats) in labeled zip-lock bags in the classroom for convenience. Non-registered siblings are not permitted to use playground equipment, and parents must remain outside the playground unless accompanied by staff.

Parties

Classroom teachers coordinate birthday and seasonal parties. Any party snacks sent from home should be free of peanut butter to ensure the safety of all children. We strongly encourage healthy snack options for classroom food donations. **All food items must be store-bought, and the ingredient list should be provided.** If juice is offered at the party, only 100% juice is permitted. Goodie bags, if provided, must be age-appropriate and free of choking hazards and peanut butter products.

Payments

As a private center, we operate solely on tuition and appreciate your prompt attention to the following payment procedures:

- Tuition payments are due on the first of each month. A \$75 late fee will be applied to any unpaid tuition after the 5th day of the month, and your child will not be permitted to attend until the account is brought current. Please note, failure to pay does not constitute a withdrawal, and you will continue to incur charges until a formal two-week notice is provided.
- If your account becomes past due and referred to collections, you agree to be liable for any reasonable collection costs, including but not limited to attorney fees, court costs, and other related expenses. A \$25 fee will be assessed for any returned checks. If a second check bounces, the option to pay via check will no longer be available.
- All payments must be made via the Brightwheel platform, and credit card payments are processed directly through the system. Please retain all receipts for your records.
- Full payment is required regardless of illness, vacation, or emergency closures. We do not offer make-up days for care missed due to holidays or emergency closures.

Accounts will be visible to all parents listed on the Brightwheel account. We are unable to limit access to one parent unless legal documentation is provided.

Brightwheel will issue necessary tax forms in January each year outlining payment details for the previous calendar year.

Programs

- Infant - PreK Twelve-Month Childcare: Tuition is due on the first of every month. Any changes in schedules for children under 3 will take effect on the first of the month. Additional days prior to the start of the month will be billed accordingly.
- District UPK & School Age Twelve-Month Extended Day Childcare: Ten monthly payments (September through June) are due on the first of every month. These payments do not include summer camp weeks, as those are billed separately on a weekly basis. Any days outside the designated school year but not part of summer camp will be billed at the extra day rate.

- All Ages Ten-Month Childcare: Ten equal monthly payments (September through June) are due on the first of every month. The first and last days of the school year align with the Marlboro Central School District calendar. ***To hold a spot for the September school year, children enrolled for the ten-month program must pay a \$450 holding fee, which is non-refundable but will void the September registration fee.*** The holding fee must be paid by June 15th, or the spot will be forfeited.
- Infant - Preschool Two-Month Only Summer Camp: Monthly tuition is due on the first of each month. Any additional days in June or September will be billed at the extra day rate, as available.
- School Age (Entering Grades K-5) Two-Month Only Summer Camp: Weekly tuition is due weekly, per session. Any days outside the designated summer camp dates will be billed at the extra day rate.
- District Enrolled UPK Program: There is no tuition for children enrolled in the district UPK program unless they are registered for extended day care, holidays, or summer months. UPK students attend only on days when the Marlboro School District is in session.

Registration

- A \$250 registration fee is due at the time of initial enrollment for all self-pay families and annually every September. If a child starts in June, July, August, or if they are a ten-month student who has paid a holding fee, the registration fee for that September will be waived. Families outside the three month window will need to pay the fee again in September. There is no sibling discount for the registration fee.
- For two-month-only summer daycare (infant, toddler, and preschool), the registration fee is discounted to \$60, due at the time of enrollment. If a summer enrollment transitions into a school-year enrollment, the \$190 difference will be charged.
- For school-age children entering Kindergarten through Grade 5 in September, the summer registration fee is \$10 per session, due upon enrollment. This does not cancel out the annual registration fee for those students staying for extended day in September.
- UPK students enrolled through the district and not participating in a self-pay program are not required to pay a registration fee.
- The Registration fee is non-refundable.

To complete enrollment, the following documentation must be on file:

- Registration form
- Medical statement from a pediatrician with immunization records
- Sleep/Nap agreement (as applicable for Infant - PreK)
- Ages & Stages Questionnaire
- Infant feeding schedule (as applicable)

Required Items

Each child must have the following labeled with their first and last name:

- Two complete changes of clothes (including socks and underwear)
- A crib sheet and light blanket for children over 1 year old (no pillows)

- A crib sheet and sleeper for children under 1 year old (no pillows or blankets)
- Diapers and wipes, as necessary, for children not potty trained
- Lunch and snack items (including lunch box, thermos, water bottle, and ice pack)
- Water bottle for hydration throughout the day
- A tote bag to separate personal items in their cubby
- Classroom teachers may provide an additional supply list upon request

Sanitation and Cleanliness

All staff are trained and monitored for proper handwashing and diapering procedures and will assist children in practicing these routines. If soap and water are not available, hand sanitizer containing at least 60% alcohol will be used for children over two years old. For children under two, wipes will be used if soap and water are unavailable.

Routine cleaning and disinfection are practiced for frequently touched surfaces. Additional cleaning may be required based on usage levels. NYS OCFS guidelines provide instructions for preparing appropriately diluted bleach solutions for sanitation.

In the event of a communicable disease outbreak, the company-owned CLOROX 360 electrostatic machine will be used to sanitize affected classrooms.

School Age Program

- We can only accommodate those children who come as a group on the main bus from MES.
- In the event of a delayed opening or early dismissal for the school district, you are responsible for the additional fees associated with these schedule changes, regardless of when your child is dropped off or picked up (i.e. if there is a 2 hours delay, you will be responsible for the \$20 fee if you utilize before school drop off at all, regardless of the actual time you drop off)
- For days the school district is closed or during half-days, you must sign up your child at least 48 hours in advance. Cancellations will only be accepted within this window, and fees are non-refundable once the sign-up period has passed.
- School Age follows the Marlboro School District calendar for holidays, closings, delays, and early dismissals. If your child will be attending on a day the school district is closed or has a half-day, you must sign them up at least 48 hours in advance. Failure to attend after signing up will still result in the family being charged the additional tuition. Cancellations will only be accepted up to 48 hours before the scheduled day.
- The Center is not responsible for incidents occurring on the bus.

Screen Time

Television and other electronic visual media (e.g., phones, tablets, smartboards) are prohibited in all age group settings, including educational videos and movement-based programs.

Security & Safety

Access to the building is restricted to individuals with program-issued Bluetooth or key fob access. A \$20 deposit is required for each key fob, which will be refunded when the fob is returned. Please do not allow unknown individuals to enter the building. All non-key holders (including parents, therapists, or extended family members) must ring the bell and check in with a staff member, who will verify identification.

Video surveillance cameras are installed in common areas, hallways, and play areas but not in bathrooms or changing areas. Video surveillance is not a substitute for active supervision.

Slander & Dismissal

Our program is committed to maintaining a respectful, professional, and supportive environment for children, families, and staff. Positive communication and mutual respect are essential to the success and integrity of our program.

Families are expected to communicate concerns, questions, or complaints directly with program administration so that issues can be addressed in a constructive and appropriate manner. The program does not tolerate slander, defamation, or the spreading of false or harmful statements about the program, its staff members, or its operations.

Slander may include, but is not limited to, making false or damaging statements verbally, in writing, or through digital platforms such as social media, online reviews, community forums, or messaging applications. Any communication that intentionally harms the reputation of the program or its employees, or that creates a hostile or disruptive environment within the program community, may be considered a violation of this policy.

If a family is found to have engaged in slanderous behavior toward the program or any of its employees, we reserve the right to take appropriate action. Such action may include a formal warning, a meeting with program administration, or dismissal from the program.

Sleep/Nap

Parents are responsible for providing clean bedding each week. During rest time, children are 14 supervised by caregivers who maintain direct visual contact. Electronic devices are not permitted during nap time. If a child does not fall asleep within 30 minutes, they will be provided with a quiet activity.

- Infants: Infants sleep according to their individual schedules, with a focus on safe sleep practices. Infants under 12 months should not have pillows, blankets, or stuffed animals in their cribs.
- Toddlers and Preschoolers: Rest periods vary by age group, with toddlers resting for 2 hours, preschoolers for 1.5-2 hours, and PreK children for 1-1.5 hours.
- UPK Children: Rest for approximately 30 minutes, providing time to relax before the afternoon activities.

Smoking

Smoking and vaping are prohibited on the premises, as well as 25 feet of any area utilized by children, including sidewalks, entrances, and playgrounds.

Social Media/Photography

We encourage parents to refrain from posting negative comments about the center, staff, or teachers on social media. Concerns should be addressed directly with teachers or administration. Parents may photograph their own children during school events but may not post images of other children or staff on social media.

All communication with staff should occur via school email, telephone, in person, or through the Brightwheel app.

Sunscreen

Parents are responsible for providing sunscreen in either foam or cream form. Aerosol sunscreens will not be accepted. ***Sunscreen should be applied by parents before drop off in the mornings and then staff will apply in the afternoons*** using food service gloves (and hand washing after each application). The sunscreen must be labeled with the child's first and last name. Application will occur 15 to 45 minutes before outdoor activities when the UV Index is 3 or higher. Staff will refer to the UV Index Mobile App (by the US Environmental Protection Agency) for guidance from April through September.

Supervision

Children must be under direct, competent supervision at all times. Teachers of infants and toddlers will position themselves to ensure children are always visible and audible, including during nap time. Preschool teachers will maintain sight of children most of the time, with exceptions made when a child is using the restroom. Even in this case, teachers must conduct regular checks on the child. In the event that a staff member is absent due to illness, vacation, leave, or termination, a substitute teacher will be called in. If no substitute is available, children may be moved to a different classroom if appropriate, to ensure compliance with required ratios and supervision.

Toys & Personal Belongings

Students are prohibited from bringing toys or personal belongings from home that could disrupt learning or daily activities. Electronic devices are not permitted unless required for distance learning in the school-age program. The center is not responsible for any damage to personal devices such as laptops or tablets used for online learning.

Transitions

Classroom groups may be combined at the beginning or end of the day to maintain appropriate child-to-staff ratios, or in the event of unanticipated staff absences. In emergencies, staff will strive to use a member familiar with the group to maintain ratios before moving children.

Infants typically transition to the Toddler program at around 18 months. Toddlers transition to the

Preschool program between 2 years 9 months and 3 years 3 months, based on readiness and space availability. Preschoolers move to the PreK program when space permits and the child is ready. Transitions will be gradual, with children spending a few hours in the new classroom before fully transitioning. When population allows, in lieu of transitioning children throughout the school year, a classroom may instead change its licensed age group and capacity to allow children and staff to stay in the classroom together and promote continuity of care. All transitions are at the discretion of the administration, based on a child's readiness and availability within the program.

When leaving one space and when arriving at a new space, staff will use the face to name feature on the Brightwheel App before leaving one space and when arriving at the new space. Verbal confirmation will also be done via the program walkie talkies.

Tuition Assistance

Families receiving financial assistance through the Child Care Aware active duty military program must ensure that parent fees are paid by the first of each month. Annual registration fees are the responsibility of the parent but may be reimbursed by Child Care Aware. Families are required to verify monthly attendance records with Child Care Aware. Failure to do so may result in families being responsible for any uncovered months.

Families receiving assistance from social services must also pay parent fees by the first of each month. Annual registration fees are the responsibility of the parent but may be reimbursed by the Department of Social Services. Any remaining balance after reimbursement must be settled by the family within two weeks of being notified.

Updating Files

It is the parent's responsibility to keep their child's file updated with current contact information, including phone numbers, addresses, emergency contacts, and insurance details. The center is not liable for outdated information in the case of an emergency. Parents will be required to review and update files annually or sooner if changes occur. In cases of disputes over custody or access to a child, the center will require legal documentation to make determinations. If disputes arise on site, authorities will be contacted to resolve the situation.

UPK Program

The UPK program operates from 9:00 AM to 3:30 PM. Drop off occurs between 9:00am-9:30am and pick up occurs between 3:00pm and 3:30pm.

UPK follows the Marlboro School District calendar for holidays, closings, delays, and early dismissals. If your child will be attending on a day the school district is closed or has a half-day, you must sign them up in accordance with the guidelines outlined on the applicable google form. Failure to attend after signing up will still result in the family being charged the additional tuition. Cancellations will only be accepted up to 48 hours before the scheduled day.

Volunteering & Visiting

All visitors and volunteers must present identification and sign in with an administrator or staff member. Opportunities to volunteer for school and community events are available and

communicated via classroom newsletters, parent bulletin boards, email, or Brightwheel. Tours are available by appointment only.

Withdrawal

A two-week written notice is required for any child withdrawing from the program or making permanent schedule changes. If a two-week notice is not provided, families will be charged for that period, regardless of attendance. Families who register and later choose alternate arrangements must give a two-week notice prior to the scheduled start date or will be billed for that time. Monthly tuition is non-refundable once paid.

2026-2027 Tuition Rates (effective 9/1/26)

The rate a child starts at in September will be their rate until the following September, unless there is a schedule change in the case of infants/ toddlers

Registration Fee

Turned in with initial registration form and due annually every September: \$250

(families that start care in June, July, or August are exempt from the registration renewal in September)

Infant/ Toddler/ Young Preschool (all children not turning 3 by 12/1/2026)

Full Days Monthly Payment Rate

5 days \$1516 (equivalent of \$350/ week)

4 days \$1386 (equivalent of \$320/ week)

3 days \$1170 (equivalent of \$270/ week)

2 days \$953 (equivalent of \$220/ week)

Extra day rate- \$135

Preschool/ PreK (all children turning 3 or 4 years old on or before 12/1/2026)

Full Days Monthly Payment Rate

5 days \$1408 (equivalent of \$325/ week)

Drop in day rate- \$90

School Aged & Marlboro UPK Extended Day (Monthly)

After School 5 days \$455 (equivalent of \$105/ week)

Before School 5 days \$455 (equivalent of \$105/ week)

Before & After School 5 Days \$802 (equivalent of \$185/ week)

Extra Full Day (daily rate) \$90 for drop in/ \$55 if enrolled in before and/ or after school

Extra Half Day (daily rate) \$55 for drop in/ \$35 if enrolled in before and/ or after school

Delay/ Early Dismissal \$10/ hour*

**For Delays and Early Dismissals, if a child attends at all, the \$10/ hour will be applied based on the number of hours the school district is delayed in the morning or the hours the district dismisses early in the afternoon- not based on when the child is dropped off or picked up by the parent/ guardian.*

Start simple
with MyPlate



Healthy Eating for Kids

Healthy eating is important at every age. Offer kids a variety of fruits, vegetables, grains, protein foods, and dairy or fortified soy alternatives. When deciding on foods and beverages, choose options that are full of nutrients and limited in added sugars, saturated fat, and sodium. Start with these tips:



Offer variety

Include choices from each food group—fruits, vegetables, grains, protein foods, and dairy or fortified soy alternatives—in meals and snacks during each day.



Connect at mealtime

Eat meals together whenever possible. Turn off the TV and put away phones and tablets, so you can “unplug” and focus on healthy foods and each other.



Make good nutrition easy

Designate a shelf or a drawer in your fridge for your kids. Stock it with cut-up fruits and vegetables, yogurt, nut butters, and whole-wheat mini bagels and crackers.



Think about their drinks

Make water and low-fat or fat-free dairy milk or fortified soy alternatives easy options to grab in your home. Have ready-to-go containers filled and in the fridge to take on outings.



Get kids involved

Depending on their age, kids can peel fruits, assemble salads, measure, scoop, and slice. Let them create and name their own side dish.



Have a shopping buddy

Let kids participate in grocery shopping online or in the store. Reward them by letting them choose their favorite fruit or maybe a new one.



Go to [MyPlate.gov](https://www.MyPlate.gov) for more information.
USDA is an equal opportunity provider,
employer, and lender.

**The benefits of healthy eating
add up over time, bite by bite.**

FNS-905-17
March 2022

Community Resources

Orange & Ulster Counties

Emergency: Poison Control 1-800-336-6997

Child Abuse 1-800-342-3720

ALL EMERGENCY SERVICES DIAL “911”

Active Duty Military Assistance: Child Care Aware (845)793-0324

Pediatricians: Children’s Medical Group (845)452-1700

Maria David (845)565-5437

Wai Lau (845)565-5880

Anna Piotrowski (845)562-6670

Dental Services: Craft Smiles (845) 476-3777

Hospitals & Health Services: St. Lukes- Newburgh (845)561-4400

Vassar Hospital (845)454-8400

Medicare (800)633-4227

Early Intervention: Dutchess Orange County (845)568-5248

Ulster County (845)334-5251

Preschool Special Education: Newburgh (845)563-8520

Marlboro (845)236-8109

Wallkill (845)895-7114

Exclusion Criteria

Disease	Symptoms	Return to Daycare Criteria
Fever	100 degrees or above	Fever free for 24 hours without the use of fever reducing medication
Pink Eye	Irritation to the eye, tears, swelling, build up of sticky fluid and crusting around eye(s)	24 hours after antibiotic started
Head Lice	Itching, small red bumps on scalp, lice or eggs (nits) found in hair	After appropriate treatment begins
Coxsackie Virus (Hand, Foot, Mouth Disease)	Fever, sore throat, eating or drinking less, sores in mouth, on hands or feet	Fever free for 24 hours without the use of fever reducing medication
RSV/ Flu/ Croup/ Whooping Cough/ COVID	Cold-like symptoms, stuffy or runny nose, cough, low grade fever, sore throat, body aches, head ache, possible ear infection, possible vomiting with coughing episodes	Fever free for 24 hours without the use of fever reducing medication, cough should be well controlled and child feels well (COVID return criteria depends on most recent CDC guidance)
Strep Throat	Sore throat, fatigue, fever	24 hours after antibiotic started
Stomach Bug	Nausea, vomiting, diarrhea, abdominal pain and discomfort, with or without fever	24 hours symptom free
Skin Rash (Ring Worm/ MRSA/ Viral)	Itchy, red, ring shaped rash, pimples, boils, widespread pink spots not typical to child	After treatment begins and/ or after cleared by a health care professional

Late Pickup and Parent/ Guardian Unavailability Policy

added to policy, as per OCFS 8/20/26 memo

Pattycake Playhouse, Inc. is committed to ensuring the safety, supervision, and well-being of every child in our care. This policy establishes the procedures that will be followed when a parent or guardian is unavailable to pick up a child at the conclusion of program hours, when a child is not picked up as scheduled, or when an alternate pickup plan is needed for any reason.

Pattycake Playhouse closes promptly at **6:00 p.m.** All children must be picked up and leave the program by **6:00 p.m.**

Parents and guardians are responsible for making arrangements to ensure that their child is picked up on time. Families should maintain current emergency contact information and ensure that all individuals authorized to pick up their child are listed with the program. Every family must have two emergency contacts who are authorized to pick up their child, should the parents/ guardians be unable.

If a child has not been picked up by the program's closing time, the following steps will be taken:

1. Attempt to Contact the Parent or Guardian- Beginning at **6:00 p.m.**, or earlier if the program becomes aware that the parent or guardian may be unable to arrive as scheduled, staff will make reasonable efforts to contact the child's parent or guardian using all available contact information.

2. Contact Authorized Pickup and Emergency Contacts- If the parent or guardian cannot be reached, or informs the program that they are unable to pick up the child, Pattycake Playhouse will make reasonable efforts to contact **all known individuals authorized by the parent or guardian to retrieve the child**, including authorized pickup persons and emergency contacts. The program will attempt to arrange for the child to be picked up by an individual who is authorized by the parent or guardian and who can safely assume responsibility for the child. The program will **not contact the Statewide Central Register for Child Abuse and Maltreatment (SCR) unless reasonable efforts have first been made to contact all known individuals authorized by the parent or guardian to retrieve the child.**

3. The Child Will Remain Safely at the Program- Until appropriate arrangements are made, the child will remain safely supervised on the premises of Pattycake Playhouse. The child will remain in the care of appropriate program staff until the child is picked up by an individual authorized by the parent or guardian to retrieve the child; or an individual otherwise authorized to take custody of the child by law. The child's safety, comfort, and emotional well-being will remain the program's priority while alternate pickup arrangements are being made.

When a Parent or Guardian Is Known to Be Unavailable

If reasonable efforts have been made to contact the parent or guardian and all known individuals authorized to retrieve the child, and no authorized individual is available to pick up the child, the Director or person in charge will determine the appropriate next steps.

For any incident involving a child who is not picked up by closing time or who requires an alternate pickup plan because a parent or guardian is unavailable, the program will document:

- The date and time of the incident;
- The child's name;
- The scheduled pickup time;
- The time the program closed;
- All attempts to contact the parent or guardian;
- All attempts to contact authorized pickup persons and emergency contacts;
- Any communication received regarding the parent's or guardian's unavailability;
- The name of the individual who ultimately picked up the child and their relationship or authorization status; and
- Any additional actions taken by the program.