



FAMILY HANDBOOK

2024-2025 Program



Dear Families,

Welcome to Daystar Kids, New York State's only Pediatric Complex Care and Learning Center! Our team is excited to partner with you, your child, family, and your health-related providers. Together, we support your child in meeting their individualized learning, developmental, social, and health care goals.

Founded in 1988, Daystar Kids has more than three decades of expertise working with hundreds of children with a wide range of needs. Here, children play together, learn from one another, and develop new skills. We joyfully celebrate every child's individualism, emerging independence, and their strengths.

Our special education and early childhood teachers, teacher's aides, pediatric nurses, rehabilitative specialists, and other dedicated professionals work as a team to ensure that your child has the highest quality support during their time here. We share your hopes for your child's future and commitment to ensuring that every child has the support they need to learn, thrive and shine.

Open and ongoing communication is important to us. Our team wants to hear from you – when you're pleased with the way things are going, or if there's anything we can do to improve. I encourage your feedback to help us improve our practice and invite you to contact me personally with any questions or concerns.

Thank you for allowing us to be a part of your child's journey. We are deeply honored for this privilege and look forward to collaborating with you.

Warmest regards,

A handwritten signature in cursive script that reads "Kim Condon".

Kim Condon
Chief Executive Officer

Contact Reference Sheet	4
General Information.....	5
About Daystar Kids.....	5
Oversight and Accountability	5
Admissions.....	6
Admission Criteria	6
Program Registration	6
Program Fees	7
Family Tuition	7
Financial Aid	7
The Way We Work.....	8
Our Philosophy	8
Multidisciplinary Team and Approach	8
Continuity of Care	8
ABOUT OUR SERVICES	9
Program Overview.....	9
Pediatric Respite Services.....	9
Early Childhood and Special Education Services	9
Family Support Services (FSS).....	10
Essential Information.....	11
Program Hours.....	11
Arrival and Dismissal	11
Attendance and Participation Requirements	11
Attendance Notification	12
Pick-Up Authorization	13
Late Arrival/Pick-Up.....	13
Medicaid-Funded Transportation Services.....	13
Visitors	14
Parking and Unattended Children	14
Holidays and Breaks	14
Emergency Closings	14
Parent/Guardian Requirements	15
Daily Communication	15
Supplies and Medications	15
Daily Routine and Practices.....	16
HighScope Curriculum.....	16
Child Profile.....	16
Mealtimes	17
Diapering	17
Nap Time	17
Positive Behavioral Reinforcement.....	18
Toys and Equipment.....	18
Bedding and Soiled Clothing	18
Choking Hazards	18
Internal Incidents.....	19
First Aid/CPR/AED	19
Health Policies	19
Partnering With Your Child’s Health Care Team	19
Telemedicine.....	19

Pediatric Nursing Services and Medical Supervision	20
Medical Emergencies	21
Daily Health Check	22
Illness.....	22
When Should My Child Stay Home?	22
Communicable Disease	23
When Is It Safe to Return to Daystar After An Illness?	23
Readmission to Daystar Kids following Hospitalization	24
HEALTH & MEDICATION MANAGEMENT	24
Medical Orders and Consent Forms.....	24
Administering Medication	25
Authorized Consent	25
Prescription Medication – Medical Orders.....	25
Non-prescription Medication	25
Other Relevant Information	26
Training and Professional Development	26
Fire and Shelter-in-Place Drills	26
Evacuation Plan	26
GENERAL COMMUNICATION	26
Satisfaction Surveys	26
Concerns or Problems	27
Mandated Reporting	27
Family Conferences	27
Family Information and Custody Agreements.....	28
Announcements	28
Employment Policies.....	28
Community Partnerships	28
General Authorization	28
Confidentiality	29
Termination of Services	29
Acknowledgement	29

Contact Reference Sheet

Attendance Line.....	585-385-6287 x1000
Reception.....	585-385-6287 x1000
Nurse Manager.....	585-385-6287 x3800
Family Support Services Manager.....	585-385-6287 x3300
Program Director.....	585-385-6287 x4500
Chief Program Officer.....	585-385-6287 x2400
Chief Executive Officer.....	585-385-6287 x2100
Compliance and Privacy Officer/CEO.....	585-385-6287 x2100

General Information

About Daystar Kids

As New York State's only **Pediatric Complex Care and Learning Center**, Daystar Kids levels the playing field for children who are unfairly excluded from participating in early childhood programs because of their medical conditions, reliance on nursing care and supervision, medications, and other health care needs. We support children from 4 months to 5 years old, giving them intensive, consistent and year-round interventions designed to advance their learning, development, and health care goals and to enable them to successfully transition to school-based programs upon completion of our program.

Founded in 1988 by the Sisters of Saint Joseph of Rochester, NY, Daystar Kids has emerged as the pioneer in community-based, pediatric complex care services for children whose early learning and development have been disrupted by extended periods of hospitalization and medical treatments, are stable for discharge from inpatient hospital care, but require ongoing nursing supervision and related services.

Daystar Kids ("Agency") is an independent, charitable 501(c)(3) community-based agency providing Intensive Pediatric Respite Services featuring pediatric nursing services and supervision, health care coordination, and early childhood and special education services. Other programs offered onsite include Early Intervention Program (EI) therapies, Committee on Preschool Special Education Services (CPSE), and Family Support Services (FSS). Daystar Kids receives only partial funding through NYS Medicaid programs for eligible enrollees and private health care insurance does not cover our services. Therefore, Daystar Kids relies on the generosity of community donors to help fund the balance of the costs to help maintain program quality standards and minimize out-of-pocket expenses for families.

Oversight and Accountability

Daystar Kids is authorized by NYS Office for People with Developmental Disabilities (OPWDD), NYS Education Department (SED), NYS Office of Children and Family Services (OCFS), and New York State Department of Health (DOH), and contracts with local counties for its Early Intervention services (EI), and partners with local school districts for its Committee on Preschool Special Education (CPSE) services. A copy of the Agency's current license and regulations are posted onsite and are available on our website at www.daystarkids.org. Daystar Kids is governed by an independent board of directors and is led by Chief Executive Officer Kim Condon. For more information, contact Kim at kcondon@daystarkids.org or call 585-385-6287, ext. 2100. For questions regarding your child's programs or services, contact Lisa DiDomenico, MS Ed, Chief Program Officer at ldidomenico@daystarkids.org or call 585-385-6287, ext. 2400.

Admissions

Admission Criteria

Daystar Kids enrolls eligible children ages 4 months through 5 years old. Enrollees must meet the health care criteria set forth by the Agency and have chronic and/or acute health care conditions that require ongoing nursing supervision and/or involve an intensive medication regimen or other regular medical interventions to sustain their health status and avoid further hospitalization. Enrollees may rely upon medical devices for life-sustaining support. These may include feeding tubes, tracheostomies, central lines, respiratory therapies, or other medical equipment (e.g., oxygen administration). Children may also qualify for Daystar Kids based on their need for intensive rehabilitative therapies and/or special education services. Evidence of developmental delays and/or a disability is not a guarantee of placement and/or continued enrollment. The Admissions Committee will determine if your child's level of care and medical acuity meet its ongoing program requirements. Enrollees are re-evaluated every six (6) months and/or as frequently as changes occur to recertify Daystar Kids. Ongoing compliance with Medicaid Waiver or other program requirements is required.

Daystar Kids Pediatric Complex Care and Learning Center is reserved for children who require ongoing nursing supervision and/or nursing interventions and whose level of care can be safely met in a center-based learning environment. If your child no longer meets the Agency's eligibility criteria or their level of care exceeds the Agency's scope of work or guidelines, Daystar Kids reserves the right to discharge your child within 30 days of written notice. Enrollees are reevaluated every 6 months to recertify services.

Program Registration

The following documents must be reviewed and signed by a Parent/Guardian, completed prior to placement, and renewed regularly to maintain your child's placement:

1. Protected Health Information (PHI) Consent Form
2. Service Agreement
3. Parent-Provider Consent Form
4. OCFS Health Care Plan (HCP)
5. Child and Adult Care Food Program (CACFP) Enrollment Form and Income Eligibility Form
6. Child Pickup-Emergency Contact Form – updated as frequently as changes are made
7. Up-to-date health history including most recent physical, record of immunizations and pediatric specialists' reports; including annual flu shot

8. Authorization to administer medication (Meds Consent Form) – this must be updated every six (6) months by your child’s health care provider(s)
9. Medication/Prescriptions ordered for your child, properly labeled with the correct dosage, your child’s first and last name, and other relevant information
10. Medicaid Waiver enrollment (if applicable)

Program Fees

Daystar Kids requires enrollees to be screened for eligibility to determine if they qualify for funding through Medicaid Waiver programs, or receive partial coverage from CompassionNet, a charitable program operated by Rochester Regional Health that is reserved for children with Excellus health insurance who meet their program requirements.

If your child qualifies for these benefits, Daystar Kids will refer your family to the appropriate Care Management or Care Coordination Agency and will help guide you in understanding the benefits of enrollment. Once your child gains eligibility, you are required to comply with the referral process within 2 weeks of referral or risk losing your child’s placement.

If your child is deemed eligible for funding from Medicaid and/or CompassionNet and you opt out of these programs or fail to comply with their program requirements, Daystar Kids reserves the right to terminate your Service Agreement without prior notice. As a charitable Agency, Daystar Kids has an obligation to dedicate its charitable resources to help children and families in need, including those who have been denied access to these programs. Therefore, any child who qualifies for funding must comply with all program requirements to maintain eligibility for Medicaid and/or CompassionNet.

Family Tuition

In the interim, families may be charged partial tuition up to a maximum fee of \$55/day to help cover a portion of the daily program costs until their child is approved for funding – provided they qualify. Funding approval may take up to 90 days. Families are responsible for tuition payments for all weeks within the Service Agreement period. Tuition accounts will not be credited for holidays and are based on an annual rate with payments distributed equally throughout the 12-month period.

Financial Aid

Upon enrollment, families who are ineligible for funding and/or require additional support may apply for Financial Aid. Financial Aid is based on documentation of family income and household size. Financial aid awards are reviewed annually and subject to annual approval and availability of funds. Financial Aid may be withdrawn for failure to comply with Agency

policies, and/or if your family circumstances change (e.g., return to employment, lack of available funds, etc.). If your child becomes eligible for funding after enrollment, Daystar Kids requires families to enroll in these programs as tuition does not adequately cover our daily expenses and charitable funds are used to support those without alternate sources of funding.

The Way We Work

Our Philosophy

We believe that every child deserves equal opportunities to shine to their full potential. While medical challenges help qualify a child for enrollment, children are more than a diagnosis. Our focus is giving children early, consistent, and intensive interventions and the resources they need to empower them with the skills and strength they need to learn, thrive, and shine – now and into the future.

Multidisciplinary Team and Approach

Our teams of certified early childhood and special education teachers, pediatric nurses, teacher's aides (TA), related therapy providers, support staff, and program administrators work closely together with families to help children achieve their individualized health care, social, developmental, and educational goals and provide the highest quality services possible.

Continuity of Care

Daystar Kids has adopted a continuity of care model which permits children of mixed ages to be grouped and remain together within the same Team and classroom. Continuity of care is an evidence-based educational practice that promotes high-quality early learning experiences through the development of secure attachments and consistent relationships with trusted team members who are trained, focused, and responsive to each child's individual needs, progress, and goals.

In a continuity of care model, children learn from one another. Over time, they develop lasting friendships and demonstrate deepening social awareness for others. Continuity of care allows children to fully explore peer to peer relationships and develop new skills with confidence. From time to time, children may be reassigned to a new classroom as their needs change. To the extent possible, Daystar Kids will ensure that familiar team member(s) are reassigned to help ease their transition and ensure continuity in their progress and goals as they adjust to a new setting and/or team of providers.

ABOUT OUR SERVICES

Program Overview

Daystar Kids innovative, award-winning program features a one-stop shop model of care for children with complex health care needs and offers multiple programs and services to support their learning, development, and health:

Pediatric Respite Services

The centerpiece of our program, Daystar Kids are enrolled in our structured, nursing-supervised, inclusive early childhood learning classrooms, giving them opportunities to learn and play at their own pace encouraged and guided by our classroom teams and led by our certified Teachers.

Teachers lead the team and partner with skilled Pediatric Nurses who supervise and execute each child's Plan of Nursing Services (PONS) while Teachers provide group instruction and structured educational enrichment programs for enrollees using the evidence-based early childhood curriculum, HighScope. HighScope Curriculum is child-driven and play-based and provides a rich academic foundation while promoting independence, decision making, cooperation, creativity, and problem solving. Teachers implement a wide array of techniques to engage and support the social, developmental, and intellectual needs of the children in each classroom and are assisted by Teachers' Aides (TA) who help support each child's activities of daily living and individualized learning goals. Daystar Kids maintains generous staff supervision ratios throughout its classrooms which vary based on the needs of the group and their combined level of care. Family Conferences are held bi-annually (2x/year). Families are required to participate to maintain your child's enrollment. Additional conferences may be held upon request.

Early Childhood and Special Education Services

For qualifying enrollees, individualized therapeutic services are offered to children who attend Daystar Kids Pediatric Complex Care and Learning Center. Services are delivered onsite and are scheduled only during regular program hours.

If your child qualifies for these individualized services, you will receive detailed information about these programs separately. For questions, please contact Lisa DiDomenico, Chief Program Officer (CPO) at 585-385-6287 ext. 2400 or email ldidomenico@daystarkids.org.

Early Intervention Services (EI): Daystar Kids provides qualifying enrollees from birth through age 2 with onsite EI evaluations and prescribed therapies, including Physical Therapy (PT), Occupational Therapy (OT), Special Instruction (SI), and Speech Therapy (SLP) as available.

Committee on Preschool Special Education Services (CPSE): Daystar Kids provides qualifying enrollees ages 3 – 5 with onsite special education instruction (SEIS), PT, OT, SLP, and Music Therapy (MT) approved by each child’s home school district, and as available.

For other approved specialized services such as Teacher of the Visually Impaired (TVI), Teacher of the Deaf (TOD), and Assistive Technology (AT), Daystar Kids partners with EI and CPSE to identify contracted therapists to work onsite, as available.

Family Support Services (FSS)

Daystar Kids are enrolled in the Agency’s FSS Program which includes opportunities for social gatherings, onsite holiday and other events, and referrals and access to other specialized resources to support families caring for children with special health care needs. Examples include evaluation and referrals to NYS Office for People with Developmental Disabilities (OPWDD) Home and Community-Based Medicaid Waiver (HCBS), transportation services, school transition supports, and other resources and events:

Social Hours: Daystar Kids hosts regularly scheduled Family Social Hour gatherings for family members to connect with one another and learn about available resources for your child and family. These programs cover a wide array of topics and may include expert panelists and presenters. Notices of the dates, times, location, and topics will be distributed to families. All events are free to attend but require advance RSVP.

Holiday Gatherings: Daystar Kids loves holidays! Be on the lookout for information about dedicated events planned for your child’s classroom and for families to share our celebrations of Thanksgiving, seasonal holidays, and other special occasions throughout the year.

Rising Stars Ceremony: Each year Daystar Kids celebrates the accomplishments of all of its enrollees and invites family members and friends to its annual Rising Stars Ceremony. Please refer to the Annual Program Calendar for details.

Essential Information

Program Hours

Daystar Kids operates year-round (12 months) from September to August and operates weekdays (Monday through Friday) from 8:00am to 4:00pm. Dismissal starts promptly at 3:45pm with the doors closing at 4:00pm. Late pick-ups result in disruption to our team's schedule. Please be considerate and be on time.

Arrival and Dismissal

Parent/guardians and/or their authorized designees may drop-off and pick-up children starting at 8:00am – 8:15am and 3:45pm – 4:00pm only. Outside of these designated times, the main entry will be locked, and parent/guardians will need to park their vehicle and bring their child in/out to reception. You may be asked to wait at reception for an available team member once the Program has started as team members are unavailable to leave their classrooms. For more information, refer to Daystar Kids Drop-off and Pick-up Procedures handout.

Attendance and Participation Requirements

Regular, on-time, and consistent attendance and communication is required to maintain enrollment. Daystar Kids is a specialized Pediatric Complex Care and Learning Center with rigorous, structured programs designed to support the specialized needs of children with complex health care needs. We have high expectations for every child's success that require their consistent participation. Unexcused late arrivals and early departures disrupt the daily routine of other children in the classroom and may impact their medication schedules, feeds/flushes, therapy schedules, and/or other nursing or therapeutic services.

- Enrollees are expected to attend at least 80% of their contracted days. Failure to comply with attendance expectations will result in an immediate review of your child's placement and eligibility and may result in suspension and/or termination of your child's services.
- Vacations and/or voluntary extracurricular activities are NOT excused absences. Daystar Kids provides an average of 25 days off throughout the year. Time taken outside of these planned dates is discouraged to ensure that children receive the instruction and support they need throughout the calendar year to meet their goals.
- Medical appointments, illness due to exclusionary criteria, and/or hospitalizations are excused absences.
- Children are expected to attend partial days on dates when there are medical appointments.

Due to high demand for our specialized programs, Daystar Kids maintains a lengthy waitlist of children awaiting placement and reserves the right to terminate services without notice for failure to comply with the Agency's policies. If your child is unable to maintain consistent attendance, their enrollment may be suspended and/or terminated without notice for failure to comply and they will be unable to reapply for placement.

Teachers provide families with their classroom's daily routine and schedule. Attendance is taken daily upon arrival at 8:00am and programs begin immediately thereafter. Please ensure that you arrive on time to avoid disruption to the classroom routine and instruction of other children. Additionally, therapies and nursing services are tightly monitored and coordinated across our teams of providers. Services are scheduled based on a prompt 8:00am program start time. Late arrivals interfere with the entire program schedule. Persistent, unexcused absences or tardiness may result in your child's immediate suspension and/or discharge from the program.

Attendance Notification

Parent/guardians are responsible for informing Daystar Kids when your child will be absent and for communicating with your child's Teacher regarding their return. Do not rely on your health care provider, child's bus driver, classmate, or other Parent/Guardian, to share this information. We need to hear from you directly and may have additional questions. For planned absences, please communicate directly with your child's Teacher by email and/or by providing written advance notice on your child's Daily Communication Sheet.

Your notification allows our team to begin our scheduled activities on time and eases our concern for your child's well-being. Be sure to let us know if your child will be absent for any reason, including:

- Planned absences (e.g., for a doctor's appointment, surgery, or treatment)
- Unplanned hospitalization or illness
- Any other changes to their schedule

If your child is absent or will be picked up early, call our Attendance Line at 585-385-6287, ext. 1000 by 7:45am. Please leave a detailed message with the reasons for the absence, planned date of return, and a phone number where you can be reached. If your child has transportation services, you will be responsible for contacting your transportation provider to inform them of any changes in your child's ride schedule.

Daystar Kids expects some excused absences due to health care procedures, hospitalizations, or other unplanned events. Typically, enrollees maintain an average overall attendance rate of 80% based on the hours/days contracted in the Service Agreement.

Pick-Up Authorization

Children may be released only to individuals authorized on the Child Pick-Up Authorization and Emergency Contact Form. No child will be released without written parent/guardian consent. When arrangements are made for someone not previously identified on the release form to pick up your child, parent/guardian must notify Daystar Kids in writing.

Please update your child's Pick-Up Authorization and Emergency Contact Form to add or remove an individual. Parent/guardians may not be restricted from pick-up unless there is a written custodial agreement stating such limitations on file with the Agency.

Daystar Kids will provide you with a laminated sign with your child's name to be placed on the windshield of your vehicle when dropping off or picking up. For security and safety purposes, do not photocopy these signs for distribution. You may request additional signs for individuals listed on your child's Pick-Up Authorization and Emergency Contact Form, only. Please inform your designated contacts that they must bring a photo ID and may be asked to take a photo for our records. **Individuals authorized to pick-up must have an approved car seat appropriate for your child's use. No child will be released without the appropriate safety equipment.**

Late Arrival/Pick-Up

Your child may be suspended without notice for failure to adhere to the Agency's attendance policy. Daystar Kids retains the right to suspend and/or terminate services for any child who fails to meet the attendance standards and/or fails to comply with the Service Agreement without prior notice. Late arrivals slow your child's progress in the program and disrupt the entire classroom routine, nursing schedules, and delivery of therapy sessions for the entire classroom.

Dismissal begins no earlier than 3:45pm and ends no later than 4:00pm. Please allow enough time for traffic, weather, etc. to ensure that you arrive prior to 4:00pm. Late pick-ups impact our team and staffing coverage and can result in supervision and safety issues if team members are unavailable to cover additional shifts.

Medicaid-Funded Transportation Services

Based on your child's medical needs, availability and Medicaid approval, children who have active Medicaid benefits may request transportation services with an approved Medicaid transportation service provider for access to your child's daily nursing services at Daystar Kids.

Transportation services are contracted directly with each enrollee as Daystar Kids does not provide transportation services or contract with its own provider for its enrollees.

Daystar Kids can assist in coordinating your child's scheduled transportation for the program ("standing order") but is not responsible for schedule changes. Parent/guardians

are responsible for communicating any changes to their child's transportation provider directly. For more information, contact the Agency's Family Support Services Manager at 585-385-6287, ext. 3300 or email info@daystarkids.org.

Daystar Kids waives responsibility for any third-party Medicaid-funded transportation services. The Agency is not indirectly or responsible for any issues that arise with a transportation company's employees, assignees, or services. Any dispute or concerns related to transportation must be directed to the appropriate transportation provider.

Visitors

There may be times when parents/guardians may need to enter our building (e.g., to pick up a child early, to drop a child late, to drop off supplies, to attend a meeting, etc.) All visitors must be healthy, free of any signs or symptoms of illness, and follow current visitor restrictions (e.g., mask requirements, restrictions on children under age 12, immunization requirements, etc.).

From time to time, Daystar Kids invites other visitors or stakeholders to tour the program. All visitors must adhere to current visitor restrictions and must be accompanied by an authorized team member while onsite. Visitors are never left unsupervised in the building.

Parking and Unattended Children

Follow the Agency's 1-way entrance to access the parking lot and adhere to the Agency's traffic flow at all times to ensure safety. Park your vehicle at the rear of the building, nearest the main entrance. Enrollees may use the accessible parking spaces, as available. Per NYS Office of Children and Family Services (OCFS) regulations and Agency policy, children younger than age 12 must never be left alone in parked vehicles for any amount of time (e.g., while you drop an item off). Drivers will be asked to bring their children into the building.

Holidays and Breaks

Refer to the published Program Calendar for specific dates the program will be closed. The Program Calendar can be found at reception or online at www.daystarkids.org. Any changes to the Program Calendar will be communicated in advance.

Emergency Closings

In the event of an emergency closing due to inclement weather or other unexpected situations, Daystar Kids will broadcast an announcement on local news stations and will text and/or email parent/guardians, with their email/text consent.

Daystar Kids may contact you to pick up your child if extreme weather conditions or other unforeseen circumstances develop which will make closing the center before dismissal necessary. Please ensure that your contact and emergency contact information is up to date and that your phone settings allow Daystar Kids phone calls and text message notifications.

Parent/Guardian Requirements

Daily Communication

Families are required to complete a Daily Care Sheet for their child and send it in to Daystar Kids using the Communication Folder provided.

Daily Care Sheet provides the classroom team with pertinent information about feeding, medications, and other information relevant to your child that may affect their medication schedule or routine at Daystar Kids.

Please look for important reminders, communications, and/or consents to be signed in your child's Communication Folder.

Your child's assigned classroom Teacher serves as your primary contact to help coordinate communications with families and our teams.

Supplies and Medications

- A minimum of 2 (two) complete changes of weather-appropriate clothes, including socks. As items are used and sent home for washing, kindly remember to replace these items and send outdoor gear appropriate for all seasons.
- Children participate in a variety of sensory and art activities. Please send your child to program in activity-appropriate clothing.
- While we use washable products, Daystar Kids is not responsible for any damages incurred to clothing or personal items.
- Avoid sending your child in with valuables or delicate items that may be easily damaged (i.e., jewelry, dry-clean only clothing, etc.).
- Disposable diapers and wipes – must have at least a 1-week supply onsite
- Bottles labeled with first and last name, with a daily supply of prepared formula/breastmilk
- Bottles must be filled and ready to serve upon arrival each day.
- Daystar Kids does not keep formula in stock. Families are responsible for supplying your child's bottles and/or feeding supplies daily. Please provide a small reserve supply.
- Medications in their original containers with original, current labels

- Any special medical equipment or appliances your child requires
- Adaptive equipment
- Sunscreen or diaper cream of your choice (or use Daystar Kids supply)

Please label ALL backpacks, belongings, bottles, and other items with your child's first and last names.

Daystar Kids is not responsible for any individual property that is lost, damaged, or left behind after your child is discharged from the program.

Any personal belongings left onsite will be donated and/or discarded after 14 business days from your child's last day of services at Daystar Kids.

Unused, expired medications will be returned home for disposal unless prior arrangements are made with the Nurse Manager.

Teachers and Nurses complete an update that is sent home to family members at the end of each day. This report provides families with progress information, including eating, drinking, naps, medication given, therapies received, and other key information about your child's activities and progress made during each day. If you have additional questions, please schedule a time to discuss any issues with your child's Teacher by emailing them directly.

Daily Routine and Practices

HighScope Curriculum

Daystar Kids adheres to a structured classroom routine for each designated group with established times for meals, group lessons and instruction, independent choice time, gross motor play, music, sensory play, rest times, and individualized therapy sessions for approved enrollees. Based on the HighScope Curriculum, Daystar Kids have opportunities to help direct their activities based on their interests and the "Plan-Do-Review" model where children plan what they want to do during designated work time, have designated time to carry out their plan, and spend time with Teachers to review and share what they've accomplished and learned with the group. Each classroom carries forth their own schedule and routine and children are supported in their learning based on their individualized goals and needs.

Child Profile

Daystar Kids relies on a series of detailed reports referred to as the Child Profile to help guide our work with your child and ensure that our team members are fully informed of

each child's health history, current nursing needs, learning goals, and strategies that are most effective for each child, communication goals, equipment, feeding and napping protocols, safety protocols, habits, and preferences. Included as part of the Child Profile are the Plan of Nursing Services (PONS) which details each enrollee's current nursing regimen at Daystar Kids, and the Health Care Plan for a Child with Special Health Care Needs (HCP) which outlines each child's health care history, medical devices, surgical history, and other helpful information regarding each child's confidential medical chart.

Together, these guiding documents help inform our team of each enrollee's preferences, status, alerts, and goals. The Child Profile is updated frequently to keep pace with your child's developing needs and will be reviewed with you every six (6) months and/or at Family Conferences to ensure alignment with your family's goals for your child. PONS are required by OPWDD, and annual Health Care Plans are required by OCFS and will be updated bi-annually, or as frequently as changes are made.

Mealtimes

Daystar Kids participates in a federally funded food program – the Child and Adult Care Food Program (CACFP) that provides breakfast, lunch, and afternoon snack each day. Enrollees are required to register for this program. All meals and snacks follow USDA guidelines. Menus rotate and will be sent home at the beginning of each Program Year or as frequently as changes are made. There are no substitutions allowed except for children with allergy alerts or other restrictions that can be accommodated per Agency policy.

Daystar Kids administers your child's feedings as outlined in your child's approved Child Profile and PONS. Children are expected to participate in mealtimes together as it provides invaluable sensory and social learning opportunities for all participants.

Parent/guardians are responsible for providing alternative meal items (e.g., Ketogenic diets, etc.). If you choose to provide your child's food, containers must be labeled with your child's first and last name. Containers will be returned to you unwashed. Daystar Kids is a nut-free facility. Peanuts or tree nuts are not allowed on premises.

Diapering

Parent/guardians are required to provide diapers and diaper wipes. Cloth diapers are prohibited. Frequent diaper checks occur throughout the day and diapers are changed when soiled and as frequently as needed.

Nap Time

If your child has:

- medical conditions that require being placed any way besides flat on their backs,

- adaptive equipment,
- medical devices, and/or
- other positioning equipment during a child's resting periods at Daystar Kids

NYS Office of Children and Family Services (OCFS) requires health care providers to authorize a Nap Waiver to permit their use which must be signed by your child's health care provider.

Daystar Kids supplies crib sheets and blankets. Stuffed animals or bumpers are not permitted in cribs. These practices ensure the safety of the child. Children will nap in designated napping areas and will be placed either in a crib or on a cot depending on his/her age and development. Children are supervised during the duration of nap time.

Positive Behavioral Reinforcement

It is our mission to create a welcoming environment where children feel safe and secure being themselves. Our team is trained to employ developmentally appropriate, positive reinforcement techniques and strategies that respect each child's communication preferences and styles.

Toys and Equipment

Classroom toys and equipment are cleaned, sanitized, and disinfected daily or as often as needed with recommended FDA-approved cleaning solution and per CDC recommendations.

Bedding and Soiled Clothing

Bedding is laundered weekly and as needed. Soiled clothing will be placed in a plastic bag and returned home for washing. Please be sure to dress your child in comfortable, play-appropriate clothing and replace any extra clothing items as needed.

Choking Hazards

According to NYS Department of Health (DOH), children under age five are at greatest risk for choking injury and death. Daystar Kids seeks to minimize the risk of potential injuries related to accidental choking by prohibiting all items that are potentially hazardous.

Examples of restricted personal items include:

- Rings
- Earrings - especially dangling earrings or earrings without a post backing
- Safety pins
- Beads and/or small sized barrettes, bobby pins, and/or other hair decorations that may easily fall out and be accidentally swallowed

- Necklaces and pendants
- Any other objects that are potential choking hazards or which contain small parts that may become potential choking hazards if broken.

If such items are brought to Daystar Kids, we may remove them and will place them within your child's backpack. Daystar Kids is not responsible for these or any articles that may be lost or damaged.

Internal Incidents

First Aid will be administered to any child requiring care. These incidents and other internal events will be recorded, and parents will be notified. If at any time you would like to request a copy of an incident report, please contact Daystar Kids Compliance and Privacy Officer/CEO at 585-385-6287, ext. 2100.

First Aid/CPR/AED

Nurses are certified in first aid and infant and child CPR/AED. Daystar Kids has an Automated External Defibrillator (AED) onsite for emergencies.

Health Policies

Partnering With Your Child's Health Care Team

Upon receipt of your signed Protected Health Information (PHI) Consent Form for your child, Daystar Kids reserves the right to contact your child's health care providers directly with concerns or questions about your child's health care needs. Information regarding any medical consultation initiated on your child's behalf will be documented and shared with designated Parent/Guardians.

Telemedicine

We are a partner with the University of Rochester (UR) - Golisano Children's Hospital, to provide telemedicine services. The goal is to help our enrollees gain timely access to necessary healthcare services to prevent, diagnose and treat common problems outside your child's baseline.

This is a voluntary service. Yearly written consent will be needed to participate in this service and verbal consent will be obtained prior to each visit.

This service is available to all enrollees at Daystar Kids regardless of who they see as their pediatrician. The assessment and possible treatments will be discussed with the parent/guardian and shared with the Daystar Kids nursing team and your child's pediatrician.

Pediatric Nursing Services and Medical Supervision

Daystar Kids pediatric nurses conduct your child's daily health routine and health care checks. They assess your child's health to help maintain their health care status. If our nursing team determines that your child's condition puts them or others at risk and/or is beyond the scope of services Daystar Kids can safely provide (for example, if they require 1:1 nursing supervision), they will contact you immediately. Daystar Kids nursing team will evaluate your child's health status on an ongoing basis. Should your child no longer require daily skilled pediatric nursing, our team will schedule a time to meet with you to discuss transitioning your child to another program. Our nursing team is overseen by our Nurse Manager. To contact nursing, email nursing@daystarkids.org or call the Nursing Manager at 585-385-6287 x3800.

Daystar Kids also engages the region's leading pediatric providers and contracts with URM/Golisano Children's Hospital for its Medical Advisor, Abigail Kroening, MD, a developmental and behavioral pediatrician affiliated with the Department of Developmental and Behavioral Pediatrics (DBP) at Golisano Children's Hospital. The Agency also employs its Advanced Provider Partner Liaison (APP) to help Daystar Kids coordinate with its pediatric hospital partners, Bridget Platania, PNP, a pediatric nurse practitioner affiliated with the hospital's Gastroenterology (GI) and Pulmonology (Pulm) Departments.

The Agency also has a Medical Advisory Committee comprised of its pediatric subspecialty partners and members of the hospital leadership teams, to help inform and guide Daystar Kids health care policies and programs.

A complete, up-to-date health history including most recent physical and record of immunizations, signed by your child's medical provider(s), must be submitted at the time of registration. Updated reports of physical examinations, specialists' reports, new immunizations, and changes in medications are necessary on an ongoing basis to ensure Daystar Kids has the most current information relevant to your child's specific needs.

- Signed medical orders are required to be updated whenever a change occurs and minimally, every six (6) months. Failure to provide updated medical information will result in an immediate suspension of services and may result in termination of your child's enrollment.
- Daystar Kids is not permitted to administer medications or perform medical procedures without a current written medical order.
- All prescription medication(s) must be provided to Daystar Kids with your child's first and last name, the original prescription label with the authorized prescriber's name, telephone

number, the date authorized, the details for administering the medication, and the duration and dosage.

- Daystar Kids will not administer medications that have expired.
- Controlled medications must be given to a Daystar Kids nurse and cannot be left in your child's backpack or handed to another staff member.

Daystar Kids Nursing Program is governed by the agency's adopted Health Care Plan, which is renewed every two (2) years and approved by NYS Office of Children and Family Services (OCFS) and delivered in conformity with all other state, local, and Agency regulations. A copy is available on our website and is posted onsite. You may also request a copy of the Health Care Plan at any time by emailing info@daystarkids.org.

Medical Emergencies

Medical emergencies can occur at Daystar Kids due to the complex health care conditions of the children we serve. To help us mitigate any health care emergencies, the following conditions must be met and updated regularly or as frequently as needed:

- Authorization for emergency medical care must be complete and up to date at all times
- Parent/guardians must be available for on-demand communication with a member of our team or if unavailable, designate an alternate emergency contact.
- Health care providers and other members of your child's medical team must submit, in a timely manner, written orders for any changes in medications or other health care related activities expected to be conducted by Daystar Kids.
- Emergency Contact information must always be up to date.

If emergency medical care is necessary, Daystar Kids will:

- Contact 9-1-1
- Contact parent/guardians
- Contact the child's pediatrician or relevant pediatric subspecialty provider (for example, if the child has a seizure that requires emergency support, we will contact their neurologist).
- Contact emergency contacts, as necessary.

If nurses determine other interventions are required, Daystar Kids may:

- Administer life-saving oxygen/epinephrine if necessary (with signed consent from your medical provider).
- Have your child transported via ambulance to Golisano Children's Hospital. Daystar Kids will ensure that one of our team members accompanies your child in the ambulance and will hand off their care to the hospital team upon arrival.

- If hospital transfer is required, parent/guardians are responsible for taking over their child's care within a reasonable time given distance traveling from (30 to 45 minutes). Our team member will stay with your child until you arrive if staffing permits. If you are unable to be contacted and/or fail to arrive after a reasonable time, your child's care will be transferred to Golisano Children's Hospital staff (Social Work or assigned hospital team member).

Daily Health Check

Children will be visually screened and assessed by their assigned nurse upon arrival. If a child exhibits signs of illness they may be sent home. In the event your child becomes ill and needs to be picked up, parents/guardians are expected to come to Daystar Kids immediately. Daystar Kids advises you to consult with your child's health care providers for any follow-up care or directives.

Illness

Maintaining a healthy and safe learning environment is a responsibility we share with you. ***Please do not send your child to Daystar Kids when they are sick.*** Ensure that you have alternative arrangements for care when your child is ill.

Your child may be excluded from daily programming if the Nursing Team determines that:

- Illness prevents the child from participating comfortably in activities.
- Illness results in a need for care that is greater than the staff can provide without compromising the health and safety of other children.
- Illness poses a risk of spreading disease to others.
- Their health care needs require a level of nursing supervision that is beyond what Daystar Kids can safely provide given our team's responsibilities to the other children enrolled.

If any of these criteria are met, your child will be excluded, regardless of the type of illness.

When your child becomes ill while at Daystar Kids, they may be placed in isolation under the supervision of a designated team member. It is important that sick children are picked up as soon as possible to minimize risk to other children in the program.

FAMILIES MUST PROVIDE UPDATED AND ACCURATE EMERGENCY CONTACT NUMBER(S) AND AUTHORIZED PICK-UP INFORMATION AT ALL TIMES.

When Should My Child Stay Home?

Your child must remain home if they are showing signs or symptoms of illness beyond their baseline conditions. In addition, if our nurses determine that your child's health

status is concerning or beyond the level of care provided at Daystar Kids, you may be asked to consult with your child's health care team, and/or Daystar Kids may contact your child's providers for additional guidance.

Symptoms of illness include but are not limited to:

- Uncontrolled coughing
- Fever: temperature of 100.4 degrees F or higher
- Diarrhea: an increased number of abnormally loose stools in the previous 24 hours or a noticeable change in their current habits
- Vomiting: if it is determined that vomiting is outside the scope of their normal state and caused by viral infection and/or accompanied by another symptom such as fever
- Eye/nose drainage: when the eye is red or pink with white or yellow eye discharge; thick mucus or pus draining from the eye or nose
- Sore throat: especially when fever or swollen glands in the neck are present

Communicable Disease

Parents are asked to notify Daystar Kids as soon as possible but within 24 hours if their child has been exposed to any communicable disease.

Daystar Kids will notify all parent/guardians in writing when their children have been exposed to a confirmed case of a communicable disease (i.e., COVID, chicken pox, RSV, etc.). Daystar Kids will notify the Monroe County Department of Public Health (MCDPH) when any illness or condition specified by law or regulation (i.e., hepatitis) is present in the program within 24 hours of awareness of the situation.

When Is It Safe to Return to Daystar After An Illness?

Please refer to the policies below and check with your child's Daystar Kids nurse for instructions specific to your child's illness. Children should also be able to participate comfortably in activities before returning.

If your child is sent home due to a fever, they will not be able to attend program the following day. Your child must be fever free for 24 hours without medication before they can return to program.

If your child is absent for illness three or more days, you must provide a note from your child's doctor. A discharge note from your child's provider or from the Emergency Department (ED) is required to confirm that your child is safely able to return to school and is no longer contagious (if applicable).

Daystar Kids abides by the American Academy of Pediatrics (AAP), the Center for Disease Control (CDC) and MCDPH for general exclusion guidelines. Parents are encouraged to visit the AAP's website www.healthychildren.org.

Readmission to Daystar Kids following Hospitalization

Daystar Kids reserves the right to reassess your child's eligibility to attend our program following hospitalization or any prolonged absence. Daystar Kids requires the following to be completed prior to your child returning to program:

- Clearance from the attending physician/health care provider while your child was hospitalized or your child's Primary Care Physician (PCP)
- Discharge summary notes from the hospital
- Updated medical orders
- New medications or medical supplies that will need to be administered/used at Daystar Kids (medications are required to be in their original containers with their original labels)
- New therapy recommendations/restrictions

HEALTH & MEDICATION MANAGEMENT

Medical Orders and Consent Forms

Children must maintain up-to-date medical forms, which include:

- Annual Physical Exam and current immunization record
- Updated medical orders, medications, and consent forms – updated every six months and as needed.

Parent/guardians are responsible for notifying Daystar Kids immediately of any changes in your child's health care status and/or regimen.

All changes must be in writing from your health care provider and will be shared with our teams as part of their updated Plan of Nursing Services (PONS) and Health Care Plan, per Agency regulations.

Changes to your child's medications, prescribed feeds, and/or other medical procedures require written medical order from an authorized prescriber.

Children are often prescribed several medications, with dosing and type subject to frequent change. Accuracy and up-to-date medical orders are essential to ensure proper management of your child's medications.

Daystar Kids does not administer expired medications under any circumstances and will not administer medications without an updated, signed medical order.

If your child is absent due to health care reasons for more than thirty (30) consecutive days their enrollment may be suspended. If your child's enrollment is suspended, their placement is not guaranteed, and your child may be placed on a wait list to return.

Administering Medication

Agency nurses are authorized to administer medication to your child. Nurses administering medication will note the date, time, and their initials on the child's Medication Administration Record ("MAR"). Daystar Kids will not administer medication that is expired.

Authorized Consent

Parent/guardians must give written consent to permit Daystar Kids to administer medications prior to time of administration. Parent/guardians must complete the Parent & Pediatrician Consent Form provided by Daystar Kids. **Permission is required prior to enrollment and every six months thereafter.** Failure to update consents may cause your child's services to be suspended until such time as all medical orders and consents are updated.

Prescription Medication – Medical Orders

If your child takes prescription medications at Daystar Kids, a medical order from the prescribing health care provider stating all necessary information must be provided. All prescription medication must be in its original container and properly labeled with your child's full name, date the prescription was filled, expiration date, and instructions for administration.

If you fail to send in a medication for your child, Daystar Kids reserves the right to suspend and/or terminate your child's services until the medication is provided. Any disruption in administration of medication can cause significant complications to your child's health and safety.

Non-prescription Medication

A health care provider's authorization is needed for non-prescription (over the counter) medications. A signed order with instructions for administration is required.

Other Relevant Information

Training and Professional Development

Team members are required to complete a minimum of fifteen (15) hours of professional development and in-service training annually in addition to any training related to their professional licensing requirements. Daystar Kids will close periodically for Staff Development Days. Please refer to your Program Calendar for dates when Daystar Kids will be closed. Daystar Kids provides on-site training (in-service) to its multidisciplinary teams to ensure best practices and maintain the highest quality program standards.

Fire and Shelter-in-Place Drills

Monthly mock fire drills are conducted as required by the Fire Marshall and New York State. Shelter-in-Place drills will be conducted twice per year as required by the New York State Office of Children and Family Services (OCFS). Parents will be notified in advance of when our Shelter-in-Place drills will take place.

Children with valid health care justification may request an Emergency Evacuation Waiver Form issued by your child's health care provider and signed by a Parent/Guardian to exempt them from exiting the building during periods of extreme temperatures or inclement weather. To the extent possible, Daystar Kids avoids conducting fire drills in extreme weather conditions to ensure the health and safety of our enrollees.

Evacuation Plan

Our team members are trained in procedures for safely evacuating the building and ensuring the safety of all children entrusted in our care. The evacuation plan is posted by the exits in all classrooms and in communal areas. To request a copy of Daystar Kids Evacuation Plan, please contact the Chief Program Officer, Lisa DiDomenico at ldidomenico@daystarkids.org.

GENERAL COMMUNICATION

Satisfaction Surveys

Parents/guardians will be asked to complete Family Satisfaction Surveys. Please provide your confidential feedback to us to ensure that we are meeting your expectations. Your opinions matter to us and we look forward to hearing your feedback.

Concerns or Problems

Daystar Kids holds its team and partners to the highest quality standards. If at any time you have any concerns or problems, please let us know immediately. Program related issues can be addressed by contacting Lisa DiDomenico, Chief Program Officer (CPO) or contact us at 585-385-6287 or email your concerns to info@daystarkids.org.

Mandated Reporting

Daystar Kids is governed by New York State's mandated reporting laws. Team members are required to report all suspicions of child abuse, maltreatment or neglect to the NYS Child Abuse Central Registry and other oversight agencies as applicable.

If you suspect child abuse or maltreatment, call:

- NYS Child Abuse Hotline Toll-Free Telephone Number at 1-800-342-3720. If you are deaf or hard of hearing, call TDD/TTY at 1-800-638-5163 or have your Video Relay System provider call 1-800-342-3720.

If you believe that a child is in immediate danger, call 9-1-1 or your local police department.

For additional information or to request a copy of Daystar Kids Incident Policies and Procedures please contact the agency's CEO, Kim Condon, at 585-385-6287 or email at info@daystarkids.org. You can also access additional information on OPWDD's website at <https://opwdd.ny.gov/system/files/documents/2020/03/047-learning-about-incidents-102319.pdf>

Family Conferences

Our team is available to answer your questions, review your child's progress, and discuss any concerns you may have. We encourage you to speak to your child's Teacher regularly and to work together to identify the best possible time and methods for you to connect.

Drop off and dismissal times are difficult for our team to discuss your child's progress in depth. Daystar Kids keeps open lines of communication with families and encourages you to schedule a conference with your child's Teacher, assigned providers, and/or with members of our program leadership team. We also encourage families to take part in our Family Social Hour gatherings, as these provide additional opportunities for our teams to share important updates with families.

Family Conferences are an important way to keep connected with your child's classroom team members. Daystar Kids designates specific times throughout the year to help ensure that we are meeting your expectations for your child's goals and progress.

Participation in Family Conferences is mandatory for all parent/guardians and take place 2x/program year to review and update your child's OCFS Health Care Plan and Plan of Nursing Services, or to discuss any other concerns or questions.

Family Information and Custody Agreements

Parent/guardians are responsible for maintaining updated emergency contact information and medical information for your child. Please notify Daystar Kids in writing of any changes in health status, health care providers, family contact information, pick-up authorizations, and/or any other relevant information.

Custody and/or visitation documentation must be provided to the Agency. Daystar Kids is unable to restrict visitation from a legal Parent/Guardian without documentation of a current court-order and cannot restrict access based on a Parent/Guardian's verbal order.

Announcements

Important notices or other information will be sent home in your child's Communication Folder and/or:

- By e-mail if you have provided an updated email address
- By text if you have completed a Text Consent Form

Employment Policies

To avoid potential conflicts of interest, team members are expressly prohibited from accepting outside employment from Daystar Kids families. Daystar Kids does not accept employment applications from immediate family members of current enrollees.

Community Partnerships

Daystar Kids collaborates with a variety of community partners and volunteers, including the University of Rochester Medical Center (URMC), Golisano Children's Hospital (GCH), URMC Developmental and Behavioral Pediatrics Department (DBP), and others.

You may observe students, pediatric residents, volunteers, or other professionals on-site. All visitors adhere to the Agency's criminal background check requirements, visitor policies, and are governed by HIPAA privacy laws.

General Authorization

By enrolling your child at Daystar Kids, you are granting permission for your child to participate in all program activities, including the use of all indoor and outdoor equipment.

Confidentiality

Daystar Kids respects your family and your child's right to privacy and confidentiality. Information relating to your child and family will not be released unless a parent/legal guardian provides written authorization.

Termination of Services

Parent/guardians may withdraw their child at any time from the program but must provide written notice. If Daystar Kids should find it necessary to terminate its Service Agreement, the Agency will provide at least 30 days written notice unless otherwise specified (e.g., if the child's level of care exceeds the Agency's scope of work, or if the child's level of care no longer meets its eligibility criteria). The Agency reserves the right to terminate services without prior notice if the family violates Agency policies and/or is non-compliant (e.g., persistent unexcused tardiness or late pickups, medical compliance issues, unexcused absences, failure to maintain communication with our team) and/or other violations of Agency policies.

Acknowledgement

Thank you for taking time to review this handbook. We hope the information provided is helpful to you and your family and will help guide your understanding of Daystar Kids, its services, culture, and core management principles.

We are grateful to you for allowing us to share in your child's life. It is our honor and privilege to serve as a trusted resource for your family and child during this crucial time in their development.