

Please read this Handbook thoroughly, as it covers very important policies and procedures that not only govern our childcare contract agreement, but also pertain to the care of your child. There may seem to be a lot of information so if you have any questions regarding my policies, please do not hesitate to ask. We will go over this book during your interview, but this copy is for you to reference back to. There will be a yearly revision to this Handbook and the accompanying contract. All families will sign a new contract each year. I reserve the right to make changes to the policies and procedures, as I deem necessary. You will be notified, in writing, of any changes that may occur.

DEAR PARENTS,

**What I as a provider should expect from you, the parent:** Open communication. Explain clearly and carefully your wishes and expectations about how your child will be cared for. Also provide updates on problems and progress that your child is making. Good communication helps us work together in the best interest of your child.

**Agreement on Terms or Arrangements.** You should fully understand the terms of the contract and the policies and procedures that you as the parent are agreeing to.

**Honesty and Trust.** This includes being honest about how you believe the arrangement is working. Although you need to be vigilant in order to safeguard your child, you should trust me as your childcare provider to do the best for your child. Show your trust by asking questions rather than jumping to conclusions when apparent problems develop.

**Pick up on Time.** I as your provider have a personal life too. No trip to the grocery store etc. on your way here just because you find it more convenient, ultimately the care of your child is your responsibility. I am here for you while you are at work. If you are not at work your child should be with you. As much as they enjoy being at my house, they also enjoy spending extra time with Mom and Dad. If you pick up your child early for any reason such as a doctor's appointment, family gathering, etc. they will be signed out for the remainder of the day. Late pickup policy.- Ale's Home Daycare, Inc. closes promptly at 4:30 pm each evening. All children and parents must exit the building by this time. The entrance's clock will serve as the "official clock" for determining time. Please synchronize your watch with this clock. Parents that have a lengthy departure routine must arrive early enough to meet the time criteria.

**Respect.** Realize that taking care of children is a job and that not only am I a worker, but also a working parent. Recognize that this is not an easy job. I am not "just a baby-sitter." Last but not least, I am only human; I'm not "superwoman." Please don't expect me to do things that you yourself would not want to do.

**Philosophy** We believe a child's early experiences enrich and stimulate future growth. Children deserve to be treated and respected as individuals in an environment that welcomes reason, exploration, question, and imagination. We respect each child's need for love, security, acceptance, warmth, and stimulation.

**Goals** While in my care your child will have the opportunity to participate in a wide variety of activities, which promote all aspects of development. Family childcare provides for children the comfort and experience of belonging to an extended family. My approach to childcare is child centered and child directed. Children are offered choices whenever possible. Your child will bring home a newsletter each month, which will give a brief overview of what we will be doing. Just because you are not seeing anything in the way of papers does not mean that we have not been busy all day.

**License capacity:** 16 total children allowed including my own.

A caregiver and an 18-year-old assistant may care for:

- Up to a total of 12 children under 12 years of age, between three and six years of age; or
- Up to a total of 12 children under six years of age, with no more than six under 30 months and no more than four under 15 months.
- A school age group consisting of eight school age children.

A caregiver, an assistant and a part time assistant may care for:

- Three additional children who attend school full-time before and/or after school.

### **Hours of Operation**

**Ale's Home** Daycare is open from 6:00 AM until 4:30 PM Monday through Friday. Hours of care will be contracted from child to child. No childcare will be provided on Saturday and Sundays or on the following holidays:

**Good Friday**

**Memorial Day**

**Independence Day**

**Summer Break**

**Labor Day**

**Thanksgiving**

**The day after Thanksgiving**

**2 Weeks on Christmas and New Year Break**

**When Halloween day falls on a weekday, I will close at 3:30 p.m. so all the children can go trick or treating with their families. After 3:30 p.m. all late fees will apply.**

The Daycare may close for 12 days of paid vacation per year. Also 7 paid personal days off during the contract year, I may never use them, I may use them all. These days are used for personal use, sick days or time with my family. But be assured that unless it's an emergency I will announce my plans well in advance so you can make other arrangements. If you need care while I am gone it is your responsibility to make alternative child care arrangements. Also, in the event I come down with an illness-such as vomiting, high fever or other symptoms that would prevent me from safely caring for the children, and need to close I will make an attempt to find a substitute for these instances; however, in the event I'm unsuccessful in finding a substitute, it will be the parent's responsibility to obtain substitute care, this day will be taken as a sick (personal) day, with no deductions to the weekly rate.

Notification of at least two months will be given prior to any closed days, with the exception of emergencies or illness. Please have a backup childcare provider for these occasions. In the event that I will be away for a period of time less than three hours (Doctor Appointments, errands, etc.) substitute care will be provided.

In cases of your potential absence due to maternity leave, summer, or extended leave from your job, I will require your childcare rate payment for the entire time of your absence to hold your child's position. Once the infant spot becomes available, it needs to be used or paid for.

### **Payment Procedures:**

**Fees:** The basic charge will be \$ 300.00 per week for full time.

This is a guaranteed rate and includes full pay for holidays, with no credit for absent or sick days. The fee for the care of your child/children for the upcoming week is due on Friday, or last day your child will be in attendance, for the following week that care is provided. Checks could be deposited on the weekend; postdated checks will not be accepted. If, for any reason your child is not in attendance on any given Friday, payment is still expected before 5:00 p.m. **or you need to make the deposit to my account.** My Chase bank account number is 652816633 and the routing number is 071000013. You will be responsible for any incurring charges.

Any payment received after this time will be accessed an additional \$10.00 fee per day, (\$10 after Friday 5:00pm, \$10 Saturday, \$10 Sunday and \$10 Monday, total of \$340) per child to be paid on Monday morning at drop off. When you go on vacation, payment is due before you leave. Do not put me in a position to ask for the check please remember to bring it.

The weekly tuition rate is based on the contracted hours. Any change to these hours may result in a change in the tuition rate. You are required to notify me at least two weeks in advance of any changes in the contracted hours. Overtime fees will be based on the hours listed above, not my business hours.

It is important that arrival and departure times are punctual and brief-so that we can all get settled and proceed with our activities. If you need care beyond the contracted hours you will need to prearrange this with me. I'm under no obligation to provide an extension of time if such extension conflicts with the provider's own plan. Late arrival does not justify late departure.

Each family must pay a \$35 registration fee upon enrollment. This is to defray the costs of advertising, supplies and other expenses for each child.

A Holding fee (deposit) of \$290.00 is required to be paid on the first day of attendance which will be applied to the last week payment or forfeited if the child does not come for care as agreed upon.

I keep a record of your payments and will give you an end of the year statement. If you need a weekly receipt please let me know.

Return check policy: There will be a \$32.00 charge for all non-sufficient funds (nsf) checks returned plus any additional charges incurred to myself and/or by the bank. Parents who have two or more nsf checks will be required to pay by cash or money order.

I will take all outstanding accounts to court for collections. Should it be necessary, the parent/guardian will be responsible for all court costs.

### **Daily Doings**

#### **Drop Off/Pick Up:**

I assume responsibility for your child only while he/she is on my property. No child will be allowed to leave with anyone except the parent, unless indicated on the alternate pickup list, without written permission from the parent. Telephone permission will not do! Anyone unfamiliar to me will be required to show proof of Identification. Please make the alternate pick-up person aware of the requirements. It is normal for your child to cry on arrival, especially for the first few weeks. Please make your goodbye brief and tell your child exactly when you will be returning. The crying usually stops within seconds of your departure. You are welcome to listen outside the door. Never leave without telling your child goodbye. Please be in control of your child during drop off and pick up times. This is a time of testing when two different authority figures are present (parent and provider) and this situation will be tested at one time or another to see if the rules still apply. I will remind your child if inappropriate behaviors are being displayed. Children of all ages adjust to transitions from one activity to another differently. Most do not like to be too rushed and most do not like to wait too long once they are ready to depart. If the person picking up the child appears to be under the influence of alcohol or drugs, another authorized person will be called to pick-up both the child and the adult. Court Order: If there is a court order keeping one parent or guardian away from the child, I must have a written note from the custodial parent or guardian in my file to that effect. Otherwise, I cannot prevent the non- custodial parent from picking up the child.

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### **Sick/Vacation Days:**

In the event that your child is ill and needs to miss a day, please call 1 hour before arrival time. Parent agrees to provide 2 weeks' notice prior to any vacation time. Parent agrees to pay childcare fees to hold child's position during any vacation time or extended leave, up to 2 weeks per year. Full payment must be received whether or not child attends.

### **Meals:**

I participate in the Food Program. I provide nutritionally balance meals and snacks for your child and receive a small reimbursement. The registration Form must be filled out and dated before your child's first day. Please do not send any food or drink with your child without prior approval through the provider. Please see Activities for a list of meal times; if your child arrives after a meal or snack has been served, he/she will wait until the next meal/snack time to eat. Meals and snacks are served family style. Children are encouraged to use this time to share their experiences with each other. Manners are taught, and practiced during this time as well. Please list on the medical report any food allergies child may have. If your child needs a special diet, the parent must furnish these foods.

### **House Rules**

- 1.No hitting, biting, pinching, throwing, pushing, hair pulling, or otherwise hurting ourselves or others.
- 2.No intentionally breaking anything.
- 3.No running, jumping, wrestling, climbing, etc. in the house or on the furniture.
- 4.No picking up babies or toddlers.
- 5.No leaving the house or yard without permission (no one is allowed outside without adult supervision, even when parents are here).
- 6.No name-calling, yelling, fouls language or teasing—everyone deserves to be treated with respect.
- 7.All food and drink will remain in the dining room/kitchen area.

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### **Dress Code:**

Please dress your child appropriately. The activities may be messy. Do not send your child in clothing that you do not want stained. Weather permitting; we will spend a lot of time outdoors. You also need to supply a complete change of clothing in case of an accident; I do not supply clothing for day care children. If the child has no spare clothing, the parent will be called to bring some.

**Water Play:** I have sprinkler for summer water play. I require a permission slip signed before the child is allowed to play in the water if I use a small wading pool or if we are going to the association pool. A swimsuit will be requested for these days.

### **Toys:**

Please do NOT send any toys from home with your child. If your child needs a special toy or item for sleeping, it will be allowed, but it will remain put away until Rest Time. **Ale's Home** Daycare assumes NO responsibility for lost, stolen, or broken toys from home. Should the child deliberately destroy my toys or other property through misuse or willfulness, the parent will be required to replace it.

### **Rest Period:**

All children under the age of 5 will have a rest period. No child is forced to sleep; however, they must remain quiet. Older children, and those who wake early, will participate in a quiet activity until Rest Time is over. Please try not to schedule pickups or visits during this time to lessen disturbance to the resting children. All children will rest on their mats with individual linens.

### **Toilet Learning:**

I will assist you in toilet training your child with the understanding that it will be successful only if we work together. I will use cotton underwear or pull-ups supplied by the parent. Send your child ONLY in easy on/easy off clothing until they are able to completely undress and dress themselves. I required at least 5 complete changes of clothing during Toilet Learning. I do not launder soiled items and will send them home in a plastic bag. Please replace any clothing sent home the next day.

### **Transportation:**

At times, we may plan a field trip or it may be necessary for me to transport your child by car. A permission form is provided upon enrollment. All traffic and safety laws will be followed. No child will ever be left unattended in a vehicle Unless it is an emergency, you will always be notified prior to any outing from **Ale's Home Daycare, Inc.** and reserve the right to refuse. If I do not have your permission to transport your child, you are expected to pick up your child immediately and make alternate childcare arrangements for that day.

### **Holidays/Birthdays:**

We honor major holidays and all children's birthdays. If you would like to bring a special Treat for the children, please arrange this with the provider. You are more than welcome to participate in ANY activities we have planned.

### **Other Goodies Confidentiality:**

The information you supply to **Ale's Home Daycare, Inc.** will be kept confidential. I will, at all times, respect your privacy. Before any of the information is released to outside persons, the parents will sign a release form.

### **Changes to Policies:**

Changes may be made to these policies as needed with 2 weeks' notice. The policies, contracts, consents, and forms will be reviewed and updated, if needed, yearly in January. Please give written notice of any changes that may occur, especially of name or address, or of updated immunizations.

### **Emergencies:**

**Fire:** There is one fire extinguishers located in my home. One is in the kitchen behind by the breakfast bar on the wall. If there is a fire that cannot be extinguished quickly, the children will be evacuated immediately before calling 911. We will practice fire drills monthly so the children will be prepared in the event of a fire. The fire evacuation plan is located on the wall and you are free to view it at any time.

**Tornado:** In the event of a tornado warning, the children will gather in the basement. We will remain in the basement until the inclement weather has passed. Tornado drills will also be practiced monthly. The tornado plan is located on the wall and you are free to view it at any time.

**Power outage:** There are flashlights located in the kitchen. If the power remains out for some time, there are non-perishables located in the kitchen that will be used to eat. If the weather is inclement and the house is getting too cold for the children, you will be called to pick up your child.

### **Enrollment Requirements:**

Before enrolling your child in **Ale's Home Daycare, Inc.** there are several things you must do:

1. Read through and become familiar with the Policies. You will be required to sign a form that indicates you have read, understand, and agree to ALL the Policies as outlined.
2. An acquaintance visit must be made. I will not care for children unless they have had one, and preferably two, visits to **Ale's Home Daycare, Inc.** to become familiar with me and the service provided.
3. All appropriate forms must be filled out, signed, and on file PRIOR to admission. All necessary forms/consents will be given to you in your admission package.
4. All required supplies must be brought within 2 weeks of your child's first day. If you do not bring the required supplies, I will purchase them for you and you will be responsible for reimbursing me the full cost.

**Termination of Care:**

Care can only be terminated with 2 weeks' notice by the parent. I reserve the right to immediately end care for non-payment, failure to respect me, my home, my neighborhood, behavior of the child, which is harmful to the physical or emotional well-being of the other children, or failure to abide by my policies. If you terminate care without giving appropriate notice, you will be responsible for payment of the final 2 weeks of care whether or not your child attends. Please be advised that you will be charged scheduled weekly rate until you notify me that your child will not be returning. If a two-week notice is not given; you forfeit your holding fee and payment of the two weeks following term is then due. \*Provider has the right to terminate a contract without notice in the case of harm to other children or a dangerous situation due to that child has caused intentionally or otherwise.

**Child Abuse/Neglect:**

I am required by law to report any suspected signs of child abuse and/or neglect. This includes any form of physical punishment by the parents in my home. Any request to use physical punishments by the parents will be noted in the child's file along with a written refusal from Ale's Home Daycare, signed by the parent and provider.

**Health Matters**

**Illness:**

See attached Sick Child Policy

**Medical Emergencies:**

Although supervision is constantly given, I cannot be by the child's side at all times to prevent falls, tripping, bumps, blows from other children, etc. If the child is injured in a non-life-threatening way, I will assess the child and provide home first aid. If the injury is more serious, the parent will be notified so the child can be transported to the hospital or doctor's office. (I.e. needs stitches, broken arm, or dislocation, etc.) All costs associated with injuries to the child will be the responsibility of the parent, unless I have been found to be negligent. In case of a medical emergency, I will attempt to contact you immediately. If I am unable to reach you, I will start calling the people designated as your emergency contacts. If I am unable to reach you or your emergency contacts, I will transport your child to his/her doctor or to the hospital, if necessary. If immediate intervention is required, I am certified in infant, child, and adult CPR and First Aid and will take appropriate action including calling 911 and having your child transported to St Alexius Hospital. You or your family's insurance is/are responsible for the cost of medical help or treatment due to accidents or illness while in childcare.

**Non-Discrimination: As licensed provider, I shall not discriminate in relation to admissions on the basis of race, creed, color, national origin, religion or sex.**