

## **LIL BITS OF HEAVEN ON EARTH FAMILY HOME DAYCARE PARENT HANDBOOK**

The information compiled in this handbook is extensive and comes from years of experience. Please read it over thoroughly and discuss with me any questions you may have. You are welcomed to call me at any time. If I don't answer the phone, please do not be alarmed; I'm taking care of daycare children or my own. Please leave a message. I believe parent/provider communication is key to a successful childcare relationship. I strive to work with you as a team to provide a happy and safe environment for all children.

In order to facilitate greater understanding between us, I have created this parent handbook. It covers my mission statement, philosophies and expectations. In order to make our relationship as enjoyable as possible, the following pages contain mutually beneficial requirements, which are necessary to ensure that there are no misunderstandings between either party.

This will be yours to keep and refer to from time to time when certain questions arise. Feel free to ask about any of the contents of this handbook as they arise and I will try to help you resolve any conflicts you may have regarding it.

**My Philosophy of Quality Daycare:** Children need quality, reliable, daycare in order to thrive and grow. This is most crucial in the earliest years, when children are developing at a phenomenal rate. Young children also require consistency of care in order to feel secure. I believe that this type of care can only be provided by a home care situation, in which the child interacts with the same caregiver all day, each day.

I just started my daycare business here in Maryland a year ago, but I'm no stranger to the business. I was a former daycare owner in Indiana for eight years while my children were small which provided them with friends until we moved here eleven years ago. The reason I've chosen this occupation is because I love little ones and once again will provide quality, reliable daycare for your children as I did my own. I realize that most parents in today's society do not have the opportunity to stay home with their children, so I intend to offer the next best option.

**My Mission Statement:** As a registered Family Home Child Care Provider, my goal is to provide a safe and happy place for children where they can learn and grow physically, emotionally, intellectually, and socially at their own pace. I believe children learn through play and benefit from a structured yet flexible schedule. Activities will be offered which stimulate sensory motor development, language development, writing and reading skills, and social interaction. The development of strong self-esteem is also a major goal.

Children will grow to respect themselves, each other, adults, and property while in my care along with your parental involvement. Our children are our future and You, as parent(s) in addition to myself, will strive for excellence when we work together as a team. Families, who work together, stay together. I hope you will come to consider me part of that family.

Through a mixture of guided and undirected creative play, children in my care will have the opportunity to learn about color, shapes, textures, numbers, letters, animals, seasons, feelings, senses, nutrition, personal hygiene, manners, basic science and math concepts, and creative concepts such as

"pretend" play, art, music, drama, and dance. These may sound like lofty goals for infants, toddlers, and preschoolers, but most children learn all of these things and more through creative educational play. I do not believe in pushing any child to learn at an accelerated rate, and will not make a child feel pressured to achieve developmental milestones. By providing the right kind of fun safe environment, I believe the children will learn at their own appropriate pace.

**Number of Children In My Care:** I believe that children receive the best possible care when there are six (6) or fewer children under the age of 12 per adult. Ideally, I would prefer to keep the ratio closer to 4 children per adult, depending upon the ages of the children. In accordance with state guidelines and my own personal preference, I will not care for more than two infants (0-24 mos), two pre-school children (2-5) and two before-after school children at any given time.

Children need to feel they are getting quality attention from the adults in their lives, and they also benefit from lots of one-on-one care. Therefore, for your child/ren's benefit and mine, I will continue to keep the group this size. This will give you peace of mind knowing that I will never accept more children for care than I believe would be safe and in the best interest of all families I serve.

Occasionally, I will ask my husband or another registered provider to help watch the children in my home or during a pre-arranged field trip. You will have the opportunity to meet with either of them, and I will always attempt to let you know in advance when either my husband or registered provider I'm able to acquire will be assisting me, which is very rare. I will also welcome your assistance during special field trips or other special fun events. I realize that you would not be hiring me for care if you regularly had time to spend daytime hours at home, so this time will be purely voluntary. Of course, you are always welcome to drop in at any time during business hours.

**Hours of Operation and Types of Care Provided:** Normal hours of operation are Monday through Friday, 6:45 a.m. – 5:30 p.m. These ARE NOT your hours of childcare serviced. I only provide service for the hours you "work" plus fair commute time up to but not including ten hours a day. I also do not provide service for you to run errands before or after your work hours or while you are at home without advanced notice and permission granted. Either way, you will be charged whether the child is in attendance or not, but if I find you non-compliant on the above-mentioned, there will be an extra fee involved. (See Late fees and/or Additional Fees and Late Pick-up after 5:30 p.m. stated further below).

I offer full-time and part-time care for 2 infants, 2 pre-school children & 2 before and after school children (full-time during summer months and breaks) up to the age of 12.

**Childcare Financial Agreement:** A childcare financial agreement is separate from this parent handbook but constitutes as part of your childcare contract in its entirety, and so must be signed and all requirements met before a child will be allowed to attend. Without the Childcare Financial Agreement, deposit and required state/provider forms received, I do not consider the child enrolled and cannot accept him/her/them into my care.

**Deposit:** I require a non-refundable deposit from all families.

A NON-REFUNDABLE deposit fee of \$175 is required to secure your slot up to 4 months per infant (under 2 years old) and \$75 per part-time/full-time infant/pre-school child up to three months and later is due at the time you contract with me before your child's start date. Before/after-school children - \$50.00. Once the contract is signed between parent and provider, a portion of this fee will go towards materials necessary for enrollment of your child. (i.e., paperwork, activity supplies, preschool supplies, etc.).

**PLEASE NOTE:** Your child will not be considered enrolled or your slot saved until this deposit is paid and all required state and provider/client forms are received before your child's start date.

By not paying this deposit you risk forfeiting your slot altogether.

**State Funding:** I do not accept Purchase of Care at this time.

**Probationary Period:** The first month of childcare is to be a probationary adjustment period. It is my responsibility to let the parent know if the child seems unhappy or the arrangement is unsatisfactory for any other reason. It is the parent's responsibility to let me know the same. **The parent or myself can terminate the contract anytime during the probationary period in writing on or before the 30<sup>th</sup> day after care starts.**

**Termination:** A two-week written notice is required after the probationary period ends. Fees will still be due if the parent withdraws the child before notice is given, or at any given time during the notice. **Termination notice will NOT be accepted while provider or parents are on vacation.**

I will provide the parents with a two-week written notice if I am no longer able to care for your child/ren after the probationary period. You are still responsible for paying the two weeks' worth of fees, regardless of the reason of whether your child attends or not.

I will terminate our childcare agreement immediately for any of the following reasons (but not solely limited to):

- Failure to comply with the policies set forth in the Parent handbook.
- Failure to comply with the Childcare Financial Agreement.
- Destructive or hurtful behavior of child that persists even with parent cooperation in stopping the behavior.
- Non-Payment of childcare fees or late and/or recurring late payment of fees.
- Failure to show up for 5 consecutive business days in a row without any communication.
- Failure to complete required forms.
- Inability to meet the child's needs without additional staff.
- Blatant disrespect towards provider or provider's family.
- If parents knowingly bring their child ill.

**Child Abuse/Neglect:** It is the law and also my responsibility as a childcare provider to report any and all abuse or neglect performed on a child. I cannot turn my head on a child that has been abused or neglected. Therefore, I will notify Children's Protective Services and the Police Department when it appears that a child in my care is being physically, sexually, or emotionally abused, neglected, or exploited.

**Communication:** Communication is very important to me. When I accept a new family into my care I like to be sure we can openly share any concerns, questions, feedback, or discussions of any kind. Sensitive issues are discussed in private. Please be patient as my business is somewhat new in this

state. I will provide you with a calendar of my days off, a brief summary of some of the activities tentatively planned at the daycare, and any other information that may interest you as my business grows. You are always welcomed to contribute to the calendar of events. You are welcomed to contact me at any time. If you call during the day, please be aware that I may be busy with your child/ren and or other children and may not be able to answer your call posthaste. Please leave a message and I will call you back as soon as possible. I am looking forward to a terrific relationship with you and your child/ren!

**Forms Required Before Care Can Be Tendered:** There are several forms that I must have completed and in my possession before I can admit your child into my daycare. **NO EXCEPTIONS:** Childcare Financial Agreement, Health Inventory, Health Inventory Addendum, Immunization Record (ongoing if under 12 mos.), Emergency Form, About My Child, OTC Medication Form, Electronic Games and Computer Use form (for school-age children only), Permission Authorization, and Request for Administering of Medication by doctor approval only (if applicable), the signed page of this Parent Handbook, and the signed section of Parent's Guide to Regulated Care brochure.

You are required to keep me informed of any changes in addresses, telephone numbers, and all other important information. Change slips are available by request.

**Maternity/Extended Leave:** In cases of any absence due to maternity and/or extended leave you will need to use this time to find other care for the new baby and/or your older child(ren) if I do not have a spot open for your new baby. You will also be required to pay the regular fees for any of your other children enrolled under my care whether they attend during this time or not.

**Payment Procedures and Rates Applied:** Your specific rates will be outlined in your Childcare Financial Agreement. Rates are based on an 8-10 hour workday. Additional fees are applied for care tendered over 10 hours. Payment is due every Friday by 5:30 p.m., unless other approved arrangements have been made with me in advance and have been put in writing signed by both of us. If you go away on vacation, payment is due BEFORE you leave. In cases of illness, your payment is still expected.

There will be a late fee of \$10.00 for each day payments are received late (including weekends).

Repeated late fees will be grounds for immediate termination. **NO EXCEPTIONS.**

**Rate Increases:** Provider reserves the right to increase childcare rates at the end of each year, at an increase of \$5.00 per week with 30 days written notice. Hopefully this will not occur every year as it basically pertains to whether or not a cost of living adjustment is deemed necessary.

**Tax Purposes:** I will supply you with a year-end summary of all childcare fees paid for the year for tax purposes. This will be given to you the month of January each year or when services are terminated. You may request a copy of your statement at anytime throughout the year.

**Open Door Policy:** I maintain an Open Door Policy. This means you are always welcomed to call or drop in to see your child at any time during regular hours. You are required to let me know of your presence before entering my home. Knock, and then enter. You do not have to wait for me to answer the door. Open Door Policy does NOT mean my door will always be unlocked. For children's safety, I would not want unwanted or unexpected visitors to enter without my knowledge. I also do not want little ones entering or leaving the house unsupervised. Your child's safety is my first priority. Please remember when visiting, children may react in an excited manner that does not normally occur when I am alone with the children.

**Late fees and/or Additional Fees and Late Pick-up after 5:30 p.m.:** Additional fees will be assessed accordingly if your child/ren is/are in my care over **TEN** hours any given day other than your contracted scheduled “work plus fair commute” hours, or my business hours. More than 10 hours consistently can result in immediate termination. Your specific hours should be outlined in your Childcare Financial Agreement and you will be expected to pay for these hours. Please calculate up to but not including ten hours from your drop-off time. I am not licensed for weekend or all-night care, so please make a note of this. I will not be able to do so, regardless, due to my specific state licensing requirements.

A late and/or additional fee will be charged for dropping off earlier or picking up later than the contracted scheduled hours listed on the Childcare Financial Agreement that is contracted for and agreed to. Current late fees are \$2.00 per day, including weekends once you receive a statement from me as described below. These are usually handed out every Monday.

A charge of \$3.00 will be added up to first five minutes for early drop-off and late pick-up and \$2.00 every additional ½ hour thereafter per day up until 11 hours unless advance notice has been given and permission is granted. More than 10 hours consistently can result in immediate termination.

An additional fee of \$10.00 will be charged if your child is in my care while you run errands, decide to go shopping or are at home while your child is in my care without advanced notice and permission granted.

You will receive a statement for all fees that are left unpaid each week. No more than two weeks will be permitted for the total balance. To do so could result in immediate termination. Consistent early drop off or late pick up could result in a termination of your contract as well!

**I close at 5:30 p.m.** If your child is still here after 5:30 p.m. and I have to be elsewhere, you will be responsible for picking your child up at the designated location my presence is required. This particular instance happens very rarely but necessary if or when it occurs. Regardless, you will be required to provide me with a child-restraint car seat and/or booster seat and a permission to transport form filled out by you.

The parent will be liable for any and all collection costs i.e., postage or printing costs, attorney fees for consultation, long distance phone calls, income lost due to closure of the daycare, etc. This includes fees for any checks returned to me by my bank for Non-sufficient funds.

If a check is ever returned to me for NSF, you will be required to pay \$35.00 plus the fee charged by the bank and you will be required to pay for care with cash or money order thereafter. **NO EXCEPTIONS**

If your childcare account remains unpaid for any reason, or you terminate without two-weeks notice without advanced payment, be advised that your account will be reported to ProviderWatch immediately. ProviderWatch is a credit-reporting agency that specializes in childcare accounts. Your delinquent account being reported to ProviderWatch will likely make it more difficult for you to find childcare providers willing to accept your children until any such accounts have been paid. You may contact ProviderWatch if any childcare provider informs you that their decision not to accept your child into care is based in whole or in part on information received from this agency. ProviderWatch will disclose any delinquent account information on record so that you may resolve these accounts.

**Pets:** I have the following pets in my home: 2 female dogs and 2 male cats. All my pets are up-to-date with their vaccinations, which is also a requirement of the state childcare licensing division before registered providers are permitted to care for other people's children. The dogs are kept separated from the day care children.

I believe that pets help teach children nurturing skills and the child/ren will only be exposed to them for very brief amounts of time while introducing pet care to your child. My pets are very docile and gentle around children. If they weren't, they would not be permitted in my home, but your child will never have access to them without safe and proper supervision.

**Arrivals & Departures:** Children are to arrive clean, dressed & fed (unless arriving just before meal time). It is normal for some children to have difficulty separating from parents, or cry when being dropped off.

Please be very brief (no more than 5 minutes) during drop-off times; the longer you prolong the departure, the harder it is on both you and your child/ren. A smile, cheerful good-bye kiss, and a reassuring word that you will be back are all that is needed. In my experience, most children are nearly always quick to get involved in play or activities as soon as parents are gone. Please be brief at pick-up times also. This is a time of testing when two authority figures are present (the parent & provider), and all the children will test to see if the rules still apply.

During arrivals & departures, I expect you to back up my House Rules (posted below), but if you do not, I will remind your child when their behavior is inappropriate and take action to correct, if necessary. Please be in control of your child during these times. Do not allow your child to run out to the car while you are still inside! The safety Rule is "No child is left unattended without parent or provider supervision."

Sometimes, at pick-up time, the children may get a little over-excited and/or rowdy because someone else's (parents) are here. Please help show your child that you respect me and my rules by reminding them (and allowing me to remind them, if needed) that the rules still apply whether or not someone else is here. And when you are not here, be aware that your child/ren may act out to get another parent's attention and could inevitably get the whole group to do the same and will require time to calm them down until you arrive.

**Absences:** There will be no refunds or adjustments made to your childcare fees for any time missed due to illness, holidays, vacations, or days off. A place has been reserved for your child that cannot be filled on a short-term basis. Although I will make every attempt to be available each day, there will be occasions when I or another family member is ill and I am unable to provide care. You will be notified as soon as possible of any personal or family illness, funeral, or emergency. It will be your responsibility to obtain alternate care on those days. Please notify me no later than ½ hour from your contracted scheduled drop-off time if you will not be bringing your child or will be arriving late. Your child could be the only one in attendance and I would not like to be kept waiting. More than 2 consecutive absences without a call may result in termination with all fees due & owing.

**Alternate Back-up Care:** Is not provided by the Daycare Provider. It is the sole responsibility of the parent to obtain back up care.

**Holidays, Vacations & Other Closures:** I will be taking the following as PAID holidays: New Years Day, Memorial Day, July 4th, Labor Day, Day before Thanksgiving, Thanksgiving & the day

after, & Christmas Day. The daycare will not be open on those days. Please make a note of these days.

In order for me to be the best provider I can be, I will need time to relax with my family and friends, accomplish household tasks, and attend training conferences. Each year I reserve the right to take 12 PAID personal days, in addition to the PAID holidays, which include sick days. I also reserve the right to take two five-consecutive days vacation per year within those 12 days, which you will only be responsible for one of those weeks unless you take your vacation during that same week as me. I will give you a two-week notice per each vacation and a week's notice for any remaining days not taken unless it's a sick day.

For sick days, funeral and doctor appointments, I will try to give at least a 24-hour notice. You will need to find alternate care during these times as well.

**Fire and Child Safety:** I have posted a fire evacuation plan and will conduct a fire drill with the children once a month. In addition, I incorporate fire safety curriculum into my pre-school program. My home is inspected regularly for fire and child safety.

**Toilet-Training Policy:** Toilet training is a big step in a child's development! Many parents feel pressured to potty train at an early age, but I prefer to wait until the child has shown an interest and has reached several developmental milestones. For best results, I find that waiting until the summer closest to the child's third birthday to start potty-training is most effective.

(For more in-depth details, please see separate pamphlet enclosed with items received at interview when applicable)

**Personal Items and/or equipment I supply:**

I will be providing your child the following items and/or equipment at no additional charge to you:

**Highchair – geared for children ages one year or older or when they can support their upper torso themselves for longer than ten consecutive minutes at a time until they reach the weight limit of 50 pounds. Before a year old I will need use of your infant/carrier seat to feed your child baby food when he/she has reached the recommended age and/or age suggested by your child's physician.**

**Disposable washcloths**

**Diaper changing pad**

Items provided at an additional cost:

**Diapers, pull-ups, diaper ointment and wipes I will provide for you at a cost when your supplies are depleted until you personally replenish them**

**Personal Belongings & Parent Provided Supplies:** No toys should be brought from home. Sharing is a very hard concept for children of these ages to grasp and battles tend to ensue especially over their own special toys. Exceptions will be one of their favorite "cuddly" naptime items. Any property or personal belongings entering the provider's home will be left at the owner's discretion to do with as she sees fit or for its intended purpose. Parents are required to supply the following:

**Drinking Cup with your child's name on it that will stay here (for 10 mos and older)**

**A daily supply of bottles and formula/breast milk must accompany your infant.**

If not breast-feeding, bottles must arrive either prepared by you with formula each day or cleaned and sanitized by you daily to be used before the measuring and dispensing of the prescribed powdered or liquid formula you have supplied during the listed span of time per your instructions. Bottles will be returned to you rinsed out at the end of each day to wash and sanitize at your home and to be returned to me the next morning child is in attendance.

**PLEASE NOTE:** It's not a state requirement to include the cleaning, sterilizing and washing of items used by your child as part of my services.

**Baby food/fluids daily that your doctor has suggested for your infant until he/she's on table food**

**Child restraint seat (daily)**

**Pull-ups/diapers, baby wipes and ointment supplies in plastic bag for non-potty trained child/ren with child/ren's name on it to remain here. I prefer Huggies Natural Care wipes be provided.**

**At least 3 burp cloths or receiving blankets until soiled for your infant**

**All bibs, which will be returned to you when soiled and replenished by you.**

**Sleeping gear for infants/toddlers up to 2 years I will provide, but you provide blanket that can remain here and returned home when soiled or every Friday and replenished the following Monday. For pre-school children (light-weight sleeping bag is preferred due to amount of space I can provide). Before/after school children sleep gear is not applicable**

**A change of clothes until soiled**

**Extra pair of play/tennis shoes for outdoor activities for each child that is walking.**

**One nap-time toy for your toddler/pre-school child**

Sleeping gear for your pre-school child will be sent home for washing every Friday and should be returned each Monday.

A blanket must accompany your infant every Monday that can remain here the whole week the infant is in attendance. I will send this home with your child each Friday to be returned each Monday.

Parents of infants must supply all prepared bottles, baby food, and items daily the first year of the child's life – I do not provide this diet as part of my menu requirements.

I will send home a notice informing you when your child's pull-up/diaper, wipes and ointment supplies at the daycare are running low.

I keep extra pull-ups/diapers here on hand so that no child would ever have to go without but there is an additional fee for use of these. I charge a fee of \$1.00 for each pull-up/diaper and \$.50 per day for wipes and ointment that I use from my personal supply for your child. Fees will be added to the

weekly tuition amount and need to be paid in full by the end of the week. Thanks for your understanding and cooperation in keeping your child's supplies well stocked.

I will not be held liable for any unauthorized property brought to the day care. Personal items, once they've entered the daycare or its premises become the daycare's responsibility to use as the provider sees fit. If any item is removed from the daycare by a parent, without my knowledge, it will become the parent's sole responsibility, returning said item or be replaced accordingly. I will not be held liable for lost or broken items. I will allow only one naptime item that can remain here and will be returned to you when the child no longer asks for it. This will be stowed in my deacon's bench near the home's front entrance.

Any property that remains at the Day Care 10 business days after the last day of your child's attendance becomes the property of the Lil Bits Of Heaven On Earth Home Daycare to be disposed of as I see fit. All items will be returned to you on their last day of attendance.

**Meals:** Breakfast, Lunch and Snack (twice a day) will be provided for your toddler/pre-schooler and for your before/after school child during school days off and breaks. Snacks will be provided for your before/after school child only when he/she's in attendance during the times listed below. (See Sample Menus attached to the back of your Parent Handbook).

I will be providing meals and snacks at the set times per day.

Breakfast is from 6:30 – 8:00 AM

Lunch is from 12:00 – 12:30 PM

Snack is from 9:30 – 10:00 AM and 3:30 – 4:00 PM.

I will NOT serve meals or snacks before or after these times. Please highlight these times or make a separate note of them for quick reference.

This meal/snack plan is not applicable for infants under one year of age or who are not permanently on table food.

Your child(ren) will not be forced to eat anything and/or everything I provide. If they choose not to eat, they will not be offered anything else until the next mealtime or snack time. If your child has special dietary needs I must have them in writing and you will be required to provide items I'm unable to. I do ask that a doctor's statement accompany any and/or all special dietary needs your child requires please; this is so the State knows about special meals for that child.

If you wish to bring something special on any given day, please bring enough to share with all the children in my care that day! And PLEASE let me know in advance what you will be providing due to possible allergies or food problems with other children!

For before/after-school children I provide breakfast and a nutritious afternoon snack unless they're on school breaks, then they will receive the full service menu described above.

**Nap/Quiet Time:** All children are required by State guidelines to have a rest period each day. I do not require children to sleep; they must however lie quietly until the other children are asleep and then may quietly play or "read" books. Older children may play outside or play quietly in the playroom until rest time is over. I do sometimes offer movies during this time for school-age children as well.

Infants under one year old will rest according to their own individual schedules until they are able to transition to the daily pre-school curriculum schedule I have in place for the two to five year olds.

**Discipline:** Discipline is used to teach a child what is acceptable behavior, not as a punishment tool. I achieve this through love, consistency, and firmness. I stress two main patterns of behavior: respect for themselves and other people and respect for property. The children are explained the rules of the child care home frequently, so they are all familiar with the guidelines. The following methods of discipline will be used:

I encourage children to solve problems themselves. I use a naughty spot for one minute per year of child's age, two verbal warnings, re-direction to another play area, and then the sad chair as discipline for your toddler/pre-school child. If I feel there is a chronic behavioral issue that needs attention, I will let you know in order that we, by working together, can mutually resolve it and maintain continuity in the preferred discipline between our homes. These types of behaviors might include biting, use of foul language, chronic hitting, name-calling, defiance, breaking toys, etc. For the safety and well being of all children, you may be called to remove your child immediately when it prevents me from being able to properly and safely care for the other children in attendance. Repeated unresolved discipline problems will be grounds for immediate termination.

**House Rules:** Please respect my profession, my home, my family and me. The respect you show me, including my home, furnishings, equipment, and yard, the other children will communicate itself to your child and make for a better working environment. There are certain House rules that all children will be expected to follow. In addition, although I realize that I must expect a certain amount of wear and tear where children are concerned; I do not want my home "destroyed or demolished". The House rules are as follows and are enforced for the safety and well being of all.

I expect all children (in consideration of their age) to know the rules of the house. They are all common house rules that I have instilled in my home with my own children for years allowing some flexibility as they mature; consistency of them will be encouraged and practiced in my home.

1. Hands and feet belong to your child and no one else other than in an appropriate affectionate manner such as holding hands when required or hugging, which is encouraged. In other words, there will be no hitting, kicking, biting, pushing, etc.
2. No throwing or intentionally breaking anything.
3. No running, jumping, wrestling, climbing, etc. in the house or on the furniture.
4. No shoes on the couch. Remember that furniture is for sitting.
5. No lifting pre-school child(ren) (without permission and supervision from an adult).
6. No leaving the yard or house without permission (all children under 5 are not allowed outside without supervision by the child's parents or provider - even when mom/dad is present).
7. No name calling, teasing, yelling, etc., which constitutes as bullying tactics will be permitted; everyone deserves to be treated with respect.
8. Please remove shoes after entering the kitchen. (Older children should leave an older pair of tennis shoes here to play outside in during the winter - this will save their better shoes, my floors, and you a lot of laundry!).
9. No children are allowed upstairs, in the computer room, garage, on the deck or in the basement areas. PLEASE! Do not let your child walk into the house carrying ANY food, cup-filled drinks, or bottles! They always end up on the floor, in the playroom, etc. Please, for the sake of the floors, clothes, and hair, do not bring gum!

## **Rules for parents**

- 1) No cars allowed in my driveway if leaking oil. Please park along the street
- 2) Be polite and respectful to all children in house.
- 3) No drink or snacks without advance permission are to be brought into the house for your child alone or it will be disposed of.
- 4) Always come through the garage to the kitchen door unless there is a note posted there stating otherwise.
- 5) Knock prior to entering.
- 6) No shoes other than in the kitchen area.
- 7) No smoking is permitted in the house.
- 8) No personal items or belongings should be brought into the house that you have not given prior approval to be used for its intended purpose at my discretion. If you find my methods questionable for the caring and cleaning of such items, then you will be required to personally supply them until they're no longer needed by your child/ren.

**Sick Days/Illness:** Childcare will not be available for child/ren exhibiting more than minor cold symptoms, which impair their functioning. Parents agree to pick up child/ren within 1 hour of notification, should your child become ill.

I reserve the right to determine when a child should be sent home due to sickness and/or illness. If your child becomes ill while in my care, I will notify you immediately. You, your emergency contact person or the person you designated as your daily authorized person other than the parent are required to pick up your child within 1 hour of notification. You may designate more than one daily-authorized person in addition to the one you listed; just supply that information on a separate sheet of paper. Your child will be isolated and made comfortable until you or your contact person arrives. If none of the above can be reached, an additional fee of \$30.00 per child will apply if the other children become contagious as a result. This is why it is so important you have plenty of back-up support. Your child will be accepted back into care as soon as he/she no longer exhibits contagious symptoms. This may require a Doctor's note if absent for more than 5 days. You will be required to pay for any and all days the child is not in my care.

Please notify me as soon as possible when your child becomes ill at home so that I can notify the other families and observe my own family for symptoms. Your child will be accepted back into care as soon as he/she no longer exhibits contagious symptoms. This may require a Doctor's note.

Please take the above rules seriously. It is always best to call me and ask if you are unsure whether or not you may bring your child. You must have some form of alternate care in the event your child is ill if you feel you cannot miss work. Any infractions of the above rules and you will be called at work or school to come and pick up your child. Repeated calls to you or your emergency contact to pick up your child may result in immediate termination.

**Medical Emergencies:** In case of EMERGENCY, I will administer the necessary First Aid. An ambulance will be called and your child will be transported to the nearest hospital. **YOU WILL BE NOTIFIED IMMEDIATELY!** If an ambulance must be called to transport your child, the cost of the ambulance will be your responsibility. I am prepared with a substitute caregiver only in cases of emergency when you or your emergency contact person cannot be reached. If my emergency caregiver is not available, however, I will do what's required in order that your child gets the medical attention necessary. You are responsible for all costs involved in emergency medical treatment, including emergency transportation, if required.

The owner of Lil Bits Of Heaven On Earth Family Home Daycare, or my family will not be held liable for any sickness/injury of either parent/legal guardian or child while on the premises.

**Insurance:** I carry the recommended day care liability insurance. This covers your child while he/she's in my home, my yard, and while walking to and from the bus stop.

**Smoking:** I provide a totally smoke-free environment in my home for your child/ren. If you smoke, please be considerate and do not dispose of your cigarette butts anywhere on my property.

**Medications:** Whenever the child needs medication while in my care, I will administer by doctor's orders only and need a signed, written notice that includes the date, dosage and exact time to administer. A form is available. I recommend asking the pharmacist to give you the medication in 2 containers (one for home and one for childcare). They are always more than happy to do this for you and it will eliminate missed doses!

Under no circumstances will any over-the-counter medication be given other than Children's Tylenol or over-the-counter medicine your physician has recommended which requires your verbal or written permission that you must supply to me. I can only give the dosage on the package and I can only administer medication that you have supplied. I recommend that you bring a small container of Tylenol, Motrin or doctor-recommended medication, marked with your child's name, to leave here. All medication must be in the original, labeled container.

The parent or legal guardian present must directly hand all medication to me! Do not leave medication in your child's bag or backpack without my knowledge, whether it is over-the-counter or doctor prescribed -- this is very dangerous! I am not allowed to give your child medication in a child-size cup, sippy cup or in his/her bottle, please do not bring it this way. I cannot administer any fever-reducing medication to your child that you have never administered to him/her before or without your written permission. This is in case the child has a reaction to the medication. And again, I can only administer prescription medication that you have supplied along with a doctor's order or the above exception.

I must know if you have given any medication within a 24-hour period, before his/her arrival to the daycare. In case of emergency, I need to inform the doctor of all medications taken. This will also prevent overdosing in the event that your child becomes very ill!

**School drop-offs and pick-ups:** I am required to pick-up Kindergarten children in my care at the bus stop each day, which is located at the end of my street, and on rainy/snowy days for before/after school care children and my own. This is one of the reasons I require a child restraint seat every day (if Kindergarten child is in attendance or on the days mentioned above for older before/after school children).

**Permission to transport:** Permission to transport your child in the proper restraints in my vehicle for short-distance field trips and school drop-off and pick-ups is required. (No field trips will be conducted with children younger than 4 months of age except during summer months)

**Field trips:** I plan several field trips during the summer and fall seasons. On occasion, I will ask that the parents pay for certain trips. Parents are always welcome to accompany us on trips. And sometimes I will ask for a helper or two for these types of trips listed on my calendar of events so feel free to volunteer or have a friend or relative help out if you would like. You must provide an age-appropriated child-restraint seat for these particular excursions.

**Photos/Calendar of Events:** I do have a camera and at times will take photos of the children doing fun activities and will be uploading them to a password-protected web page. You may view the daycare website at anytime; URL is listed on the business card and at the top of the first page of this handbook I have provided you. If at anytime you would like to see hand-held photos taken of your child(ren), feel free to request them and I will more than gladly provide them to you in a prompt and timely manner, otherwise they can be viewed at the password-protected webpage once they're uploaded. You will be provided with a username and password after you have contracted with me, so please keep checking this at your leisure. I will remind you when it's been updated. The password may be changed from time to time in deference to yours and your child's safety. A Calendar of Events will be published offline as well as on a password-protected online copy at least every other month if not on a tri-monthly basis to try to keep everyone informed of special days and activities that are going on in the daycare and of my personal days I'll need time off. Please fill in the appropriate areas you give permission on the provided form attached.

**Electronic games and Computer use:** I do allow school-age children to play with several handheld, regular TV gaming systems and with age-appropriate computer games from time to time as a special reward. There is a separate form to sign for them to use these devices. The rules are spelled out on the gaming systems form and will be followed.

**Sign In/Out:** All children must be signed in and out. There is a sheet provided for this purpose in your child's folder that is located near the kitchen entry. Please sign them in and out with the current time and your signature. If they are picked up or dropped off by a bus I will sign them in or out at that time. Please refer to the "Notes" column to take note of important information (I.E.: medication administered and use that to note early pick up time, dr. appointment, new work phone number or cell-phone number, etc.). This is needed for tax and legal purposes so that I can show that your child was here during a certain timeframe.

**Divorce, Legal Separation, or Unmarried Parents with Custodial Agreements:** Unfortunately, in today's world divorce, separation and unmarried parents with custody and support agreements are a reality. I recognize and respect the rights of both parents. I have included this language in my policy to protect all parties from misunderstandings and to protect the children by complying fully with all custody arrangements.

- I require that all parents in this situation divulge this information and provide me with a copy of the custody arrangements so that I may understand and comply fully with your specific legal arrangements.
- In the cases of custodial arrangements where both parents have joint legal custody, but one parent has been granted sole physical custody, all daycare arrangements will be made solely with the parent having been granted physical custody by the courts. In these cases, extended visitations to the non-custodial parent will be treated as vacations and payment will be expected during the child's absences unless we have made other written arrangements in your financial agreement.
- In the cases of custodial arrangements where both parents have joint legal custody and joint physical custody is alternated between parents, contracts will be entered into with both parents. In this case I encourage a single daycare contract signed by both parents but will honor requests for separate contracts when absolutely necessary.
- Payment arrangements will be specified in the Family Childcare Agreement. Note that in the case of multiple agreements, I reserve the right to categorize the child as part time. Please

review the Hours of Operations section of this policy handbook to see how this could affect your child's care slot.

- Children will only be released to parents having physical custody or authorized emergency pick-up personnel. If the non-custodial parent is picking the child up from care I need written permission from the custodial parent before I will release the child to their other parent.
- In the cases of parents having joint custody, custody transfers will be per the court ordered custody and support arrangement. If, for example one parent is given the child every other weekend and attempts to pick up that child on a non-visitation day, I need specific written permission to release that child to the non-custodial parent on that day.
- On occasion both parents may show up at my home at the same time. This can happen for a variety of reasons. Again, please respect my profession, my home and me. My responsibility is for the welfare of your child while in my care. Disrespectful behavior, especially threats or violence will result in appropriate actions being taken on my behalf to protect the welfare of the child and other children in my care. These actions may include, but are not limited to:
  - Asking one or both parents to leave
  - Calling the police and reporting a domestic violence incident at my daycare.
  - Performing any or all steps outlined in the child abuse section of this handbook.
- Communication is especially important in this situation. It is not at all uncommon for parents to disagree on child rearing and discipline issues in these situations. Please do not place me in the uncomfortable position of being an arbitrator in these matters. I am not responsible to be your counselor or to decide which parent is right or wrong. My job is to provide the most healthy, positive care environment I can for your child. Repeated attempts to put me in the middle of issues regarding your child will be grounds for immediate termination of services.

**Misc.:** Play Activities: Children learn through daily play. Such as play dough, making snow angels, pretending to be princesses and fire fighters, planting flowers, painting and drawing. Some times these can be messy and time-consuming so I might be required to give them a bath or to change their clothes if they get too messy. All toys and/or items placed in your child's play area will be cleaned weekly. All toys and/or your infant places in his/her mouth will be clean; if determined it's not, it will be removed immediately from contact. I can only control pet hair to a certain satisfactory point, but your child's face, hands and feet will be cleaned periodically throughout each day with disposable wash cloths I provide myself.

Any such activities listed or others that you have extra items like old Halloween costume or dress up items you would like to donate would be wonderful; the kids really seem to enjoy those types of activities and I try to encourage realistic play like cooking and such. You would be surprised at how many children will take part in pretend cooking when one child starts.

**Broken Toy/Damages Policy:** As for my broken toy/damages policy, due to past daycare experience the need for this is required, which I regret. I am asking that if your child breaks a toy or item in my home on purpose or during a tantrum, which is over \$10.00 that you either replace it or refund me half the amount of the replacement cost. If it is just one of those things that it breaks from overuse is one thing but an intentional break I will be asking you to replace the item since the child will need to learn that it is inappropriate behavior to do that.

Any and all concerns please contact me and I will discuss them with you and explain why I have that rule or policy in tact and will be willing to help you with it.

Once in a while I may ask for help from the parents in purchasing crafts or craft items in order to keep my prices low and affordable to the parents that have children in my home. So please if at anytime you have extra craft items please donate them to help with this cost. Most Craft projects are purchased through Oriental Trading Company or Celebrate and Educate and I do let the parents have a say in some of the items that are ordered. I normally ask when I have parents pay that they purchase at least one project per child in my care.

### **Cleanliness, Hygiene and Respect Of Daycare**

Please do not expect my house or your child to be spotless when you come to pick them up. Sometimes we can get pretty messy (which is sooooo much fun!) when we are playing, eating, or doing crafts! I will try to keep them as clean as possible! As for my house, having up to 4-6 children all day is enough to make anyone want to quit keeping house altogether!! But I will be teaching each child their responsibility for proper cleanliness and in helping to pick up after we are done with our toys, crafts, and meals.

Please be supportive! Doing childcare can sometimes be a very isolated job, having very little contact with other adults. Whether it is supporting my thoughts and decisions or just sharing stuff such as unneeded paper, a box of crackers, or a video.

Please treat me as a professional; this is my career choice! I am a Professional Child Care Provider/Small-business owner. I am not a “glorified baby-sitter”. Please try to remember that childcare is a HIGH-STRESS job sometimes, so I do need to take my allotted personal days and vacation! I love my job immensely!!

Please respect my family and home! We are a “normal” family just like yours. We need our own, separate lives away from the day care. The day care children are not allowed to play in any of my upstairs bedrooms, computer room, garage, deck or the basement. That way my children and husband have their own space at all times. It is sometimes hard for my children to share their home, their things, and their Mom for more times than necessary! Also, please realize that I need time alone with my family, so try not to make me feel guilty when I need to request time off for myself and/or my family.

Occasionally I might have an appointment to go to during the day. I will expect you and your child to abide by my wishes and rules while out on the outing or while I have a registered substitute provider here for no more than a two-hour period unless it is of a more serious nature such as any hospitalization which might ensue (hopefully that will never be the case).

If at anytime I require to have a legally approved substitute or legally approved provider here, you will be notified in advance unless it is an emergency. The legally approved providers are people I would trust with my own children and have trusted to caring for my own children; each have been checked out as thoroughly as possible and are regarded as being very competent to care for your children as well as my own when necessary. My husband and pre-approved registered providers have had criminal background checks done on them and may be one of the substitutes when necessary.

### **In Summary:**

**What you can expect from me:**

- Positive reinforcement and encouragement in everything your child does or attempts to do.
- Developmentally appropriate and stimulating activities
- Special care and respect for your child
- Drinks and nutritionally balanced snacks
- Monthly Calendar of Events
- Open and honest communication, if anything is going on that affects your child; I will talk with you about it. Sensitive issues will be done without the child's attendance
- Peace of mind

**What I expect from you:**

- All required forms before first day of childcare.
- Deposit of ½ of your first monthly fees before instated first month-long probationary period
- Bring your child rested and ready for a day of activities and play. A well-rested child is easier going, less frustrated, happier and more predictable.
- Pull-up/diaper, wipes, ointment, supplies in a bag with your child's name on it to remain here
- Prepared bottles of breast milk/formula from you daily
- Extra clothing and shoes aforementioned above to remain here start of each week
- Prompt payment of all childcare fees
- Prompt pick up of your child, so that my family's needs and personal commitments are also met
- Notification if your child is going to be absent or late
- Take an interest in your child's day--talk to them about the day's activities
- Open and honest communication- if there is a problem (however big or small) we need to talk about it to prevent hard feelings or misunderstandings.

**Mutual Responsibilities:**

- Treat everyone with respect.
- Communication on a regular basis about your child's rest, nutrition, new skills, fears, interest, and health.

By initialing each section and signing at the bottom, I (the parent) am agreeing that I (the parent) have read and understand the Policies set forth in the Parent Handbook.

Section Title	Parent Initials	Section Title	Parent Initials
Hours of Operation		Required Forms	
Types of Care Provided		Maternity/Extended Leave	
Deposit		Payment Procedures/Rates	
Childcare Financial Agreement		Rate Increases	
Probationary Period/Termination		Tax Purposes	
Child Abuse/Neglect		Open Door Policy	
Parent/Provider Vacations		Late Fees/Additional Fees	
Communication		Pets	
House Rules		Arrivals and Departures	
Field Trips		Absences	
Policy Revisions		Alternate Back-up Care	
Open Door Policy		Holidays/Vacations/Other Closures	
Communication		Fire and Safety	
Miscellaneous		Toilet Training	
Insurance		Provider/Parent Supplies	
Meals		Nap/Quiet Time	
Discipline		House Rules	
Rules for Parents		Sick Days/Illness	

Medical Emergencies		Insurance	
Smoking		Medications	
School Drop-Off/Pick-ups		Permission to Transport	
Field Trips		Photos/Calendar of Events	
Electronic Games/Computer Usage		Sign in/out	
Divorce/Legal Separation		Miscellaneous	
Broken Toy/Damages Policy		Cleanliness/Hygiene and Respect of Daycare	
Mutual Responsibilities			

I (the Parent) hereby acknowledge that I (the Parent) am aware of the conditions stated in the Lil Bits of Heaven on Earth Daycare Home's Parent Handbook, and agree to abide by the above signed policies and requirements in conjunction with the Childcare Financial Agreement.

Parent Full Name\_\_\_\_\_ Parent Signature\_\_\_\_\_

Parent Full Name\_\_\_\_\_ Parent Signature\_\_\_\_\_

Date\_\_\_\_\_

Childcare Provider's Signature\_\_\_\_\_ Date\_\_\_\_\_