



Rowe's Family Daycare

## Parent Handbook Policies and Procedures

### WELCOME

Welcome to Rowe's Family Daycare. To facilitate greater understanding between us I have created this handbook. It covers the childcare philosophies, business policies, 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. Please read this handbook carefully, and feel free to discuss with me any questions that you may have.

### PHILOSOPHY

Here at Rowe Family, we believe that children learn best through play. What this means is that we use teaching strategies to engage children at their level and based on their interests. By doing so, we provide many learning opportunities throughout the day. Our goal is for children to learn the fundamental skills that will support positive approaches to learning that will they will carry throughout their lives. At Rowe Family, children will learn how to get along with others, active listening, problem solving and conflict resolution skills, all while being prepped for school readiness. This will be done through exploration in a safe and nurturing environment with facilitation from the staff.

It is our hope that you find everything you are looking for and join our family!

### COMMUNICATION

Communication is very important to us. When we accept a new family into Rowe's Family Daycare, we like to be sure that we can openly share any concerns or questions that may arise. It is important that there is a similar childcare philosophy between us. We welcome questions, feedback, or discussions of any kind that are oriented towards a positive outcome for the child(ren). Sensitive issues will be discussed in private outside of regular childcare hours either by telephone or conference. Please check your child's folder everyday as there may also be special notes or announcements. You are encouraged to call us at any time between operating hours. If you call during the day, please be aware that we may be busy with the children and may not be able to talk to you right away. If you would like, feel free to leave a message, text, or email. We will get back to you as soon as possible.

## **ENROLLMENT POLICY**

There are several forms that we must have completed and in our possession before we can assume the responsibility of caring for your child. The types of forms that are needed are:

The Forms are as follows:

- ❖ Enrollment Form
- ❖ Signed Contract and Fee Agreement
- ❖ Acknowledgement of Policies
- ❖ Consent for Emergency Treatment
- ❖ Medical Permission Slip
- ❖ Health Record
- ❖ Child Enrollment Program-Food Program
- ❖ Permission to Administer Medication (when applicable)
- ❖ Field Trip Permission
- ❖ Emergency Contact & Authorized Persons for Pick Up
- ❖ Child Neglect Protocol
- ❖ Discipline Statement
- ❖ Transportation Waiver
- ❖ Video, Pictures, and Social Media Release Form
- ❖ Pick up/Drop off Fee Agreement
- ❖ Photo & Video Release Form
- ❖ Destruction of Property Form

You are required to keep us informed of any change in address, telephone numbers, and other pertinent information listed on any & all the above forms. Failure to do so may result in exclusion from the program until the information is updated. If you have any questions regarding the completion of these forms, please feel free to ask.

## **TRIAL PERIOD**

Upon enrollment, all children will be allowed a trial period for 2 weeks (or 10) days beginning on the start date agreed upon by the director and family. During that time, the parent may terminate their child's enrollment with at least 24 hour notice. The tuition and other fees paid for the trial will be non-refundable should a child's enrollment end at the parents' request or director's.

To terminate enrollment after 2 weeks (or 10 days), please see our Termination Policy on page 11.

## **PAYMENT PROCEDURES**

There is a one time enrollment fee of \$50 due at the time of enrollment. This fee ensures placement of your child in the program and is non-refundable.

Your specific rates will be outlined in your Contract and Fee Agreement. The weekly program fee is due every Friday morning for the week prior to care, preferably in cash or money order. If the weekly fees are not paid on

Friday, a late payment fee of \$25.00 will be charged and \$5.00 each day thereafter per child. If late fees continue, your child(ren) may be excluded from the program until payments are paid in full.

There is a \$50.00 fee on all returned checks and any other fees caused by this incident. If you present a check/money order as payment, the check/money order will be considered your proof of payment. No post-dated checks will be accepted for tuition, this is considered a late payment so please comply with any late payment fees. Repeated late payments may be grounds for termination.

If failure to pay persists, Rowe Family may take legal action where the parents or guardians will be responsible for ALL court costs.

If enrolling your child is under subsidy payments from the local resource and referral agency then tuition will be paid in accordance with the local resource and referral agency and we require you fill out required paperwork in a timely manner.

\*\*If partial tuition is paid by a subsidy program, the parents or legal guardian will be responsible for the remaining balance.

### **TAXES**

Rowe's Family Daycare will supply you with a year-end summary of all daycare fees paid during the year for tax purposes. This will be given to you in January each year or when services are terminated.

### **NSF CHECKS**

If a check is returned to us for non-sufficient funds, a \$50.00 fee will be charged. You will be required to pay all fees that Rowe's Family Daycare incurs as a result of the returned check. Childcare services will be immediately halted until full payment of tuition and NSF charges has been made, in CASH. In addition, we will only accept cash payment from you from that point forward.

### **DAILY SCHEDULE**

Rowe Family operates Monday through Sunday, 24 hours a day. Your specific hours will be outlined in your Contract and Fee Agreement.

Schedule changes require a written notice 2 weeks prior to if you need to make changes to your enrollment hours and/or days to see if we can accommodate your request, though there is no guarantee changes can be accommodated.

### **ATTENDANCE**

Tuition is charged on a weekly basis. You are responsible for paying tuition for your contracted days regardless of attendance. If the child will not be in on a day of operation, please call the center to inform us. You are required to inform us if you are at any other location than what is listed on your Enrollment Record and to provide a telephone number for that place.

There will be no refunds or adjustments made to your tuition for time missed due to illness, holidays, or days off. Tuition is still required for missed days. A place has been reserved for each child that cannot be filled on a short-term basis.

**\*THE PROGRAM WILL BE CLOSED ON DAYS THE SCHOOL DISTRICT IS CLOSED DUE TO INCLEMENT WEATHER\***

## **HOLIDAYS**

Please be advised, the program will be closed with pay for the following holidays:

New Year's (December 31 - January 2nd)	Martin Luther King, Jr. Day
Presidents Day	Good Friday
Easter	Mother's Day
Memorial Day	Father's Day
4th of July + day after	Labor Day
Columbus Day	Veterans Day
Thanksgiving + day before & after	Christmas (December 24th - 26th)

There may be up to a 4 week (non-consecutive) vacation period, 3 sick days, 3 personal days, and up to 1 week bereavement throughout the program year. Should the program need to be closed, written notice will be provided at least 2 weeks in advance.

If care is needed on closure days, please make alternative arrangements.

**\*\* Tuition for all closure days are still to be paid\*\***

## **PERSONAL BELONGINGS**

With the exception of extra clothes and blankets, personal items should be left at home, especially if it is considered valuable. We are not responsible for any loss or damage of your child's personal items.

You are responsible for supplying 2 full change of clothing (including socks and underwear) appropriate for the weather, and any other supplies that your child may need. You are required to supply a blanket for your child to be kept at the childcare. All blankets and bedding will be sent home to be washed every Friday. Please provide items that are suitable for play as they may get dirty and/or marked throughout the day. Soiled clothing will be sent home and a clean change of clothes should be brought back the next day. We will request certain items for certain times of the year such as boots or snowsuits. Parents are responsible for Pull ups, pampers, and baby wipes.

Please be sure to label any personal items with the child's first name and last initial.

## **SIGN IN & OUT**

Rowe's Family Daycare is required to have all parents sign in during drop off and out for pick-ups and each day with the accurate time. Sign in/out sheet and a pen will be available at your convenience.

\*Families receiving subsidy will have an additional sign in/sign out form to be completed with the accurate days and times filled out. These forms must be submitted at the beginning of every month. Failure to fill forms out in a timely manner may result in late fees to be paid by the parent or guardian in accordance with Rowe Family Late Fee policy..

Any adult other than the parent or guardian is REQUIRED to show a valid picture ID and MUST 18 or older and be on the authorized release form prior to the child being signed out. Rowe Family is unable to accept email, phone calls, or text messages to add anyone to the list. New adults must be added to the authorized release forms in person.

\*All adults may be required to show ID until our staff become familiar with them. Please be patient with us as we are trying to ensure the safety of the children. Please inform those on the list of the policy.

### **LATE DROP OFF/LATE PICK UP**

Please drop your children off within 30 minutes of their scheduled days and times as stated in your contract. If you are going to be late, please notify the program ASAP. There will be a 30 minute grace period for drop offs. Anything after that will result in a \$10 charge for inconvenience due at the time of drop off.

Similarly, please pick your child(ren) up at the scheduled time as stated in your contract. If notified prior to scheduled pick up time, there will be a 15 minute grace period. If you are unable to arrive within 15 minutes, you will be charged \$1 per minute that will be due upon arrival. If the program is not notified, you will be charged \$1 per minute from the scheduled pick up time due upon arrival.

If late pick up and drop off fees are not paid at the time, they may be added to the tuition.

### **ARRIVALS & DEPARTURES**

Children are to arrive clean and fed (unless arriving within 30 minutes before mealtime). It is normal for some children to have separation anxiety from parents, or cry when being dropped off. To ease their transition, please be very brief (no more than 5 minutes is enough) during drop-off times. The more you prolong the departure the harder it gets. A smile, cheerful good-bye kiss, and a reassuring word that you will be back is encouraged. In my experience, children are nearly always quick to get involved in play or activities as soon as parents are gone. Please be very brief at pick-up times also.

### **SAFETY**

Do not allow your child to run out to your car while you are still inside!! The safety rule is “NO one goes outside without their parents’ with them.” Drop offs and pickups are a great time to discuss safe practices and how to do them.

### **BIRTHDAYS & PARTIES**

Each child’s birthday is his/her “Special Day.” Families are more than welcome to bring cake, cupcakes, and/or goody bags for the children in the program. If you are interested in celebrating their Special Day in the program, please provide at least one week notice prior to the date.

### **MEALS**

Rowe’s Family Daycare participates in the Food Program. Nutritious meals will be served to children who are enrolled in this program at no extra cost to you. Children are fed nutritionally on a daily basis-breakfast, lunch and snack as required through enrollment with the family.

<b>MEALS are only during the times of:</b>	
<b>Breakfast:</b>	<b>6:00 - 6:30 AM &amp; 8:00 - 8:30 AM</b>
<b>Lunch:</b>	<b>12:00 - 12:30 PM</b>
<b>Snacks:</b>	<b>10:00 - 10:15 AM, 3:00 - 3:30 PM , 7:30 - 7:45 PM</b>
<b>Dinner:</b>	<b>5:30 - 6:00 PM</b>

No outside food is allowed. Healthy snacks will be provided to school-age children. We believe mealtime should be a pleasant time therefore, children are always offered food but are not forced to eat it. We do encourage each child to try one or two bites of everything. Sometimes they are surprised by what they like! If a child refuses to eat their meal, there will be no food served until the next designated meal/snack time.

Children that have a special diet &/or food allergies will need a doctor's statement prior to serving accommodations  
NO EXCEPTIONS!

Liquids and Foods hotter than 110 degrees are kept out of reach of children.

### **CLEANLINESS & HYGIENE**

Rowe's Family Daycare does their best to maintain strict cleanliness and hygiene standards. Children's hands are washed before and after meals and after toileting. We use paper towels for drying hands, so children do not have to use the same towel. If parents provide a toothbrush, teeth will be brushed, as well. Staff members wash their hands frequently and use antibacterial gel. Children use separate cups, plates, bowls and eating utensils that have been washed and dried. Tables, toys, and other materials are disinfected with bleach water solution at the end of each day.

### **REST TIME**

All children are required by law to lie down for a rest period in the afternoon. All children must nap or rest quietly during the period. We provide nap cots. If your child has a special blanket or stuffed animal that he/she sleeps with, please bring it along. We would ask that you please avoid picking up or dropping off your child during naptime, unless you absolutely must, as you know it disturbs the other children's rest period.

### **ACTIVITIES**

In order to support our philosophy, children will engage in a variety of activities to promote learning as they play. Some of the activities may include (but are not limited to):

- ❖ Arts & Crafts (painting, drawings, gluing, cutting, etc.)
- ❖ Use of building materials (legos, blocks, magna-tiles, etc.)
- ❖ Play dough
- ❖ Reading/Story time both aloud and individually
- ❖ Music & Movement
- ❖ Puzzles
- ❖ Outdoor play (walks and/or yard play)

Through such activities, we will promote learning in all developmental domains:

- ❖ Cognitive
  - How children learn and think (increasing working memory, letter recognition, math & science concepts, increased attention span, problem solving skills)
- ❖ Social-Emotional
  - How children feel about themselves (self-esteem, self-concept, regulating their own behaviors and emotions, etc.)
  - How children interact with others (cooperation, conflict resolutions skills, attachments and bonds with familiar adults and children, etc.)
- ❖ Physical
  - Gross Motor (large muscle movements)
    - Balance, coordination, etc.
  - Fine Motor (small muscle movements)

- Gripping, grasping, buttoning, etc.
- ❖ Language
  - Learning how to communicate wants and needs
  - Increased vocabulary and phonemic awareness (letter recognition & sounds, concepts about print, etc.)
  - Emergent reading
  - Emergent writing
- ❖ Creativity
  - Share thoughts, feelings, and ideas
  - Engage in dramatic (pretend) play

### **PARENTAL INVOLVEMENT**

Parent involvement is strongly encouraged at Rowe Family.

There will be time and ways you can get involved in your child's childcare experience. Some examples of ways to be involved include:

- ❖ Chaperoning on field trips
- ❖ Lending objects for units of study
- ❖ Coming and talking about your job
- ❖ Helping your child at home with the concepts we are studying
- ❖ Helping your child prepare for "Show and Tell"
- ❖ Helping to provide treats or other items for our parties
- ❖ Participate in Advocacy Endeavors
- ❖ Clerical Work or Volunteer Work
- ❖ Fundraisers

All parents are welcome to visit my home at any time during operating hours. Please be mindful of rest/nap time.

### **DAYCARE RULES**

- ❖ Be kind (use kind words, say please & thank you, use your inside voice, etc.)
- ❖ Be safe (use walking feet inside, use gentle hands, etc.)
- ❖ Take care of our things in the program (put things back where they belong, push in your chairs, throw away your trash, etc.)

All children and families are expected to follow the rules. The rules will be taught and encouraged throughout our daily interactions. There will be no running permitted in the program. Hitting, pushing, biting, grabbing, kicking, spitting, or pinching other children/infants/adults will NOT be allowed. No sanding or climbing on chairs, tables, or furniture. There will be no use of obscene, derogatory or disrespectful language. Children are not permitted to lift and /or carry other children while in the program or on the property. Respectful treatment of other people and all property, toys and furniture is expected. Willful destruction of property will be charged to the parent at the cost to replace the item. Please support me in the enforcement of these rules, in order to create a better environment for all.

**NO SMOKING IS PERMITTED ON THE PREMISES.**

### **MANDATED REPORTING**

As childcare providers, we have a responsibility by law to recognize and report any evidence of suspected child abuse (physical, emotional, or neglect). This is strictly for the benefit of your child. Child abuse and neglect are against the law in California, and so is failure to report it. I am required to make a report within 48 hours of the time

I suspected the child has been or may be abused or neglected. All suspicious of child abuse and neglect will be reported by calling 1-800-540-4000.

### **DISCIPLINE AND GUIDANCE POLICY**

At Rowe's Family we believe that discipline is an opportunity to teach a child. We achieve this through love, consistency, and firmness. Rowe's Family Daycare stress two main patterns of behavior: respect for other people and respect for property. Please keep in mind that there WILL be disagreements between children. Young children, who are not adept at communication or have a hard time expressing their feelings may express their needs and wants through means of undesirable behaviors. Although teaching children appropriate behavior is what we will be doing, remember that this behavior is normal in most cases. This will ensure that each child is following the center rules and guidelines.

The following methods of discipline will be used:

- ❖ Verbal reminders of the rules
- ❖ Discussion & planning with the child
- ❖ Redirection to another play area
- ❖ Encourage & facilitate conflict resolution
- ❖ Opportunities for quiet time
- ❖ Reinforce positive behaviors

Parent involvement will be needed if the above actions do not work. If we feel there is a chronic behavioral issue that needs attention, we will let you know so that we are handling it in the same way and your child has continuity in discipline between home and childcare. These types of behaviors might include things such as biting, use of bad words, chronic hitting, etc. Together, we will try to find a solution. You may be called to remove your child if his/her behavior prevents me from being able to properly care for the other children and/or poses safety risks of the child in question, other children, and/or staff. If the problem continues, other arrangements for the care of the child will have to be made, for the safety and well-being of all. The staff will have ongoing conversations (verbal or written) with parents to express concerns and discuss strategies in addressing challenging behaviors.

\*If for any reason I feel the behavior has not changed he/she will be withdrawn from care I reserve the right to withdraw your child/ren at any time without refund.

### **SUSPENSION & TERMINATION**

No child is to hurt or cause harm to any person in the center. Children are expected to be respectful to their caregivers and peers. This is always done by being kind and safe and respectful with personal property and daycare property. If children are unable or unwilling to be productive children by making good choices in this daycare, we will give appropriate consequences. This will be on an individual basis.

The process will include:

- ❖ Verbal warning
- ❖ Documented warning with call to parents/guardians
- ❖ Documented warning and conference with parents/guardians and a (1) day suspension, if behavior persist it will result in withdrawal from the program.



## ILLNESS POLICY

Under no circumstances will parents be allowed to bring a sick child to the program. Sick children expose other children, as well as Staff Members, to the spread of illness and require additional care and attention that we are unable to give.

The following illness policies will be strictly enforced, for the health, well- being, and safety of all children, family, and staff. In accordance with the State of California licensing policy, your child cannot be admitted to daycare with symptoms of illness as specified below (unless written documentation from a licensed physician stating the child has been diagnosed and poses no serious health risk to the child or to other children).

Should your child have signs or symptoms requiring exclusion from the family childcare home he/she will be isolated and the parent/guardian or other authorized person by the parent will be notified immediately to pick up your child.

For the safety of everyone in my care, if your child becomes ill in the program, you are responsible for picking the child up within the hour and NO refund will be given on tuition.

Please make other arrangements if your child is sick and respect my decision if I feel your child is too sick to be in childcare. The illnesses and symptoms for possible exclusion include (but are not limited to) any of the following:

- A). If the illness prevents your child from participating comfortably in the daycare environment,
- B). If the illness results in a greater care need than I can provide without compromising the health and safety of the other children in my care, or
- C). If your child has any of the following conditions:

- ❖ Chicken pox, until at least 6 days after onset of rash or until all sores have dried and crusted; unless a healthcare provider or health official determines the condition is noninfectious
- ❖ Fever a normal temperature is about 98.6°F (37°C) when taken orally (in your child's mouth) and 99.6°F (37.5°C) when taken rectally (in your child's bottom). Many doctors define a fever as an oral temperature above 99.5°F (37.5°C) or a rectal temperature above 100.4°F (38°C). So until medical evaluation allows inclusion
- ❖ Hepatitis virus, until 1 week after onset of illness or as directed by health department when passive immune prophylaxis has been administered to appropriate children and staff and a licensed physician states in writing the child may return to childcare
- ❖ Symptoms and signs of possible severe illness (such as unusual lethargy, uncontrolled coughing, irritability, persistent crying, difficulty breathing, wheezing, or other unusual signs) until medical evaluation allows inclusion
- ❖ Measles, until 6 days after onset of rash and a licensed physician states in writing the child may return to childcare
- ❖ Mumps, until 9 days after onset of parotid gland swelling and licensed physician states in writing the child may return to childcare
- ❖ Mouth sores with drooling, unless a healthcare provider or health official determines the condition is noninfectious
- ❖ Pertussis, until 5 days of appropriate antibiotic treatment (currently; erythromycin) to prevent an infection have been completed and a licensed physician states in writing the child may return to childcare
- ❖ Purulent conjunctivitis (defined as pink or red eye conjunctiva with white or yellow eye discharge), until 24 hours after treatment has been initiated
- ❖ Rash with fever or behavior change, until a health care provider determines that these symptoms do not indicate a communicable disease
- ❖ Rubella, until 6 days after onset of rash and licensed physician states in writing the child may return to childcare
- ❖ Scabies, Head lice, Impetigo, or other infestation, until 24 hours after treatment has been initiated

- ❖ Strep throat or other streptococcal infection, until 24 hours after initial antibiotic treatment and cessation of fever
- ❖ Scalp or Head ringworms, fungal spores can be transmitted through contact with an infected person, fallen infected hairs, or fomites, which are contaminated objects. These may include objects such as barbershop instruments, hats, movie theater seats, hairbrushes, bedding, and clothing. Until a health care provider or health official states that the child can attend childcare
- ❖ Tuberculosis, until a health care provider or health official states that the child can attend childcare
- ❖ Diarrhea, vomiting, and fever (require child be excluded for 24 hours once symptoms stop)
- ❖ Pink eye/eye discharge

\*\*\*3 or more days of absence may require a doctor's note in order to return

\*\*\*Always inform your doctor at every visit that your child is in daycare so that he/she can approve in writing your child's return to daycare.

\*\*\**Injuries*: I will supervise your child closely to prevent injuries, but accidents resulting in injury do occur. I have been trained in first aid and CPR and will follow my training. If the injury is minor (requiring only a band-aid or ice) I will tell you about it when you pick up your child. If it is serious, I will call you and may even suggest that you take your child to the doctor or emergency room. If an injury is very severe, I will call 911 for assistance before I call you. If I cannot reach you, I will call the emergency contacts listed on your "Child Information Card" (Please remember to keep this card up to date).

### **MEDICATIONS**

Parents are required to fill out the proper forms and to supply all medications in their original containers. All written instructions shall be valid for six months unless a shorter time period is designated by the physician, dentist, or parent. These must be labeled with the child's name. NO EXCEPTIONS

### **MEDICATION POLICY**

I cannot administer medication without a form signed by your child's doctor and the child's name and date of birth must be on the prescribed medication. Medication should be in its original container and sealed when possible.

### **MEDICAL EMERGENCIES**

In case of EMERGENCY, we will administer the necessary first aid. The Police Department or Paramedic Unit will be called, and your child will be transported to the hospital designated on your Emergency Transportation Authorization form. YOU WILL BE NOTIFIED IMMEDIATELY. If an ambulance is called to transport your child, the cost of the ambulance will be your responsibility.

### **IMMUNIZATION REQUIREMENT**

\*\*\*All parents are requirement to keep all children current and up to date with their required immunizations. Parents will be reminded in advance as of the status of their immunizations so they may call and make appointments with the doctor or clinic. Parents will have to provide current immunizations from the doctor's office.

\*\*\*If your child had an immunization update, please remember to provide me with a record of the immunization so that it can be attached to your child's health appraisal.

\*\*\*If for any reason I feel I am being deceive I reserve the right to withdraw your child/ren at any time without refund and without notice.

\*\*\*All students are required to MEET TUBERCULIN REQUIREMENTS\*\*\*

Child may be excluded from the program until medical forms are current and up to date.

### **FIELD TRIPS**

Occasionally, we may have the opportunity to take a field trip. In the event of an emergency away from the childcare home, your child will be cared for and you will be notified. It is not required that your child attends the field trip, but it will be your responsibility to find and pay for alternate care if you do not wish for them to attend.

You still pay your regular childcare fees. For your kid to attend any field trips, a permission slip must be signed before each trip and the child must have not had any discipline problem within 30 days of the trip. Some field trips require an additional fee, you will be notified of such trips and are responsible for the fee.

### **TERMINATION & WITHDRAWAL**

We reserve the right to terminate for the following reasons (but not limited to):

- ❖ Failure to pay
- ❖ Failure to complete the required forms
- ❖ Lack of parental cooperation
- ❖ Failure of child to adjust to the childcare after a reasonable amount of time
- ❖ Physical or verbal abuse of any person or property
- ❖ Lack of compliance with handbook regulations
- ❖ Serious Illness of child
- ❖ False information given by parent either verbally or in writing
- ❖ Persistent behavioral issues

We appreciate as much advance notice as possible when withdrawing your child from the program and will give the same courtesy in return. You are required to give 2 weeks written notice when deciding to withdraw your child from the program. The 2 weeks will be paid in full, regardless of whether your child is in attendance. We will give 2 weeks written notice of termination for which full tuition is due, whether your child is in attendance. We reserve the right to give written notice of immediate termination where there are extreme circumstances that affect the well-being of the child, staff, or other children in attendance. In this situation, the 2 weeks payment of tuition is still required. Termination notice will not be accepted while provider or parents are on vacation. You may pay 2 weeks fees in lieu of 2 weeks notice. In order to receive any form of financial statements at the end of year and all fees must be current. After your initial paperwork is complete, it is your responsibility to notify me of any changes.

