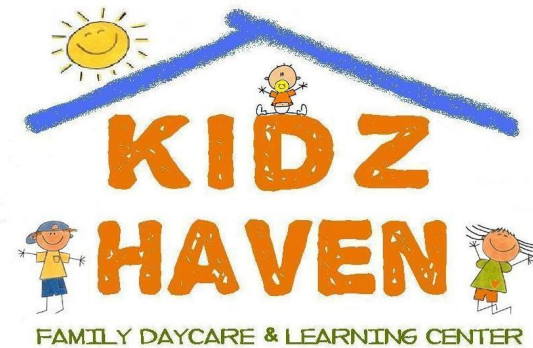


# Parent Handbook



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**Love.**

**Laugh.**

**Learn.**

## **State Licensing Requirements**

Kidz Haven is licensed and complies with all applicable licensing regulations and standards. These standards relate to our home, staff, health, safety procedures, nutrition, care giver to child ratios, and record keeping. We believe that these standards are in the best interest of the children. Our home is subject to inspection by state and city health, fire, and licensing officials. We are also required by law to report any kind of suspected neglect or abuse of children in our care. We are liable as child care professionals for this responsibility and will promptly do so.

## **Policy Revisions**

Revisions to policies, procedures, contracts, and forms will be done with a minimum of two week's notice unless it is a new state regulation—these changes will take place immediately. Policies, contracts, and forms will be reviewed periodically and updated, if necessary. All previous forms will become obsolete.

## **Contract Changes**

Any changes pertaining to contracted days and/or hours will require a new contract. Parents are required a two week notice for changes to take in effect. A child moving to a different age bracket also requires a new contract.

## **A Final Note**

*Please kindly understand that these policies are in place to protect all parties—your family, other families, and mine and to ensure that I'm able to meet the needs of all the children in my care. We completely understand that unexpected emergencies happen such as working overtime, traffic, car troubles, etc. We do not wish to put a strain on your budget, work and/or school schedules with all the fees involved. Before and After hours are time spent for business/personal errands, curriculum planning, record-keeping, daycare cleaning, rest, and most of all—family time. We try to be as flexible as possible to accommodate each family's needs but we also ask for you to respect, understand, and abide by these policies.*

*If you feel uncomfortable with one or more of our policies and/or procedures, it is important that you express that to us before enrollment or contract renewals. We are always open to suggestions and feel communication is a very important part of a quality childcare environment. If it is necessary to part ways, we always wish the best for your family and hope that you find the right care that will be suitable for your family's needs.*

*We thank you for the opportunity to partner with you and care for your little one. We look forward to a future of keeping your child smiling and safe.*

## Termination Policy

### Parent Termination

Parents are required to provide a written three week’s notice. A proper termination notice requires:

- Current Date
- Child’s name
- Reason for withdrawal
- Last date of attendance
- Parent’s printed name and signature

Termination letters are accepted on Fridays only. It will not be accepted during the provider or parent’s vacation or when Kidz Haven is closed for a holiday. Unused vacation cannot be applied towards the two week notice. All fees are due for the final two weeks of care whether or not the child is in attendance. The deposit will cover the third week’s tuition.

### Provider Termination

In most cases, we will give a two weeks notice in writing if we need to cancel a contract. However, we reserve the right to terminate childcare at any time for the following reasons:

- Non-payment of childcare fees and/or recurring late payments
- Failure to complete required forms
- Destructive or hurtful behavior of a child that persists even with parent cooperation
- Blatant disrespect towards provider or provider's family
- Failure to comply with the policies outlined in the handbook
- Knowingly bringing an ill child
- Inability to meet the child’s needs without additional staff
- Failure of the child to adjust to childcare after a reasonable period of time
- Unacceptable behavior that interferes with the atmosphere of the child-care home and/or is detrimental to the well being of others.
- Failure to bring a child for 5 days in a row without any communication

**Note:** Priority is give to full-time clients and part-time clients needing the most number of days per week. The provider also reserves the right to give a two week notice to families under part time care if a full-time space is needed.

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## Welcome to Kidz Haven Daycare

The purpose of this Parent Handbook is to outline the policies and procedures under which we operate as licensed child care providers.

One of the most important elements in childcare is mutual respect between parent and the provider. As a family childcare provider, I strive to foster a sense of community within my daycare and to provide a closeness that you may not find in a big center. Because your child's welfare is so important, my caring and nurturing of your child can create an intimacy between us that makes our relationship more like a friendship rather than of business partners. Although this is ideal, well defined boundaries in certain areas are needed which is the reason I created these policies.

## Our Philosophy

We here at Kidz Haven believe that every child has the ability to reach their fullest potential of growth—physically, emotionally, socially, and intellectually provided that they are in a place where they feel a sense of belonging. While there is no substitute for parents, the extensions of the home—relatives, church, daycare—play a major role as well.

We believe that it is necessary to create a support system with the family unit to provide these opportunities for the child to grow. Our desire is to create a loving atmosphere and a safe haven where children can develop their self-esteem, social skills and creativity.

We will cater to each child's learning styles by using age-appropriate materials and activities combined with flexibility in the day's program to meet their interests and needs. Kidz Haven would be their 'home away from home' where they will receive positive guidance as they freely explore their world.

## Definitions

**Infant:** up to 24 mos.

**Toddler:** 2-3 yrs. old

**Preschool:** 3-5 yrs old. (potty trained)

**School-age:** Kindergarten and up

**Full time care:** Monday thru Friday

**Part time care:** Limited, fixed days of the week (MWF or TR)

**Drop in care:** based upon availability

**Transportation:** pick up/drop-off from home to school or school to home

## Re-admittance after Exclusion

In certain situations, a Healthcare Provider Evaluation Form (HPEF) must be obtained from the provider before your child can be re-admitted into care. This form will be available on our website or through email upon request. Please make sure your physician fills out the form completely. Any missing information will automatically exclude your child from care for a minimum of 24 hours. Based on the your physicians diagnosis, I will determine whether your child will be allowed to return to daycare. Please keep in mind that exclusion from care may occur if your child requires more care during the day than I am able to provide or behaviors related to the diagnosis interfere with our daily schedule. Re-admission to child care will be at my discretion. Please do not assume the doctor can give permission for re-admittance.

## Medical Emergencies

Although supervision is constantly given, we cannot be by the child's side at all times to prevent falls, tripping, bumps, or blows from other children, etc. If the child is injured in a non-threatening way, we will assess the child and first aid will be administered.

If treatment by a doctor is necessary, the parent will be notified so the child can be transported to the hospital or doctor's office. If the parents are unavailable, the emergency contacts will be notified. An incident report will be completed and a copy given to the parent. If your child becomes critically ill or has an injury that is life threatening, we will:

1. Call 9-1-1
2. Give the child first aid treatment or CPR if needed
3. Notify the parents
4. Ensure the supervision of the other children in the group

Note: Parents are responsible for all costs associated with emergency medical treatment, including emergency transportation if required.

## Evacuation Procedures

We practice fire/earthquake drills monthly so the children will be prepared in the event of an emergency. In an unlikely event that we will have an emergency evacuation due to fire, utility outages (lasting more than 2 hours), or natural disasters, we will do the following:

- Sound the alarm.
- Children will walk out in a single file line using a ring walking rope; infants will be transported in a double wide stroller or portable playpen
- Staff and children will exit the home and re-group at the safety zone (across the street at the Lopez' front lawn)
- Parents will be notified if pick-up is needed

If deemed necessary, staff and children will be transported to alternate evacuation locations located at either:

- Park Shelter at Half Moon Park
- Another nearby residence: TBA via Brightwheel

- Severe and/or excessive coughing
- Runny nose—showing yellowish/greenish nasal mucus. A clear runny nose is ok as long as it is not excessive and not accompanied by other symptoms such as sneezing, coughing, fever or vomiting. .
- **Immunizations** — children should be kept home for **48 hours** after any vaccination or shots of any kind. ( I suggest a Friday afternoon appointment). The child should be with the parent in case of fever or other adverse reaction to the shot.

Please keep your child home when the above symptoms are determined and notify us before your contracted drop-off time. Please remember that when your child is sent to daycare sick, they put all children, their siblings, the provider, and all other family members at risk. I sympathize with parents whose children are sick and need to stay home from daycare. It can be very frustrating and challenging when torn between a sick child and other obligations. Though it is not possible to prevent the spread of illness, minimizing exposure and providing good hygienic practices in the daycare home are means by which we can limit the problem.

If a child should become ill while in my care:

- The child will be isolated in a comfortable and visible area.
- The parent will be notified immediately and we will determine the best course of action regarding appropriate care, which may include the child being picked up and taken home

There are times when a child may be excluded from care due to the required amount of care he/she needs when experiencing a common cold or illness. For example, a cough that is disruptive to normal daily activities, when a child is unable to cover his/her mouth while coughing or when the amount of nasal discharge becomes unmanageable for the provider to continue maintaining a sanitary environment. This will occur at my discretion and will be handled on an individual basis which may include a child being picked up and taken home.

If you are called to pick up a sick child, please come quickly. **You must pick up your child within 1 hour of the time that the call is made.** Emergency contacts will be called if neither parent is available by phone or does not return a message within 10 minutes of calling. **If you fail to pick up your child within the hour, you will be charged \$1.00 per minute past the 1 hour time frame.**

Note: We reserve the right to close the daycare for the remainder of the day or the next to prevent further spread of illness and to thoroughly disinfect the house if an outbreak occurs. Examples of an outbreak are stomach flu and head lice. Tuition will still be required for that day.

## Registration Checklist

The following forms are required and must be read, completed, signed, and dated prior to enrollment:

1. Parent Handbook
2. Parent-Provider Contract
3. Enrollment Form
4. Identification & Emergency Information
5. Permission Agreement
6. Consent for Emergency Medical Treatment
7. Parent Notification of Additional Children
8. Notification of Parent's Rights
9. Family [Child Care](#) Consumer Awareness Information
10. Caregiver Background Check Process

## Registration

A non-refundable registration fee of \$100.00 is due upon enrollment. This covers art supplies, curriculum, writing utensils, footwear, cubbies, other materials needed for the year. Renewal registration will be \$50/year.

## Deposit

A non-refundable deposit equal to one week of childcare service is due at time of enrollment. The deposit will be credited toward your child's final week of care if given the proper notice. Your child's spot will be considered open until the Deposit, First week's tuition, copy of Immunization Record and a signed Child Care Contract have been received.

## Holding

If you wish to save a future spot for your child, you may pay a holding fee of 50% of the weekly rate. Duration of the "hold" will be at the provider's discretion. The holding fee is non-refundable and must be paid weekly or the position will be held open.

## Trial Period

The first two weeks your child attends Kidz Haven will be a trial period. The provider or the parent have the option to discontinue services with a 24-hour notice in writing (see Termination policy for notice requirements) and the contract becomes void. Tuition paid in advance and any unused days will be refunded.

Note: Registration, Deposit and Holding fees will not be refunded should you decide to not enroll before your start date.

## Daycare Hours

Our regular hours are Monday through Friday 8:00 a.m. to 6:00 p.m with some flexibility. **Although these are our operating hours, care is provided based on contracted time slots.** Hours for care will be discussed and a schedule will be set which includes a fair amount of commuting time and this will become your **"contracted hours"**. *Care will be provided for your child only during these scheduled hours.* Any changes made to your schedule hours must be discussed and re-assessed based on the ability of the childcare provider to meet your new needs.

## Holidays

Kidz Haven is closed on the following paid holidays:

New Year's Eve	Labor Day
New Year's Day	Veteran's Day
President's Day	Thanksgiving Day
Memorial Day	Day after Thanksgiving
Independence Day	Christmas Eve & Day

**Note:** If the holiday falls on a Saturday, daycare will be closed the Friday before. If the holiday falls on a Sunday, daycare will be closed the Monday after.

## Minimum Days

Kidz Haven will close early on the following days:

Good Friday (4:00 p.m.)  
PreK Graduation Day (1:00 p.m.)  
VBS Days (4:00 p.m) - TBA  
Day of Christmas Pageant (1:00 p.m.)

**Note:** Overtime fees apply if arriving late for pick-up on Early Closing Days.

## Sick/CE Days

Sick Days: As strong as our immune system has become over the years, we unfortunately still get sick from time to time. Because of this, we allot ourselves 5 paid sick days per year in case there are no available staff to cover for the day.

Continuing Education Days: We allot 2 paid days per year for our continuing education classes (CPR, Pediatric First Aid, and Teacher Training) in order to keep our childcare license in good standing as well as improve staff/daycare/business related matters. We will give you a month's notice in advance. Parents are responsible for finding alternate arrangements for care.

## Sick Policy

When children arrive for care, they must be in good health and free of symptoms of infectious illnesses. If a child is sick, unable to play outdoors, and/or unable to participate in the regular daily activities, alternate arrangements for care must be made. According to state law, it is not acceptable for a sick child to attend school of any kind and in most cases, may be refused admittance.

### Symptoms for Exclusion

Please DO NOT send your child to daycare when he/she exhibits the following, but is not limited to, this list of symptoms:

- Fever of 100.4 degrees or above—this includes the night before/morning of daycare. The child should be fever free for 24 hours before attending daycare. If you had to give your child medicine the night before then that still means they can not come to daycare the next morning. *Please do not give your child Tylenol to mask the fever so they appear able to attend the day care.*
- Vomiting and/or Diarrhea— children who have vomited or have diarrhea are not allowed to enter the daycare until they are symptom free for a *full 24* hours. If the child returns to daycare 24 hours later and has one bout of diarrhea, he/she will be excluded again for another 24 hours
- Rash—(other than a mild diaper rash) Unexplained rash of any kind. Consult the doctor, need Healthcare Provider Evaluation Form (HPEF).
- Mouth sores of any kind—consult the doctor, need HPEF.
- Ear Infection—consult the doctor, need HPEF. Child must have no fever and antibiotics taken at *home* for 24 hours before returning. A child may return with an ear infection as long as he/she is able to participate in our normal activities and does not have any fluid draining out of the ear canal.
- Strep Throat—consult the doctor, need HPEF. Cannot return until treated for the first 24 hours
- Flu/Bronchitis/Pneumonia—consult the doctor, need HPEF. This usually takes about 2-3 days before they can come back to daycare.
- Pink eye/Conjunctivitis—red and/or eyes that are weeping with clear or cloudy/yellowish drainage. Child must be on eye drops/antibiotics for at least 24 hours. Consult the doctor, need HPEF. Child must be completely free of both running and dried drainage around their eyes before returning.
- Head Lice—Cannot return until treated for a full 24 hours and *all* nits have been removed. A thorough check upon arrival is required for clearance.
- Unusual behavior—a child is irritable/less active/cries more than usual or just seems unwell, exhibits loss of appetite or general discomfort.

## Field Trips

### Local

We take trips to the local parks, pet store, Splash pad, library, museum, Amy's Farm and etc. at no cost and will take as many preschool to school-age kids as we can fit in our vehicle. We may need parent chaperones at this time. We will use safety seats/devices as necessary. These trips are an extension of our classroom learning. We will let you know ahead of time if there will be an additional fee. Tuition will still be due on field trips days whether or not you choose to participate.

### Family Trips

We have up to two Family Field Trips per year. We are able to not only provide huge savings to local amusement parks, we also have the opportunity to connect and build interpersonal relationships within our Kidz Haven community. We will notify parents of these scheduled trips at least one month in advance.

If you will be participating on the field trip, reservations must be made in advance and a date will be given to confirm attendance. Once reservations have been made, tuition rates and all applicable field trip fees will apply and is non-refundable.

If you will *not* be participating on the trip, a 10% tuition discount will be given for that week. Parents are responsible for finding alternate care. Please give us two weeks advance notice in writing, if you will **not** be able to participate. Otherwise, tuition payments will still be due.

## Medication

Medication to be given during the daycare day must be in the original container, clearly labeled with your child's name and the date the medication is brought to the daycare. It will be necessary to fill out and sign a medication authorization log for both prescription and over-the-counter medication. The forms are located by the front entrance of the daycare for your convenience.

## Photographs/Videos

We would like to capture your child's milestones for you while you are away at work. If time permits, we will be taking photos and/or videos of their activities. Their pictures will be on Brightwheel. We also may be taking shots/film for marketing and advertisement under Kidz Haven. These photos/videos will be done from behind, overhead, far or blurred shots of the kids' faces unless we have your permission for close up shots. They may be posted on Instagram, Facebook, YouTube, and website under Kidz Haven. Please notify me if you **do not** give me permission to do so.

## Attendance & Fees

Fees are based on booked days not attendance, therefore parents are responsible for fees whether a child attends or not. This includes sick days, holidays, or vacation. Once a schedule is adopted, check-in/out times will be strictly observed.

Tuition must be paid by **Thursday, one week in advance**. If this day is a holiday, payment is expected the day *before*. If you go away on vacation, payment is due *before* you leave. In cases of illness, your payment is still expected unless other arrangements have been previously made. Payments are made through the Brightwheel system. There is a BW transaction fee of \$.60 per payment. Credit card fees will be at 3% of tuition payment. Late fees will incur if payment is overdue (see page 6).

### Part-Time

**Unfortunately, we cannot switch around your child's scheduled days of enrollment on an occasional or semi-occasional basis.** In other words, your contracted days cannot be altered on a weekly basis. If you feel you need and/or want a more flexible schedule, then you may want to consider adding days or going to full time. **However, keep in mind you can also pay for extra days (Drop-in) on an as needed basis** for the cost of your daily amount.

### Drop-ins

Care is offered on a day-by-day basis during normal business hours for families who are not enrolled under a full/part-time contract or for clients already enrolled under a full/part-time contract that are in need of additional hours/days.

Reservations must be made in writing and must be approved by the childcare provider. Emails and texts are accepted as a form of written notice. **Once Kidz Haven gives a confirmation and approves the request, your time slot has been reserved.** Payment is non-refundable and is due 48 hours before the scheduled care.

Any cancellations or changes to a scheduled reservation must be made in writing with a minimum of 24-hour notice. If less than 24 hours notice is given, then a \$10 fee per child will be added. You may modify a reservation to a different date but it can only be done **ONCE**, otherwise payment is lost.

### School-age

Your contracted hours will be based on the school's regular bell schedule, which includes Wednesdays (early dismissal).

Additional rates:

A fee of \$10/per occurrence will be assessed for the following:

- Pick ups for minimum days
- Pick-ups for extra curricular activities
- Coming back to your child's school after the scheduled pick-up
- Not receiving notice of your child's absence (at least 1 hr before pick up) and we arrange pick-up

A fee will also be assessed for full day care service needed during on-track days.

We are on a very tight schedule when picking up from various schools. We have to go through the car lines and cannot park to pick up your child if we have other kids in the car. Please remind your child to stay at the pick-up location and refrain from playing with their classmates. If your child is not at the pick-up spot within 10-15 minutes of the bell schedule, we may have to proceed to the other pick-up locations and will have to come back for your child. A fee will be assessed as stated above.

Moreover, if we arrive a few minutes late due to other scheduled pick-ups or unforeseen circumstances, please let your child know that they will be picked up at the school front office. Please provide the school with my cell phone number.

### Early Drop Off

Please ask in advance if your child needs an earlier drop off than the contracted time to make sure this can be accommodated. If your child is dropped off earlier without prior consent and approval, overtime fees will apply.

### Late Pick-Up

**Please call before your contracted pick-up time** if you will be late in picking up your child. Late arrivals do not allow for late pick-ups. Without prior consent and approval from the provider, overtime fees will apply.

### Child Absences/Late Arrivals

**Please call before your contracted drop-off time** if you will arrive **more than 15 minutes late** or will be absent for the day. That way, I can prepare my days regarding curriculum, meal times, transportation, and drop in care. Please understand that *If no phone call is received*, I will assume that your child is out for the day and will proceed with the day accordingly which may include any of the following:

- Closing the daycare if there are no children present
- Allowing Drop-In Care if a parent needs an emergency slot/opening

## **Behavior Management & Discipline**

We believe that the discipline of a child is achieved through patience, consistency, and positive reinforcement. We also try and teach the children in our care manners, kindness and to be respectful to others. The children are explained the rules of the daycare frequently, so they know what's expected of them. At no time will a child be hit, spanked, be subjected to physical punishment, shaming, humiliating and other verbal threat methods. A child will never be punished for toilet accidents.

Discipline and guidance will be according to age and understanding level. Once a child is old enough to understand the rules and disobeys them by, exhibiting inappropriate behavior (hitting, aggression, etc), hurts others, or property, the following developmentally appropriate guidance techniques will be used. These techniques are as follows:

1. **Positive Reinforcement:** The child will be encouraged when he or she is demonstrating acceptable behavior.
2. **Redirection:** The child is redirected to another activity and given an opportunity to try again at another time.
3. **Time-Out:** The child is separated from the group for an age appropriate amount of time (one minute per one year of age). This technique is only used when a child repeatedly will not follow our directions or listen to our words, is exhibiting temper tantrum type behavior, or hurting ones self, others or equipment. When the child shows that he or she is ready to demonstrate acceptable behavior, they are encouraged to join the rest of the group to try again.
4. **Last Resort:** When a child's behavior is continually upsetting or dangerous to others, a conference will be called with the parents. If the problems cannot be resolved, arrangements will have to be made for the child to go elsewhere for care.

**Note:** Sometimes if both a parent and a provider are both in the same area (examples would be during drop-off and pick-up times) a child may forget the rules or test the boundaries. **Please help show your child that you respect us, the rules of our house, and our property by reminding them that the rules still apply when you are around.** We will also remind them of the rules and correct them if needed.



## Toys

**Please do not bring your child's toys to daycare except on designated sharing/show and tell days.** As much as we try to encourage sharing, this seldom works when it is the child's own personal toy, especially for kids under 3 yrs. It only causes problems between them and the other children. Kidz Haven assumes no responsibility for lost or broken toys from home. If your child would like to bring a special toy, he/she will be encouraged to share it with the other children. If it causes a problem, the toy will be put away for the rest of the day. Moreover, please check to make sure that there are no small parts/accessories that are included in the toy that could pose a choking hazard for smaller children.

## Specialty Items

- Blankets/Stuffed Animals—for sanitary purposes, security items will be given to the child (only if needed) during nap time. Please also make sure you wash them regularly.
- Pacifiers — for sanitary purposes, please make sure pacifiers have a string that can be attached to the child's clothes. Please provide 2-3 pacifiers at daycare. These will be kept in their cubbies. At about 18 months, we wean the child from pacifiers to encourage language development. We can give it to the child during naptime, as needed.
- Baby bottles— Please label them. For fresh or frozen breastmilk, please label the bags with the Child's name, date, and how many ounces. Bottles will be rinsed and sent home with the child daily.
- Hair Accessories — Girls may wear a headband or plastic rubber bands to day care if you wish. However, please do not send your daughter with numerous clips/barrettes/bows etc. While they look adorable, they can be a deadly choking hazard to a baby if they fall/get pulled out during the day and land on the floor where a baby may be crawling.

Please understand that kids play with and/or may drop these specialty items throughout the house (e.g. under the slides, inside the clubhouse, under the couch). During clean up, if I see them personally, it is placed in their cubbies or the Lost and Found box located on top of the locker cubbies. The children also help in clean up and may place these items unknowingly in the toy bins or wrong cubbies.

I will not be able to keep track of all the specialty items each child brings to daycare on a daily basis. These items turn up eventually but please understand that if it is not available during pick-up time, ***I will not be looking for such items and the children are also not allowed to look for them.*** If the child insists, please help them understand that they can look for it the next day.

**Note:** For security items, please make sure you have an additional one at home.

## Overtime

An overtime fee of \$1 per child per minute, or portion thereof, will be assessed at anytime care is needed:

- Before or after Hours of Operation
- Before contracted drop-off time (without notice and approval)
- Past contracted pick-up time (without notice and approval)
- Past minimum day hours/early closing times

NOTE: If no phone call is received, the overtime fee will be \$2/minute/child

## Late Fee

A late fee of \$5 per day (including weekends) will be assessed for overdue payment of tuition. Payments must be paid no later than closing time Thursday, a week in advance. Otherwise, late fees will be applied. The child's space will not be reserved if payment is one week past due and care may be terminated at that time.

## Other Fees

All NSF and stop payment checks will be charged a \$35 fee.

**Note:** An invoice will be given weekly or monthly for any balances due.

## Rate Increases

Rates will be reviewed periodically and may be adjusted to reflect increases in operating costs but will not exceed once per year. Parents will receive a two week's notice in writing. Current rates will apply to any changes in the contract.

## Damaged Items

I believe that children are responsible for their actions and it is our responsibility to teach them how to respect other people's property and the value of those items. Any damage to Kidz Haven or personal belongings that is due to misuse, roughness, tantrums or that is purposely broken or damaged by your child will be replaced or repaired at the cost of the parents. The provider will continue to be responsible to repair or replace broken daycare equipment, toys, and personal belongings due to normal wear and tear.

## Vacation

### Provider Vacations

Regular tuition rates apply for holidays. It is rare but we may also be closed for a two week vacation per year. There is no charge assessed for our vacation time and we will give you at least two weeks advance notice. Parents are responsible for finding alternate arrangements for care. However, Kidz Haven may resume operations if I have staff that's able to cover for me. We will give further details at least a month in advance.

### Winter Holiday Break

Kidz Haven will be closed for the week during the winter break between Christmas Eve until New Year's Day. The exact dates will be given at least one month in advance. Tuition is still due during winter break.

### Annual Vacations

After a one year enrollment (based on first day of care), families that are enrolled at least 2 days a week are allowed a one week tuition free vacation. Thereafter, families will be given vacation credits as a loyalty reward. Vacation Credits (VC) are dependent upon the child's contracted days. If enrollment from full time drops to part time, the vacation credit will re-start. Credits will be renewed on the child's anniversary date and may not be 'rolled over' to the next year. A two-week advance notice (written/e-mail) must be given to the provider. Otherwise, the weekly rate will be charged.

The number of vacation credits allotted are as follows:

	<u>Days Per Week</u>	<u>VC-1 yr</u>	<u>VC-3 yr</u>	<u>VC-5 yr</u>
<b>Full-Time</b>	5	1 week	2 weeks	3 weeks
<b>Part-Time</b>	3-4 days	1 week	1 week	2 weeks
	2 Days	n/a	1 week	2 weeks

Note: Vacation time must be taken in *consecutive working days or weekly blocks* to be eligible for our special vacation rates. Moreover, if you or the provider terminate care and re-sign /enroll later on, vacation time will also re-set.

## Temporary Withdrawal

Temporary withdrawal of your child for Maternity Leave, requires an Extended Leave Contract. Requests must be made at least one month in advance and is subject to the provider's approval.

## Cleanliness

We take the well-being of your child very seriously and work hard to provide an environment that is as healthy as possible. We are committed to keeping our home and the children in it as clean as possible, in order to help minimize and/or prevent the spread of germs.

Our home is kept clean and disinfected at all times. We thoroughly clean surfaces that children come in close contact with using soap and water, or Lysol, etc. The high chairs are cleaned between each use, and the diaper changing tables are cleaned and disinfected between each diaper change. Toys and nap mats are cleaned and disinfected often as well. Hand washing is the single most effective practice in preventing the spread of germs. We wash our hands many times throughout the day, as well as the children's hands before and/or after engaging in a thorough list of activities.

Our floors are swept and daily, carpets vacuumed regularly and shampooed twice a year. Footwear worn outside, whether by an adult or a child, harbors many germs as we all step unknowingly on saliva, snails, insects, muddy grass, gum—just to name a few. Therefore, footwear is not permitted in the house. Pls. see Dress Code for more details.

## Potty Training

We are more than happy to encourage potty training as long as the child is ready (typically between 2 and 3 yrs old). Communication between parents and the daycare provider is imperative for a successful transition from diapers to toilet. The initial start needs to be at home and we will aid you in the process. However, please note that children are very busy at daycare and therefore more distracted. It can take awhile for a child to be potty trained, and for this reason we do require pull ups, wipes, and extra clothing until the child uses the potty regularly or can tell us.

## TV Viewing

Television viewing and Showtimes are limited to educational videos, channels, or shows, (i.e., Disney Channel, Baby Einstein, Simple Songs) and done no more than half an hour at a time. It is allowed during wait times (arrival/departure) and during transition times as we clean-up and prepare for the next activity. On some days, we feature a movie during pick-up times or on rainy days.

#### Daily Schedule:

8:00-8:30	Drop-offs/ Showtime
8:30-9:00	Breakfast / Clean-up
9:00-10:30	Circle Time / Arts & Crafts / Free Play
10:30-11:00	Snack time / Clean-up
11:00-12:00	Music & Movement / Games / Manipulatives
12:00-1:00	Lunch time
1:00-3:30	Clean-up/Brush teeth/Nap time
3:30-4:00	Snack time / Clean-up
4:00-5:00	Outside play / Tabletop activities / Homework Help
5:00-6:00	Showtime / Pick-ups

## Meals

The following meals are served each day at no additional charge:

- ◇ Breakfast—8:30 to 8:45 a.m.
- ◇ Morning snack — 10:30 to 10:45 a.m.
- ◇ Lunch — 12:30 to 12:45 p.m.
- ◇ Afternoon snack — 3:30 to 3:45 p.m.

We strive to provide nutritionally balanced meals and snacks for your child. Except for special occasions or conditions requiring a special diet, please **do not** send any food or drink with your child without prior arrangement. Certain snacks are monitored and limited throughout the week.

**Please feed your child at home** if you will arrive after a meal time or they will have to wait until the next meal is served. Moreover, please **do not** send half eaten breakfasts/snacks upon arrival.

## Nap/Rest Time

Infants sleep in cribs/play pens and the toddlers/preschoolers sleep on mats. Children under 18 months may need an additional morning nap. Our goal is to develop the same afternoon nap schedule. Nap time is typically between 1:00-3:30 p.m. By 4 pm, if a child is still asleep, I open the doors and turn off the music because some kids are very cranky when they are awakened. All children under the age of five are required by the State of California law to have at least two hour rest period every day. No child is forced to sleep; however, they are encouraged to remain quite and stay on the mat during the rest period. Those who wake up early will participate in a quiet activity.

Please try not to schedule pick-ups or visits during this time to lessen disturbance. If pick-up is needed during nap-time, **please notify me before 1:00 p.m.** so I can keep your child with me until you arrive.

## Arrival & Departure

A daily sign in/out kiosk through Brightwheel app is required for tax purposes, and most especially, for headcount during an emergency evacuation. Please sign-in your child when you arrive for care and sign-out when you pick-up. If another family member or relative drops off or picks up your child, **please make sure that they know your code.**

### Drop-Offs

If your child has difficulty with drop-off time, please try to reassure them that you love them and will be picking them up later and then leave as quickly as possible. In my experience, the longer the parent stays, the longer the crying child ‘performs’ for them. If you leave, they no longer have you as an audience and I can begin my job of reassuring them and getting them started on their day. If another person will be bringing your child, please be sure to discuss this with them.

### Pick-Ups

Pick-ups are one of the busiest and most hectic times of the day. Please note that if the daycare area has been cleaned, then it is **OFF Limits** and children may not play in that area anymore. They have enough play time during the day in that area. I may also use a gate to remind them that the daycare area is off limits and they may play in the living room, table area, or watch a show while waiting for parents to arrive.

Almost all children view the arrival of a parent as a ‘free pass’ when my attention is diverted to you or helping your child get ready to leave. Even the best behaved children will begin to run wild or act out upon the arrival of a parent. Please make every effort to prevent your child from ‘running wild’ when you pick-up. Keep in mind that when another adult comes into the home, children tend to “show off” in front of others. They also get confused as to who is in charge.

Although I completely enjoy sharing important details about your child’s day or other issues, I may have to cut our conversations short if your child’s or other children’s behavior becomes too disruptive. I am also available through email or phone or in person conference after hours if we need further discussion. It helps pick-up times run smoothly, reduces the time my attention is away from the other children, and allows consistency for your child.

## Releasing Your Child

Children will only be released from care to those individuals listed on your Enrollment Form. If other than the parents/guardian will be picking up your child, identification may be required. Please notify me in advance.

## Parking

Space for parking is limited and so to facilitate the pick-up and drop-off process, the child care home driveway will be available for use during business hours. There are two available parking spaces:

- Right side (closest to the entrance of the house)
- Left side (closest to the neighbor's house)

Please keep the middle area open for School-Age Transportation

Additional parking is available on the main street. When dropping off or picking up, please be considerate and do not stay in the driveway for too long or park diagonally, limiting others to park. **At no time is parking in/blocking our driveway, neighboring parking spaces or red curbs allowed.**

## Supplies Needed at Daycare

Parents are responsible for providing:

- ◇ Infant formula / Breast milk
- ◇ Diapers / Pull-ups / Baby wipes / Special creams or ointments
- ◇ Teething medicines (Baby Orajel, Hylands tablets, Tylenol)
- ◇ A toothbrush , toothpaste
- ◇ 2-3 change of clothes (including extra socks, light jacket), labeled with child's name or initials, appropriate for the weather and to be maintained in the child's cubby
- ◇ Any over the counter medication (Benadryl for allergies, cough/cold medicines), labeled with child's name and dosage.
- ◇ Crib sheet and/or Nap sleeping blanket w pillow (Pls talk to the Director about Size requirements)

## Dress Code

Kids wearing diapers must have clean/changed diapers upon arrival (not their over-night diapers). There is also a good possibility your child will get dirty throughout the day because of food, paint, markers, dirt, etc. We are not responsible for replacing stained or soiled clothing.

Crocs will be provided by Kidz Haven for outdoor play. Outdoor footwear remains the property of Kidz Haven, however, please feel free to personalize your child's outdoor footwear with croc charms so they can recognize their own shoes. Other than the normal wear and tear, parents are responsible for damages/misuse/loss caused by the child. A replacement fee of \$30 is due upon a thorough assessment of the footwear. Please leave your child's shoes in the cubby beside the front door entrance. Shoes are not permitted inside the house.

## Curriculum Overview

### Infants/Toddlers

Infants needs lots of tender loving care. At an early stage, they learn to trust and gain self confidence through their environment and interaction with caregivers. We cuddle, sing, rock, talk to, and bond with your baby. Through appropriate toys and fun exercises we help them develop motor skills that are essential for proper growth and development.

### Pre-school

We mainly use curriculum from Funshine Express, Mother Goose Time or an in-house curriculum. I encourage participation but no child will be forced to participate. Most importantly, my goal is to help make learning fun. We know that children also learn through play. Because of this, I offer both structured and unstructured learning and play opportunities daily—indoors and out. During structured play, we primarily have one type of toy/game/puzzle out at a time. Structured play helps develop skills such as listening, following directions, waiting, and taking turns. Unstructured play allows for children to play pretend and develop those wonderful imaginations, as well as problem solving and social skills.

### School-age

We understand the demands of working parents and would like to ease some of your burdens by providing homework help for your child after school pick up. That way, you can enjoy more quality time with them at home. I supply the time, space and assistance necessary for children to do their homework. However, actually doing and finishing their homework is still up to your child and parents are still responsible for homework checks. During Off track, I provide The Comprehensive Curriculum workbook so that the child will be constantly learning even while on break. I also encourage them to read a book for 15-20 minutes.

## Daily Schedule

This schedule is meant to give you an idea of your child's day. Actual times and activities may vary depending on time of the year, age, weather, and temperament of the children. Age appropriate activities are scheduled, with flexibility allowed, to respond to the needs of each child and their various ages. Please kindly note that preschool learning is usually from 9:00am-11:00a. If you'd like your child to participate in the learning activities, please arrive by 9:00a.