

I do appreciate open communication with parents and myself. I attempt to resolve any issues that you, the parent may have with the daycare. However, communication does go both ways and there are some issues that need to be resolved accordingly. I do understand that due to my neglect of enforcing the policies it is assumed by parents that late payments, overtime, sick policy, and absent policy violations are not a problem. However, due to certain issues causing me to miss appointments, missed family events, causing wasted money and wasted time, it has become necessary to send out reminders of our policies that are already in the Parent Contract / Handbook. These policies will be strictly enforced immediately.

I have tried to be reasonable with late payments, late pick-ups, early drop offs, inclement weather issues, and absents. However, due to certain policy violations it is creating issues for my family and the daycare. Due to late payments I have been unable to meet payroll on time (to pay my assistant) and I am unable to keep family events and appointments (that I have made after daycare hours) due to parents picking up after 6:00pm. Most providers in our area will only do contracted times and will not allow the parents to come open to close as I do. However, I try to accommodate the parents as much as possible with times, but can no longer allow picking up after 6:00pm without a notice and overtime payment being paid.

I missed a doctor appointment twice last week due to several Late Pick Ups (after 6:00pm). I try to make appointments and family events AFTER daycare hours (6:00pm) and clients picking up after 6:00pm invades into my family time as well as causes me to work overtime without being paid. Starting immediately, an overtime fee will apply if you are picking up after 6:00pm and will be due at pickup regardless of the reason or situation. If you happen to find yourself in a situation that you will require care after 6:00pm please call me in advance. If I have nothing planned, I would be more than happy to accommodate your need for after hour care.

Please understand that the Payment Policy has always been in place, but I never really enforced it because I do understand things happen. However, all the late payments have affected the daycare in a very negative way. Daycare payments are my paycheck and I cannot buy the things needed for the daycare or pay my assistant without ON TIME PAYMENTS. I am sure you feel the same with the concern on you getting your paycheck. Payments are still expected if your child is absent on a Monday regardless of the reason or situation. This fee cannot be waved for any reason or situation. I do have some parents who make their payment on Friday evening at pick up. This happens to work out better because sometimes we are unaware of situations that will happen over the weekend. Please be advised that I have no objection to this payment method (paying on Fridays) but be advised that the checks will not be deposited until Monday morning.

Besides payment, No Call No Shows are affecting the daycare financially. If a child is going to be absent PLEASE call, text, or email the daycare as soon as you know, but not later than 8:00am. I prepare for the children in advance and by advising me of late arrivals or absents prevent food, milk, and my time being wasted. During inclement weather please send a text, email, or call to inform me if you are attending and what time **no later than 8:00am**. If I do not hear from you I will assume you are not attending. This could cause an inconvenient situation to you if you do not inform the daycare and I leave thinking you are not coming. It is very inconvenient for me to sit in the daycare room and wait for you and you not show up.

These policies are non-negotiable and will apply to everyone regardless of the reason or situation. I attempt to be reliable with all operating hours, holidays, complaints, etc. and would appreciate the same in return. Please understand the reason behind these policies and know that my policies are less strict than most family daycare / centers. Thank you for your cooperation concerning these issues and by working together there will be no complaints or issues on either end.

## Payment and Fees Policy

Child care payments are due no later than Monday morning at drop off. According to the contract, parents may pay every week, every two weeks, or monthly. Regardless of how often you pay, it must be in advance for the previous week, weeks, or month. If payments are not paid, you are at risk of losing your spot in the daycare and your account will be charged a **\$10.00 per day Late Fee**.

Please understand this is my form of employment and the daycare cannot survive without regular on time payments. The daycare cannot pay for food, supplies, celebrations, nor for employee's paychecks without the daycare payments being paid on time. Just as with your paycheck, the daycare and employees basic needs rely on the payments to continue to survive and run smoothly.

**A late payment fee of \$10.00 will be posted to your account if payment is not in hand at drop off Monday morning, and will continue to be added daily in the amount of \$10.00 (per day including weekends) until payment is received regardless of the situation or reason.**

These reasons include but not limited to: absents, vacations, parent illness, child illness, weather issues, traffic issues, transportation issues, or any other reason.

Payments' being made on Friday evenings at pick up is an option; however, the payments will not be deposited or cashed until Monday morning, but your account with the daycare will reflect the payment immediately. This is an option for all daycare parents and advised if you are having problems remembering to pay on Monday mornings.

**In the event of inclement weather that falls on a Monday, payment is still expected and a late fee will apply to any account not paid by Monday morning. The late fee will be waived if the weather forecast did NOT announce the inclement weather in advance.**

By signing below you understand and agree to make your payment on time and failure to do so you understand that a late payment fee will apply.

Father/Guardian's Signature	Date
Mother/Guardian's Signature	Date
Provider/ signature	Date

## Early Drop Off / Late Pick Up Policy

The daycare hours are from 7:30am - 6:00pm Monday - Friday. The daycare can offer hours outside the opening / closing set times with an additional fee and if the provider is available to donate the extra time that you are in need of.

There is NO guarantee to extra hours before 7:30am and after 6:00pm.

I do realize that situations do happen that prevents timely pick-ups. However, an overtime payment will apply to anyone picking up after 6:00pm regardless of the situation or reason.

**If you are aware you are picking up late please call the daycare as soon as you know and be prepared to pay the Overtime Fee at pick up.** The daycare will only use the clock on the cubbies to determine open and close times.

### **Overtime Fees**

\$10.00 fee within the first 15 min (6:01pm - 6:15pm)

\$1.00 per minute there after (starting at 6:16pm)

By signing below you understand and agree to the Early Drop Off / Late Pick Up Policy.

Father/Guardian's Signature	Date
Mother/Guardian's Signature	Date
Provider/ signature	Date

## Vacation / Absent /Holiday Policy

During the event of a parent vacation, notice must be given to the daycare by using the Vacation Notification Form (provided by the daycare) at least one week in advance. Payment is required for the vacation and must be paid upon handing in your notice or before you leave for vacation. Please be advised that your spot can be terminated if payment is not received. If the provider chooses to take a vacation, a month's notice will be given to all parents.

Childcare payments are not adjusted for absents, holidays, or vacations regardless of the reason. You are paying for the spot not attendance. If a child is going to be absent for a day, please be courteous and advise me as soon as you know. You may notify me by phone, text, or email **NO LATER THEN 8:00am**. If we do not hear from you by 8:00am we will assume you are not attending.

We will be closed on the following paid holidays: New Year's Day, Memorial Day, Independence Day, Thanksgiving Day, day after Thanksgiving, and Christmas Eve, Christmas and the day after Christmas. If the holiday falls on a weekend we reserve the right to be closed the previous Friday or following Monday. Payments will not be adjusted for closed Holidays. Payments due are every Monday morning at drop off, if a Holiday happens to fall on that Monday, payments are due the last operating opening day.

By signing below you understand and agree to the Vacation/Absent/ Holiday policy.

Father/Guardian's Signature	Date
Mother/Guardian's Signature	Date
Provider/ signature	Date

## Inclement Weather Policy

The daycare will remain open during inclement weather, unless we experience a power outages or life threatening events. Parents will receive two notices either by a phone call, text, or email as soon as the situation is known, informing you that the daycare is closed. If you do not hear from the daycare assume it is open. No discount will be given during inclement weather.

**During the event of inclement weather, it is required that all parents inform the daycare NO LATER THAN 8:00am if you are going to be absent, if you are attending, and if you are attending what time you will arrive.**

If I do not hear from you by 8:00am I will assume that you are NOT attending and go about my day. Parents will receive an email that daycare is closed and no account will be adjusted. In the event that you do NOT inform me of your plans by 8:00am and you just show up to drop off, then you are risking me not being here or unavailable. I know it seems confusing but this daycare is NOT considered "drop in care" and it is unreasonable as well as inconvenient to have to "sit and wait" for children to show up.

This policy prevents my assistant from traveling to the daycare unnecessary, prevents me from sitting in the daycare room waiting all day for children who are not coming, and wasted drink cups, breakfast, and often lunch due to them being prepared in advance.

By signing below you understand and agree to call, email, or text the daycare no later than 8:00am during inclement weather to inform the daycare of you coming to daycare, the time you will be here or if you are going to be absent. By signing this form you are also aware that if you do NOT call, text, or email by 8:00am informing of your child's attendance and the time they will be here, then you are risking arriving to a closed daycare.

Father/Guardian's Signature	Date
Mother/Guardian's Signature	Date
Provider/ signature	Date

## Health and Illness Policy

We do realize that parents must work in order to meet their financial obligations. However, we are not set up to accommodate sick children. In order to protect myself, my family, and other daycare clients we ask that parents keep their children home when sick. I do realize it is difficult sometimes to determine if the child needs to stay home. If you are in doubt PLEASE call the daycare to confirm with the provider as to if your child may attend or not.

There are 3 reasons to keep home or exclude the child from daycare:

1. The child does not feel well enough to participate comfortably in the activities, such as extreme signs of fatigue, irritability, or persistent crying / whining.
2. The child requires more care than what the providers are able to provide without effecting the health and safety of the other children.
3. The illness is on the list of symptoms or illness for which exclusion is recommended.

The following list gives a guideline and recommendation for exclusion from the daycare due to illness. A child with a minor illness does not need to be excluded unless one or more of the following exists. Parents should not attempt to dose the child with medication as a way to control the illness so they can come to daycare. **Depending on the illness, a doctor note may be required or the child must wait 24 hours after the symptoms have subsided (without the aid of medication) before they can return to daycare.**

ILLNESS OR SYMPTOM	EXCLUSION	DORCTORS NOTE / RETURN TO DAYCARE
Chicken Pox	YES	YES / after blisters have dried and crusted over
Conjunctivitis (Pink Eye)	YES	YES / 24 hours after treatment began
Coughing that is severe, uncontrolled, wheezing, rapid, or breathing issues.	YES	YES depending on the severity - parents will need to supply their child with cough medication before coming to daycare. Croup will require a DR note.
Hand, foot, mouth disease	YES	YES
Diarrhea - more than 2 with or without a fever, rash, or vomiting.	YES	24 Hours after last episode without the aid of medication. Doctor note required if parent insists it is not illness related.
Fever with behavior changes	YES	Fever over 100 accompanied with behavior changes or other signs of illness, such as fatigue, rash, sore throat, vomiting, diarrhea etc.. Doctor note is required and child must be symptom free for 24 hours without the aid of medication.
Lice	YES	May return after treatment and all nits removed.
Herpes (fever blisters)	YES	If area can be covered and not oozing no note required and can return to daycare.
Impetigo / Staph / MRSA	YES	YES - 24 hours after treatment began
Body Rash with fever	YES	YES
Mild Cold Symptoms	NO	NO - Must stay home if cannot participate in activities or is overly fussy.
Upper Respiratory Complications -large amount of thick nasal discharge, sleepiness, ear pain, or	YES	YES or after symptoms have subsided

fever		
Ringworm	YES	YES - covered area and after treatment has began
Scabies	YES	YES
Strep Throat	YES	YES - after 24 of antibiotic treatment and no fever for 24 hours
Vaccine Preventable Diseases Measles, mumps, whooping cough	YES	YES
Vomiting (2 or more in 24 hour period)	YES	YES - until vomiting resolves for 24 hours without the aid of medication or a doctor determines it is not communicable

In the event that your child is sent home with a fever, the child CANNOT return to daycare without a doctor's note or the child is fever free for 24 hours without the aid of medication. Even if the fever suddenly is gone by the time you get home because going outside in the cold will reduce a fever upon picking up your child. Please understand that I am a CNA (certified nursing assistant), I have been certified in CPR, and First Aid and have been medically trained on how to obtain a temperature. A false temperature will never be given to parents, ever.

Toys are disinfected three times during the day - each morning, at nap, and at the end of the day. However, in the event a toy is contaminated by body fluids such as placed in the mouth etc., it is immediately removed and disinfected. During drop off and pick up times it is difficult to see everything going on. Please help us in reminding your child not to place toys in their nose / mouth etc. at this busy time. A parent who is ill should find an alternate way to drop off / pick up so that they do not affect the well children. If none is found please call the daycare upon arrival and staff will assist in exchanging the child outside.

We are unable to prevent every single illness, but with parents not bringing their children to daycare sick, washing hands (children and staff) often, and disinfecting toys we can prevent some of the illnesses.

Please be advised that the daycare will remain open during family / provider illnesses. You will be notified of any and all illnesses and may still bring your child to daycare. We will make every effort to ensure your child is not exposed to the illness. However, it is likely they will get ill as well.

By signing below you understand and agree to the health and illness policy.

Father/Guardian's Signature	Date
Mother/Guardian's Signature	Date
Provider/ signature	Date

