



Parent-Provider Handbook

Daycare Policies and Procedures

Registration # R18SE2072

Owner/Operator Holly Cooper Winter Park, Florida

Copyright © 2013-2017. All rights reserved.

Last Updated 8/25/2017

Table of Contents

Section I: Overview

Non-Discrimination Policy

Special Needs

Welcome

Introduction

Mission Statement

Philosophy

Business Hours and Office Hours/Procedures

Daily Communication About Your Child

Licensing and Ratios

The Profession of Family Child Care

Early Intervention

Mandated Reporter

Adjustment Period

Schedule Change

Termination of Care

Termination of Contract

Confidentiality

Special Events

Photos and Publicity

Custodial/Noncustodial Parents

Reenrollment After Extended Absence

Section II: Background and Training

Background Screening

Education, Skills, and Leadership

Business Literature

How to Choose a Daycare Program

Pets

Highlights of My Program

Organizations

Ongoing Training

Daily Schedule

Curriculum

Section IV: Communication

Communication

Communication Policy

Ideas and Suggestions

Complaints

Section V: Nutrition

Food Choices

Trying New Foods

Mealtime Etiquette

Meals Offered

Beverages Served

Parents' Leave of Absence

Section III: Policies

Wait List Process

Requirements for Enrollment

Drop-In Care

Before and After School Care

Trial Period

Arrival and Departure Policies

Bereavement/Funeral Time Off

Closings

Client Vacation Credit

Bad Weather Closings; Backup Childcare

Transportation

Daily Activities

Diapering

Cloth Diapers

Sunscreen and Bug Repellent

Infants

Potty Training

Proper Attire

Children's Hygiene

Behavior Management

Aggressive Behavior

Nap/Sleep Policies and Procedures

Sick Child Policy

Medication/Prescriptions

Child Absences

Section VI: Financial Policies & Billing

Scheduled Early Drop-Off

Pricing Rates/Tuition

Validity of Pricing from Tour Date

Tuition Policies

Payment Options

Nonpayment Policy

Damages Caused by Daycare Children

Return Check Fees

Holding Fees

Referral Credit

Annual Rate Increase

Section VII: Contract Agreement Terms

***AT THE END → tear off the last page "Child Care Policies Agreement" – sign, date, and return this page along with Enrollment Packet**

Section I: Overview

Non-Discrimination Policy

All families are welcome here! My daycare program does not discriminate on the basis of race, religion, color, national origin, sex, age, disability, developmental delay, special care needs, allergies or other ADA categories, chronic health conditions, sexual orientation, sexual identity, marital status of parents, public assistance status, family type, or other protected categories.

Special Needs

The definition of special needs: "A child who requires unique, special, or individual supervision for: specific food requirements beyond the typical menu, medical needs, behavior concerns, developmental delays, speech/language disability/delay, or consistent biting of others."

If necessary for a specific child's needs, I'm willing to get training to accommodate your special needs child. Disclosure of a child's special needs/disability/allergies are mandatory before enrollment so that I may properly prepare to care for your child(ren) and to see if I can reasonably accommodate them in my program. If your child requires therapy, daily medical treatment for a chronic condition, behavior modification, or any other form of individual necessary needs for your child, these instructions need to be in writing. A parent or physician may prepare this statement.

Welcome

I am honored you're considering **Holly's Petite Maison** for the important role of nurturing and educating your child! My goal is to ensure that every child and family has a positive, enriching experience here and that we can work together to solve any issues at hand. Warm Regards!



Introduction

The purpose of this Handbook is to explain policies and procedures set forth in my daycare program. This Handbook helps prospective clients know and understand the expectations of my program so that we can have a seamless business relationship. Outside of the policies of the program, I strive to make a family-like environment for both parents and children.

Mission Statement

Our goal is to develop the "whole child", which encompasses manners, clean-up tasks, using appropriate touches and language for expression, self-help skills, and being kind and gentle towards all things. Learning shapes, numbers, and colors comes through natural, daily tasks and through the 2 curricula that we use: Storytime Curriculum and Creative Curriculum. The approach to learning is hands-on and children are treated in a respectful, honest, loving way while still enforcing boundaries, rules, expectations, and appropriate behavior.

Philosophy

We believe that how children are treated in the first 3 years will impact how they see themselves, the world, and others, for **life**. We build a solid foundation for children to learn from and that can be accomplished through positive, encouraging, and kind interactions on a minute-to-minute basis.

Children in the "calm, alert" state of consciousness is when learning takes place. A calm, confident provider makes a calm, confident child. Self-esteem is a critical component to optimal growth in young children. Developing socialization and relational skills needed for them to have a positive self-image.

Children are given the opportunity to play, explore, create, and experiment in a safe and nurturing place. Children are valued as individuals and develop respect and empathy for others through modeling of proper behavior and guidance towards making positive peer relationships.

These values are shown and expected on a daily basis and so children learn them and use them. We really strive to teach and guide children how to be excellent young people.

Business Hours and Office Hours/Procedures

My daycare is different than most others in that I do not have standard operating hours. I work based on contracted hours for each individual family and provide care on Monday-Friday only. Available hours are based on each family's needs. Care is only available during your specific contracted times.

Available hours are not before 7:00am or after 6:00pm without prior approval. Additional fees apply for time needed outside of these hours.

Conferences, mid-year evaluations, and addressing any behavior issues are by appointment only and are limited to 1 parent-requested conference every 6 months. To request an appointment, contact Miss Holly at HollyCooper23@hotmail.com. Appointments are limited to 30 minutes and extra time is billed accordingly.

Additional conferences are \$40 for 30 minutes, payment due upon the time of conference booking. If you feel that 1 conference every 6 months is not enough conferencing for your individual needs, then this program may not be for you. I do my best to communicate with parents on a daily basis and numerous conferences outside of daily mini chat sessions are too invasive into my home life. I cannot accommodate

When chatting at drop-off, please be quick as to least disturb the morning routine. At pick-up, please limit your visit no longer than 10 minutes unless you have a scheduled conference appointment.

Daily Communication About Your Child

Clients need to keep me informed about any changes in the child's schedule, routine, sleep or eating habits, home environment, and health. If the child has any injuries, rashes, bug bites, etc., this needs to be disclosed at drop-off. If there was a recent (within 1 week) hospital visit, severe injury, surgery, allergy development, or any other health issue going on, I need to be notified of this. Any recent (within 1 week) sick doctor appointments also need to be mentioned. (Or you can write it down and hand it to me at drop-off because we all know mornings are crazy sometimes!)

Licensing and Ratios

I am regulated by the Florida Department of Children and Families (DCF) and operate a family childcare home in compliance with state laws. My capacity is 10 children, depending on age. I prefer to keep a smaller group of 6-8 children in my care on any day, even though I may have more than this amount of children enrolled.

The Profession of Family Child Care

"Family child care is a profession. It is a unique profession that requires a wide variety of skills: teacher, protector, cook, [...] bookkeeper, organizer, and much, much more. It is a job that hundreds of thousands of women and men perform because they love children and they want to support their own family. When we talk about a family childcare professional, we are not referring to a babysitter. A babysitter is someone who watches children (usually from just one family) for a few hours in the evening while the parents are away from home at a movie or social event. A family childcare provider is someone who is in the business of teaching and nurturing young children to reach their highest potential, usually for more than 50 hours a week, year-round. A provider is intentional about planning activities and helping meet the individual, changing needs of the children in care. This is no easy job."

– Tom Copeland from "Family Child Care Marketing Guide"

Section II: Background and Training

Background Screening

I am a Registered Daycare Home in the state of Florida and must submit Level 2 Fingerprinting every 2-5 years. If I have my annual renewal to be a daycare provider, that means that I am legally allowed to operate and run an in-home daycare. I don't have a criminal record or any cases of abuse or neglect. I do not use drugs, smoke, or use any tobacco products. I have never had a DUI or any child endangerment or neglect claims.

Education and Skills

Bachelor's Degree from Stetson University, 2011

DCF Childcare Training: total of 70 hours, and counting (from 2013-present)

Main Courses: 30-hour Home Daycare Certificate + Early Language & Literacy

Annual In-Service Training: Behavior & Discipline, Guide to Record Keeping, Playground Safety, Effective Communication for Child Care Professionals, Challenging Behaviors Awareness and Prevention, Developmentally Appropriate Practice: Infants and Toddlers, Appropriate Practice: Preschoolers; 10-Hr Daycare Center Courses, Water Safety in Child Care Programs, Standards for Quality Afterschool Programs, Vocabulary in the VPK Classroom, Quality in Child Care Settings, Understanding Developmentally Appropriate Practices, Playground Safety.

State of Florida Registered Daycare Home (Expires January 2018) - # R18SE2072

Certified in CPR, First-Aid, and AED for pediatric, adolescents, and adults (Expires June 2019)

Florida Food Handlers Certificate (Expires May 2019)

Conferences, Workshops, Ongoing Training

- NAFCC's National Child Care Conference, July 10-12, 2014 (Orlando, Florida)
- Run it Like a CEO! Online Childcare Lectures, Group Support Phone Calls- June 2017- present
- Central Florida Association for Family Child Care (CFAFCC)
- Florida Family Child Care Home Association (FFCCHA)
- National Association of Family Child Care (NAFCC)
- Early childhood conferences, workshops, and training throughout the year
 - NAFCC Conference – July 10-12, 2014 at Caribe Royale Resort, Orlando, FL

How to Choose a Daycare Program

The easiest way to pick a daycare is to identify your family's core values. These values can translate into features/benefits in the setting you're considering. Pick your family's unique top 3-5 priorities and narrow down your list of possible candidates from there. You may not have an accurate opinion of a daycare program or its staff until you go for a visit in-person. Don't rule out a place until you have all the available information at your fingertips. 😊

Pets

We have a family dog named Trixie who is very sweet and friendly. She's a Cocker Spaniel and we got her 6 months before our oldest son was born, so she's accustomed to children. She is put away during business hours for safety. We let her go outside, supervised, with the kids during our twice-a-day outside time. She loves to play fetch!

Highlights of My Program

- Experienced, trained, organized professional provider who is also a mother of 2
- Individualized attention and needs (go based off child's needs, bodily functions, etc.)

- Send pictures throughout the day to parents' cell phones
- Daily verbal report at pick-up about child's day and what we learned, any difficult behavior, etc.
- Early literacy skill development (through movement, music, rhythm, rhymes, story time, games)
- Story time 30 minutes a day
- Outdoor time twice a day in a fully-fenced backyard with shaded swingset, sand table, ride-on cars
- Creative Curriculum and Storybook Curriculum used
- Weekly art activities in accordance with the weekly activities
- Childproofed daycare areas, child-size tables for eating and playing, rotate toys and equipment
- Calming music at naptime. All nap equipment provided (pack-n-plays for children 0-18 months and then nap mats for children 18 months+). Nap linens washed weekly on-site by provider
- **Social skills:** manners, picking up, post-meal cleanup, cooperative and proper social behaviors, conflict resolution skills, gentle touch and empathy for others, respect, kindness
- Nutritious/healthy, homemade meals and snacks, some organic items. Meals and snacks are offered in a balanced way on an individual meal/snack, daily, weekly, and monthly basis
- **Parents supply:** diapers, formula/breast milk, bottles, and baby food until the child is ready for table food (then we discuss around age 7-8 months how to proceed with introducing table food)
- Special Needs referrals as-needed (I always consult you first)
- **Date Night-** every other Saturday from **6pm-midnight** for children 6 months+
 - \$40/child, \$15 per additional sibling. Dinner served and activities included
 - Details on activities, food prepared, and supplies required will be given at a later date

Daily Schedule

We follow a flexible daily schedule and serve 2 meals (breakfast and lunch) and 1 snack in the afternoon. Please see the daily schedule listed on the Parent Bulletin Board for specific times.

Curriculum



Storybook Curriculum

Creative Curriculum features exploration and discovery as the basis for learning naturally, which allows children to develop autonomy, confidence, creativity, and critical thinking skills. It allows the children to play and learn about cause and effect in a more natural, hands-on approach that strengthens learning. It also allows children's imaginations to stay active which helps with problem-solving skills and encourages children to be tenacious, driven, and resilient.

Storybook Curriculum helps children understand more vocabulary words and gather more from the curriculum than just using random themes. We spend 1 week on each story. Each day, 1 word is emphasized and children point to pictures in the story and learn new words. Our art activities will be in accordance with the story of the week.

Once dry/complete, art projects and activities can either be donated to the "Create Wall" for display in the daycare room or may be taken home to enjoy and share with family.

Section III: Policies

Wait List Process

When an opening becomes available, families on the Wait List that qualify for the spot will be notified, with priority given in the following order of priority: to my own children, siblings of children already

enrolled, full time children, part time children, drop-in children. Interviews are scheduled in the order responses are received.

REQUIREMENTS FOR ENROLLMENT

To enroll your child into our program, the first step is a tour, which usually takes 45 minutes-1 hour. We ask that parents have enough time when scheduling their appointment.

- 1) **Fill Out the Contact Form on the Website:** HollysPetiteMaison.com. If there's a current opening, you will be invited to come do a tour! If no spots are available upon inquiring, parents have the option to be added to the email list. If desired to be put on the Wait List, a \$35 fee will be charged. This fee applies towards the Registration Fee, if enrolled.
- 2) **Program Tour:** We will schedule an appointment for a tour- we encourage you to invite your partner/spouse and also bring along your child(ren). At the tour, we will explain how things are set-up and go over any questions. You'll leave with a Tour Packet that can help you make your decision.
- 3) **Getting the Handbook and Application Documents:** Clients wishing to enroll will then be invited back for another meeting where the provider goes over the Handbook policies, what amounts are due, when payment is due, etc. and then the client can decide to enroll.
- 4) **Registration Fee and Supply Fee:** There is an annual non-refundable Registration Fee and Supply Fee. These fees are due upon enrollment plus your child's first week's tuition payment. These amounts are due before care begins.
- 5) **Last 2 Weeks of Care Fee:** This fee is equivalent to 2 weeks' tuition and is used against the last 2 weeks of care if proper notice is given for withdrawal of care. It can be spread out over the course of 8-10 weeks, if needed.
- 6) **Parent Handbook and Contract Agreement:** Parents are responsible for knowing all policies and regulations of the program. Parent(s) or legal guardians will be asked to sign a contract agreement.

*****Last 2 Weeks of Care Fee*****

Clients enrolling are required to pre-pay for their last 2 weeks of care and may have 8 weeks to pay this amount. When a client submits their 2 weeks' notice for withdrawal of care, this fee will apply towards that balance. Clients not giving proper written notice forfeit this fee.

Children dropping in for less than 2 weeks will not be required to leave a deposit, but will need to pay for full amount of services in advance.

If a client wants to enroll their child and submits some or all fees, then changes their mind prior to the child's start date, these fees become non-refundable.

Drop-In Care

- The provider must meet prospective Drop-In client(s) and attending child(ren) before care is needed
 - This can be done by Skype interview, in-person meeting, or video conferencing
- Paperwork and all fees must be completed and received in advance
- Drop-In Care clients must give a minimum of 36 hours' notice for requests for care
 - Any requests for care with less than this amount of time given may be denied for any reason
- Drop-In Care cancellations require a full 24 hours' notice from client or \$20 Cancellation Fee applies
- Drop-in care has a daily rate and includes all food, drinks, and supplies
 - Parents provide: baby food and breastmilk/formula, diapers/pull-ups, and 2 full changes of clothes (including socks). A light jacket between the months of October-March should also be packed. Children need to come fully dressed for the day wearing close-toed shoes with socks and a clean/fresh diaper on, ready to begin the day
- For payments: once approved, an invoice will be billed to the client (due upon receipt/same-day)
 - If payment is not received same-day, client may not have successfully reserved their spot
- Drop-In care requires pre-approval. A child dropped off without notice/approval will be denied care

- Drop-In care is limited to 9.5 daily hours at regular rates
- Drop-In clients wanting to attend more than 9.5 hours/day will pay an additional \$10/hour

Before and After School Care

- Only the local elementary school children may attend. Meals/snacks, water, activities, outdoor play, arts and crafts, and homework help/tutoring if needed
- I'm talented with the sciences, math, English, French (fluent), and composition/editing
- Application Fee is \$20/child
- Hours are 7am-8:35am then after school from 3:05pm-6pm (2:05pm release on Wednesdays)
- Late pick-up and payment fees apply

***Drop-in care can also be used for parents that need someone to watch their child on school holidays/closures where the parents still need to work. (See Rate Card for tuition rates)*

Trial Period

The first 2 weeks of care are considered a Trial Period. Payment is due each week. No refunds, credits, or transfers will be given for tuition or fees paid within this time period.

If a client wishes to withdraw their child during the trial period, 2 weeks written notice (on paper) is required and accepted on Fridays only. Any remaining part of the Enrollment Fee needs to be paid in full at the time notice is given. Clients agree to fill out an Exit Survey as part of the withdrawal process.

If no proper 2 weeks' notice is given, client will pay the equivalent of 2 weeks' tuition. Daily late fees continue to accumulate until paid in full. Provider will send to Collections or Small Claims Court if not paid by 30 days.

Provider may also terminate care during the trial period with or without 2 weeks' notice if it is not a good fit.

ARRIVAL AND DEPARTURE POLICIES

The daycare Sign-In/Sign-Out clock is used to determine the time for arrivals and departures.

Arrival Policies

Children are to arrive in a clean diaper/pull-up/underwear and be dressed for the day in play clothes wearing socks with close-toed shoes. A quick in and out when arriving and departing is best for everyone. Dragging out goodbyes makes it harder for children to adjust to the program.

- Arrivals- Please ring the doorbell upon arrival
Please ring the Backyard Doorbell if you think you hear us outside playing
- Speed Limit – Please do not exceed 25 mph while in my neighborhood
- Wait for me to get to the door- it may be a minute or two, so please be patient ☺
- Enter my home through the front door- do not attempt to go in through my garage, backyard, or any other door or window, even if you hear us playing in the backyard
- Drop-Off Wellness Check- Children will be visually screened at drop-off. If a child looks too ill to be in care, had a fever the night before or morning-of, I cannot accept them into care that day
- If you need to administer medication to make your child comfortable, they are too ill for daycare
- Do not administer medication to a sick child then drop them off at daycare!
 - Do not “dope and drop” (ie: administer medication then drop them off at daycare)
 - They will become ill in a few hours and you will be called to come pick them up and will not be able to return to care the next day for not following the illness exclusion policy
 - Keep the child home if they have symptoms part of the program's illness exclusion policy

- If you're not sure, ask me. Mention all symptoms, if the child is playing and eating normally, etc. and I will let you know what I think
- Sign the child in and out each day – the sign-in chart is located by the Parent Bulletin Board
- Drop-Off Cutoff Time- 10am sharp is the drop-off cutoff time. Children are marked absent for the day if not here at this time
 - **Medical appointments have an 11am sharp cutoff time.** Parent must submit a copy of papers for proof that the child was at an appointment. It will be kept in the child's file.
- Client must wait until their exact drop-off time to ring the doorbell
 - Early drop-off is not permitted and is considered overtime and billed accordingly
 - Same is true for late pick-up
 - **Times of care are based on your contracted hours of care, not business hours**
- If a parent lingers at drop-off, the child has tantrums/screams/kicks/acts up, etc. upon arrival or departure, provider may require a new drop-off arrangement to take place:
 - **"Changing of the Guard" Method:** Parent does entire goodbye routine in the morning with the child *outside* before ringing the doorbell. The child comes in and the door is closed right behind them. For pick-up for this method, parent texts the provider 5 minutes before arrival. This way the child can be ready for a quick handover at the front door. Most children will improve within 3-5 days. We will try the normal routine once the child and/or parent seems ready. We will repeat as many times as necessary.

Departure Policies

- Parents/authorized persons are required to sign their child in, place them over the gate into the playroom, say goodbye, then *promptly* leave
- No drop-off or pick-up between 12pm/noon-3:30pm due to lunch and naptime routines (unless an emergency)
- Clients cannot come by to visit with their child then leave then come back later for pick-up. The child needs to leave with you if you come early
- Any pick-up person other than the parents will need to show valid photo ID at the door. They must be on the approved pick-up list or be pre-approved by the parent
- Anyone listed on the "Do Not Release" list will be turned away at the door
- Any person picking up who is under the influence of drugs, marijuana, abusing prescription medicine, or intoxicated will not have any child released to them. They will be told to leave my property and I will call the other parent/pick-up person to arrange safe pick-up. If they insist, I will call the police

Late Pick-Up

- As soon as you're aware of being late for pick-up, please notify me ASAP
- Late fees will be assessed regardless of reason, even on the first instance
 - Late pick-up fees are billed beginning 1 minute after contracted hours, **regardless of if a child is:** sleeping, eating a snack/meal, doing an activity, etc.
 - **The fee is \$5 for every increment of 5 minutes late, per child, beginning at 1 minute late, based on your individual contracted hours** (not my business hours)
 - Late pick-up fees, early drop-off fees, etc. are **billed and due same-day**
 - Any fee assessed that is not paid same-day **will incur the daily late fee until paid in full**
 - The deadline is 6pm each day and at 6:01pm a new late fee will be assessed
 - Care will be temporarily suspended until the account is current/with no balance owing
- If late pick-up keeps happening, we will have to talk about:
 - Extending the hours your child is in care and adjusting your tuition rate
 - Terminating care if a solution cannot be reached

Late Pick-Up Fee, Per Child:

0-5 mins	5-10 mins	10-15 mins	15-20 mins	20-25 mins	25-30 mins	30-35 mins	35-40 mins
\$5	\$10	\$15	\$20	\$25	\$30	\$35	\$40

ie: If your contracted hours are **8am-5pm** and you pick-up at **5:09pm**, you are **9 minutes late** and will be billed \$10 for late pick-up. This fee is due same-day. Services are temporarily suspended while an account has a balance owed. Each day that goes by (at 6pm) will have a daily Late Fee assessed until the account is current/paid in full.

Bereavement/Funeral Time Off

If I need to attend a funeral, wake, or procession, the following **paid days off** will apply:

- 3 days paid for immediate family
- 2 days paid for other close family
- 1 day paid for close family friends, friends, and other relatives

In the event of a miscarriage I may have, I will take 2-3 paid days off for recovery, if necessary. If I do not take days off, then it's business as usual.

Closings

Annually there are 10 **paid** holidays and 7 **paid** sick/personal days a year. If I use more than these sick/personal days per calendar year, the extra ones will be unpaid. Each year, I give clients a handout with the exact days and times for these holiday closures as well as any other closure dates scheduled.

- New Year's Day (Jan 1st)
- President's Day (~Feb 19th)
- Memorial Day (May 29th)
- Independence Day (July 4th)
- Labor Day (~Sept 4th)
- Thanksgiving (~Nov 23rd)
- Friday After Thanksgiving (~Nov 24th)
- Christmas Eve (Dec 24th)
- Christmas Day (Dec 25th)
- New Year's Eve (Dec 31st)

There may be 2 weeks a year (10 daycare days) where my daycare will be closed for my personal vacation. This is paid at ½ tuition rate. Details will be in a supplemental notice given at *least* 1 month in advance. Clients can also take their vacation at this time to simplify things. Clients need to arrange for alternate care during my vacation.

Client Vacation Credit

Full Time Clients

After 180 days of enrollment, family will receive 1 free week of vacation. 2 weeks' written notice (on paper) is required – must use all 5 days at once in 1 week from Monday-Friday. (This means the child can stay home or go on a vacation with family) A child on vacation cannot attend daycare, even if you get home early from your trip.

Client may not use this vacation credit towards their 2-weeks per child notice period for withdrawal of care.

Flex & Part Time Clients

After 180 days of enrollment, family will receive 1 vacation week at half price. 2 weeks' written notice (on paper) is required – must use all 5 days at once in 1 week from Monday-Friday. (This means the

child can stay home or go on a vacation with family) A child on vacation cannot attend daycare, even if you get home early from your trip.

Client may not use this vacation credit towards their 2-weeks notice per child period for withdrawal of care.

Drop-In Clients

Drop-In clients do not get any vacation credit.

Bad Weather Closings

If your employer is closing early/closed for the day due to bad weather, please notify me ASAP. With hurricanes, the weather can be quiet and then monstrous out of nowhere and the program will close if Seminole County is issued a state of emergency.

If it's unsafe for you to come get your child(ren) at the time I contact you about closing, I will keep the child(ren) safe in my home until the weather has cleared and the roads are safe for traveling again.

In the event my power goes out or I have no running water, after 1 hour of it still being off, I will call parents and have their children picked up ASAP. This is a requirement by the state of Florida for regulated childcare programs.

Backup Child Care

All families are required to have backup care arrangements for: their child's illnesses, my holiday closures, my or my children's illnesses and other closure dates, and weather-related emergencies.

It is my intention to be open every business day, but I never know when something might happen and I need to close. If the daycare is closed, each parent will be notified ASAP. I don't abuse my days off and only close if I am constantly at the toilet, have something serious/highly contagious, part of my business illness exclusion policy (that cannot be safely managed while caring for children), or cannot properly isolate/care for my own sick child. I do my best to isolate my own child(ren), if sick, so that I can stay open for my clients. I have done this successfully in the past so that I can be reliable to my clients. I know that they depend on me to be available every day possible.

Transportation

Elementary school children walk 1-2 blocks to get to the school and will be sent out in a group. My older son goes to a special Pre-K program at this same school Monday-Wednesday during the school year. We walk there Mondays, Tuesdays, and Wednesdays with everyone. However, I am unable to accompany school-age children to and from school on Thursdays and Fridays.

Daily Activities

Children learn quite a bit from our daily play and structured activities. Children that no longer mouth items may play with clay, finger paint, watercolors, crayons, pencils, and markers. As part of our daily activities, I sing, read books, tell stories, play instruments, and engage with them during caregiving routines (feeding, diapering, putting down for a nap) to establish trust and a strong bond. Children learn that they can trust me to help meet their needs.

Children of all ages participate in our activities, but in a manner that is acceptable for their level of development. All children may build with blocks, play outdoors, climb on play indoor and outdoor structures, and enjoy all the environment has to offer. Children are directly supervised at all times during the day and are checked on frequently during naptime.

There is no television in the daycare area- children in care don't watch TV here. ☺

Diapering

Diapers are checked often and are changed as-needed every 2-3 hours. Creams and ointments are not routinely used since prompt attention to diapers prevents rashes. A general rule of thumb is to provide 1 diaper for every 2 hours of care. When your diaper supply runs low, I will notify you. I don't have a back-up supply of diapers and will not take from other children's supply, so please plan accordingly. I also cannot store an excess of diapers here in my home. The most I can accept at any given time is 1 bag/sleeve of diapers, not a full box.

Cloth Diapers

Cloth diapers may be used in the program. If there are any leakage or other issues, provider will require disposable diapers to be used. Cloth diapers are sent home in a proper parent-provided wet bag on a daily basis. Parent provides all items for cloth diapering. Diapers must be clean, in working condition, and entirely ready for use upon arrival. Provider is unable to do any type of cleaning of cloth diapers. Provider rolls up the diapers and puts them in the wet bag and parent takes the wet bag home to clean out the diapers on a daily basis.

Sunscreen and Bug Repellent

Clients desiring sunscreen to be worn by their child will need to apply it before drop-off. The provider will reapply for afternoon outside time. Client must supply sunscreen to be left at daycare with the child's name on it. This same policy also applies for bug repellent.

Infants

- Infants must arrive in a clean/fresh diaper and clean play clothing each day
- Arriving in PJs is not allowed
- Infants need to be fed a full feeding before arriving to daycare
- Infants need to have enough:
 - formula for 1 full week/breastmilk for a full 1-2 days of care
 - 1 full week's supply of baby food
 - Diapers for 2 weeks of care (1 bag or 1 full sleeve)
- Parents supply 4-6 bottles to be used that will be kept at daycare and cleaned daily

Potty Training

Potty training may begin once child exhibits certain cues and signs after they are 2 years old.

My Potty Training Policy guidebook will be discussed over a parent/provider conference after parents have initiated *dedicated* training at home for at least a 7-day period, have success, and minimal accidents.

Until then, children must be in an impermeable diaper/pull-up at all times. Children must be accident-free at daycare for 2 consecutive weeks before they are allowed to wear underwear to daycare. Any accidents and this time resets, even if just a small amount of pee is the "accident".

For potty training, cloth diapers or pull-ups are required for training. Children are not allowed to be "bottoms off" or to wear just underwear during potty training. These both pose a sanitary risk to others, my home, and are not approved by licensing.

I will not take a child to the potty every 15 minutes- that means that I am trained, not the child. I take them before and after certain routine times and usually have success as it's done consistently and there's a strong basis of potty training from home. More details about potty training will be discussed at the parent/provider conference.

Proper Attire

Child's play is fun and messy! Children should come in play clothes every day. Your child will be climbing on outdoor play equipment, painting, drawing, playing in the grass and dirt, playing with sand and other sensory materials, playing with chalk and bubbles, and self-feeding themselves at meal and snack times. They are learning how to navigate their world, and the world of play is messy business!

All parents enrolling in my daycare program must understand that all children will be participating in all daily activities, regardless of if they are wearing nice or cute clothing. It's in every child's best interest to arrive wearing comfortable play clothes that they can bend, roll over, climb, run, lay down, and jump wearing. Please dress children in accordance with the weather. A light jacket will need to be left at daycare from October-March.

Children's Hygiene

Every day, children must arrive and be recently bathed with clean, tangle-free hair, teeth brushed, hair up/fixed, nails clean and short/trimmed, and arrive in clean clothes with a fresh/clean diaper on, with a clean face and hands. Children should arrive wearing socks and shoes if they are walking and be fully dressed (not in PJs) unless other arrangements have been made in advance.

If a child has a bowel movement on the way to daycare, parents are responsible for changing their child before the provider will accept them into care for the day. You may either change the child in your car or use my changing table in the front hallway. Feel free to dispose of the dirty diaper in the diaper trash can next to the changing table and wash your hands in the bathroom afterwards. ☺

Behavior Management

The environment is supportive and respectful of each child's needs. Different methods of discipline/guidance are used for different situations. Children will *not* be subjected to discipline that is severe, humiliating, embarrassing, or frightening. Discipline will not be associated with food, rest, or toileting. We want to help children develop a sense of self-worth and self-esteem and the methods we use are gentle on the child's spirit while still enforcing limits, boundaries, and expectations.

Aggressive Behavior

Children are encouraged to use positive methods in disagreements and any aggressive behavior will be addressed with the parents the same day. If a child continues to have aggressive behavior, we will schedule a Parent-Provider Conference where we will come up with a written Behavior Plan to implement at daycare and at home to remedy the problem. This will be given a timeframe for improvement, generally 2 weeks to 1 month.

Biting Policy

Biting is a natural developmental stage that many children go through. Biting is usually a temporary condition that is most common between 13-24 months old. The safety of the children at the program is the primary concern and to be proactive and prevent any type of aggressive behavior like this. The biting policy addresses the actions that will be taken if a biting incident occurs. Due to confidentiality, we are not allowed to disclose names of children who bite or who have been bitten.

Reasons Biting Occurs

Toddlers bite other toddlers as a means to get something they want. As they are unable to communicate with words at this stage, this sometimes is their only form of communication with other toddlers. Some causes of biting could also be related to teething, being tired or frustrated, experimenting with trying to get attention from teachers, or sometimes there is no reason at all. The good thing is that as children begin to gain more verbal skills, most will grow out of biting around age 2.

If Biting Occurs...

For the Biter: The biter will be immediately removed from the victim. The teacher will get on the biter's eye level and tell them with a firm voice, "We do not bite! Biting hurts!". The biter will not be allowed to return to the play group but will be redirected to a table by themselves with a toy, book, or

something that will satisfy the child until the teacher has been able to deal with the child that has been bitten. An incident report will be written up to give to the biter's parents. The parents will be verbally notified of the biting incident when they arrive to pick up their child.

For the Bitten Child: The child who was bitten will be separated from the biter and will be consoled and comforted to reassure the child that everything is ok. The proper first aid will be administered. Soap and water will be used to clean the wound. An incident report will be completed to give to the child's parents. The parents will be verbally notified on the incident when they arrive to pick up their child.

After a child bites 3 times, the following procedures apply:

- 1) A letter will be issued to all parents to inform them that there is a biting concern in their child's classroom and that we are in the process of creating a prevention plan. If needed, more direct supervision of the biting child will be given and they will be watched more closely.
- 2) A meeting with Miss Holly will take place to discuss a better plan of action to be proactive before biting occurs, which will ensure the biter does not have opportunities to bite.
- 3) A mandatory parent-teacher conference with child's parents of the biter will be scheduled. During this meeting, a plan will be discussed to encourage consistency between our two environments to prevent biting. If parents refuse to participate, the child will be immediately terminated.
- 4) A follow-up of all plans will be assessed within 1 month to ensure plans have corrected the concern.

If biting continues and it is deemed in the best interests of the child, daycare home, and other children, termination of the child from the daycare will take place. If, for some reason, the daycare isn't receiving proper cooperation from the biter's parents, the child will automatically be terminated, to ensure the safety of the other children in care.

Nap/Sleep Policies and Procedures

All children are required to lay down for a rest period from 1pm-3pm each day. Babies also have a morning nap at 10:30am. Even older children benefit from a short period of quiet time/rest time each day to relax. Each child uses only their "bed" each day of the week then everything gets washed over the weekend. There is no sharing of "beds" or blankets/sheets.

Infants (0-12 months) are required to sleep in pack-n-plays. Infants will not be allowed to sleep in car seats, swings, bouncy seats, rock n plays, etc. Please work with your infant at home in getting him/her used to sleeping on their back, lying flat, and in a crib/pack-n-play. This meets safe sleeping standards for daycare and is compliant with licensing regulations.

All babies and children are placed to sleep on their backs. A daycare provider cannot do unsafe sleeping procedures, even if the parents do them at home and/or request them. If a child rolls over onto their belly or side after I place them on their back, that is ok since the child moved their own body to that position.

Daycare children are transitioned to nap mats about age 18 months-2 years old, as developmentally appropriate. If they are not ready, we will go back to a pack-n-play and try again in a few weeks or a month. Each child has their own nap mat, sheet, and blanket. Children over 12 months old sleep in the daycare room. We darken the room, have the fan on, and play gentle music to help children sleep and stay asleep for the duration of naptime.

Infants sleep in a separate room/area to ensure they get good, uninterrupted sleep from the noise of the older children in care. We use baby monitors and check in on sleeping children to be sure they are safe. For infants, no props, toys, or blankets are allowed in their sleeping area.

To ensure that all children get quality rest, there are no arrivals or departures between the hours of 12pm/noon-3:30pm unless an emergency.

Sick Child Policy

If your child becomes sick at home, notify me within 24 hours, even if it's on the weekend.

At daycare, if a child is experiencing discomfort, I will notify parents to come pick up if the child is not eating, is unable to participate with the group, or is excessively fussy.

Use your best judgment in regards to your child's state of health. Please consider the health and well-being of the other children, the provider, and the provider's family before you decide to bring a sick child to daycare.

If a client tries to bring an ill child to my program or bring them after they have had symptoms part of the Illness Exclusion Policy, it will be grounds for termination.

If one sibling in a family is ill, then all siblings enrolled will need to stay home that day.

Children may return to daycare after they've been symptom-free for a **full 24 hours, without** medication.

Illness Exclusions- *these symptoms, regardless of cause:*

- Fever of 99.5°F or higher for 0-12 months
- Fever of 100°F or higher for 12+ months
- Green or yellow runny nose
- Diarrhea (even once, for any reason, full 24-hour exclusion)
- Blowout diaper (even once, for any reason, full 24-hour exclusion)
- Vomiting (even once, for any reason, even if caused by coughing; full 24-hour exclusion)
- Draining/oozing sores or rash
- An undiagnosed rash (or rash still considered contagious, including mouth or lip sores with an unknown cause)
- Eye discharge or pink eye
- Discharge from the ears
- Lice, nits, or other parasitic infection
- Constant runny nose
- A communicable/contagious disease
- An undiagnosed virus
- Severe cold symptoms (thick nasal discharge, severe continuous cough, severe wheezing, sore throat, discharging eyes)
- Pink eye/conjunctivitis/weepy eyes (must be clear to return to daycare)
- Illnesses that require 1-on-1 care
- Infectious Diarrhea
- Impetigo
- Ringworm
- Chicken Pox
- Hepatitis A
- Scarlet Fever
- Scabies or other skin bug
- Strep Throat (must be on antibiotics full 24 hours before returning)
- Flu (stay home for remainder of week/ 5-7 days)
- Stomach Flu
- Food Poisoning

If your child becomes ill during the day or is dropped off ill, I will isolate them and will go down the approved pick-up list until someone can pick up within 1 hour

If no one can be reached, I will leave voicemails and go down the list again. If I still cannot get ahold of anyone, I will be calling CPS or the police.

The child cannot return the following day if they were dropped off sick

The decision if a child can return to daycare is a decision that is made by **me**, not based on a doctor note

I can request a doctor's note at any time with a child's diagnosis and treatment plan

Medications/Prescriptions

I do not administer any over-the-counter remedies including: medication, fever-reducers, rubs, sprays, allergy medication, or suppositories, to children in daycare.

If a child needs any type of medication to get through the day, they are too sick for daycare. The only exception to this rule is for life-saving medications (ie: epi pen, insulin, etc.)

Written consent is required to administer any prescription medication and any diaper ointments or sunscreen/bug repellants. Baby powder is not allowed in my home. All prescription medication must be in its original container and properly labeled with the child's name. For children on short-term or long-term medication, medication will only be given at daycare if the dosage is 4 or more times per day.

Child Absences

Tuition is a set cost for operating the program. A child's lack of attendance will not change these expenses, as they are a necessary part of the program's operation. If you plan to keep your child home, you must notify me no later than your drop-off time. There are no discounts, reductions, credits, or transfers if a child misses a day of daycare. A missed day cannot be "made up" at a later date. This applies to all schedules, including Drop-In care.

Emergency Policy

To reduce the risk of fire, I follow the fire safety rules and state laws regarding smoke detectors and fire extinguishers. I teach the children that if ever there is a fire in the house, that they should alert me where it is and then we evacuate.

I teach the children about household safety and about personal safety.

If your child is involved in a serious or life-threatening emergency, I will call 911 and get immediate medical care, and then I will call parents second.

If your child is involved in an not life-threatening emergency, I will call you immediately.

Early Intervention

I will work with families if children in care are in need of early intervention services.

For parents, the suggestion that their child might need "help" can be scary or embarrassing. Getting support quickly is critical in these early years and delaying getting help will only make matters worse. You owe it to your child to get them the help they need to get them back on track. Don't let the fear of embarrassment drive your decision to not get your child assistance.

The rapid brain development from birth to age 5 means there are important "windows of opportunity" in which intervention can be successful, if caught early. Intervention in early childhood can avoid or reduce more serious problems later and help children meet their potential.

If your child needs early intervention services, I will support you through the process. Sometimes services can be provided in my daycare home- it depends on the specific program.

Parents are included in this process. No referrals for services are made without parent input/consent.

Mandated Reporter

I have a responsibility by law to recognize and report any evidence or suspicion of child abuse (physical, sexual, or emotional) or neglect. To report a suspected case of child abuse or neglect, you call the:

Florida Child Abuse Hotline 1-800-962-2973 or Report online at www.reportabuse.dcf.state.fl.us/

Adjustment Period

It will take time for your child to learn to love and trust me, as it will take time for you as a parent to trust me. I am building a new relationship with both of you. Short-term behavior changes and separation anxiety are normal.

*When you do leave, be sure to hug and kiss your child, say goodbye and assure them you'll return later (**never** sneak out).* Even if they are crying when you leave, know that they will usually be fine soon after.

Feel free to text me when you get to work to "check in" on how your child is doing if you feel like this would help you cope. There may be times when your child experiences separation anxiety after they've been here a while, especially if they're in the 8 month-21 month window. It may just be the developmental stage they are passing through, nothing to worry about. If I have concerns, I will mention it to you.

Schedule Change

Any time a family needs to change the days/times their child is in care, the "Schedule Change" form will need to be filled out, submitted, and approved. The following fee schedule will apply:

- 2 weeks' notice: \$20 per family
- *Immediate/24 hours' notice*- depends on provider availability and approval: \$40 per family

Termination of Care

All clients must give 2 weeks' written notice for withdrawal of care per child, delivered on Fridays only:

- ◆ 1 child requires 2 weeks' written notice
- ◆ 2 children require 4 weeks' written notice
- ◆ 3 children require 6 weeks' written notice

Families agree to fill out an Exit Survey upon withdrawal of care.

On the last day, client will sign a form stating that they have received all belongings and that care has been paid in full upon leaving care.

Provider may terminate for reasons that include, but are not limited to:

- ◆ My program is unable to meet your child's needs
- ◆ Failure to complete and return required forms in a timely manner
- ◆ Unresolved behavior by your child that endangers others
- ◆ Consistently late payments or paying fees late
- ◆ Lack of cooperation to meet a child's needs
- ◆ Continuous attempts to obtain information about other families
- ◆ Consistently late at pick-up
- ◆ Late Payments
- ◆ Noncompliance with policies, procedures, or contract terms
- ◆ Destruction of my home, yard, cars, pets, playground equipment, or other property
- ◆ Parents knowingly bring a child to daycare ill or medicated to cover a fever or illness

Provider may terminate **at-will/immediately** for:

- ◆ Non-payment
- ◆ Safety of provider and/or children in care
- ◆ Harassment, abusive, verbally abusive, disrespectful behavior/language
- ◆ Repeated contract violations
- ◆ Weapons on-site of any kind or drug paraphernalia

Client Termination of Services

- 2-weeks written notice (on paper) is required to terminate the contract
 - Termination notices are accepted on Fridays only

- If a client doesn't give 2 weeks' notice, they are responsible to pay the equivalent of a 2-week notice
 - This 2 week-equivalent is due, regardless of whether or not the child is in attendance
 - Client can: bring the child for those last 2 weeks **or** just send payment for those 2 weeks
- Termination will not be accepted while provider or parents are on vacation or the daycare is closed

Client withdraws their child **without** 2 weeks' notice:

♦ If payment for service provided is **not** received and a **balance is still owed**, daily late fees will accrue until the balance is paid in full. Provider may make Payment Plan Arrangements the first week payment is late with a deadline to make a decision. Provider will let client know the amount owed and specific plan for payment. After that deadline, the provider will go to Small Claims Court for the full balance owed plus late fees, court fees, postage for certified letters and/or summons, and all other costs associated with pursuing reimbursement.*

♦ If prior care is **paid** but **written notice (on paper) is not received** for withdrawal of care, the family will be responsible for paying the last 2 weeks of care multiplied by the number of children in care. This amount is due immediately and will accrue daily late payment fees until paid in full. If client does a "no call, no show" 3 days in a row, care is terminated immediately and the client must pay the 2 weeks tuition equivalent. 5 days after care is officially terminated, a certified letter will be mailed to the client at their home address in an attempt to collect the money owed. After 30 days of non-payment, the provider will take the family to Small Claims Court for the full balance owed plus late fees, court fees, postage for certified letters and/or summons, and all other costs associated with pursuing reimbursement.*

**The only exception to these policies is for families that paid a full 2-week deposit when they registered. In this instance, the deposit will be applied to the last 2 weeks of care.*

♦ Drop-In Care- For families that use drop-in care that no longer wish to use daycare services (for any reason), 2-weeks written notice is still required, accepted on Fridays only. No payment is due upon receipt of the notice being submitted unless there's a balance past due.

Provider Gives 2 weeks' Notice for Termination of Care

Provider reserves the right to terminate due to noncompliance with the terms of the contract/daycare policies/parent handbook with or without 2 weeks' notice.

If provider terminates with 2 weeks' notice, client is still responsible for payment for the last 2 weeks of care, regardless if client's child attends or not.

Client will need to pay the remaining balance in full immediately upon receipt. If no payment is received or client does not return to daycare, provider will send a certified letter disclosing when payment is due (usually 30 days) before it will be turned over to Small Claims Court. Daily Late Payment Fees (\$15/day at 6pm) will apply until this balance is paid in full.

If a client is terminated from Holly's Petite Maison Home Daycare, that client is not allowed to use daycare services now or in the future.

Provider Terminates Care At-Will/Immediately

Client does not pay 2 weeks' notice fee. If client paid towards the last 2 weeks, any portion is forfeited. This option is rarely used, except in extreme circumstances.

If a client is terminated from Holly's Petite Maison Home Daycare, that client is not allowed to use daycare services now or in the future.

Confidentiality

Holly's Petite Maison follows strict rules regarding confidentiality of all records and information. Personal/private topics are not discussed with other families. Written permission must be given for any consultant or organization outside Holly's Petite Maison to give treatment or services to your child.

I keep all records and information about your child and your family private and confidential, unless I have written permission. I also ask that you respect the privacy of my family by not sharing any information you learn about my family without my written permission.

The only information I share will be: your child's name, child's general age, if a boy or girl, and parent's first names if they are around other parents (like at drop-off or pick-up).

Special Events

Every other Saturday, I offer "Date Night" where parents can enjoy a child-free evening. This is from 6pm-midnight and is open to the community at large. Children ages 4 months+ are welcome to attend. The cost is \$40 for the first child (\$15 for each sibling) and includes dinner and activities. There are no refunds, but you can go out another night within 60 days (must give 1 weeks' notice to use).

Photos & Publicity

Photos of children are used for activities, advertising, and document children's learning. Photos may be taken and may appear in newsletters, brochures, flyers, scrapbooks, the daycare room, my website, and other publicity materials.

As part of the Enrollment Packet, there's a waiver for granting or denying permission for photos of your child to be used without compensation for business purposes. I do not use a child's name with these pictures, I just comment on the activity they are doing.

Custodial/Non-Custodial Parents

Every family is different in situations involving custodial and non-custodial parents. We honor any restrictions that have been granted by the courts. It's the responsibility of the enrolling parent to inform the program of any restrictions or custody orders. If there is no formal documentation on file, children can be released either parent, legally speaking.

If there is a court order that limits the rights of one of the child's parents, you must give a copy of that court order to the program. It will remain in the child's file.

Reenrollment After Extended Absence

If a client's child has attended Holly's Petite Maison before and takes more than a 3-month break, they will need to re-enroll if they would like to start daycare services again:

- Paperwork will need to be updated
- Updated vaccine record or Exemption form
- Recent (within 30 days) physical
- Supply Fee, Application Fee, and 1st week's tuition due before care begins
- Last 2 Weeks of Care Fee (can have 8-10 weeks to pay this, if needed)

Section IV: Communication

Communication

The fundamental element of this business arrangement is communication. I will do everything possible to keep parents informed of events, daily schedule, activities, notes, major changes going on, and other things. I will primarily communicate briefly verbally with parents at drop-off and pick-up times about their child. I am reachable via text during business hours.

Communication Policy

I will respond to texts as available during the day. If it's after-hours, I will respond by the end of the next business day. My priority during business hours is the daycare kids and my priority during weekend and evening hours is my family.

If I text you, please respond with something so that I know you have received the message. Sometimes messages get lost or are not delivered, and that can cause issues on either end. Please only call in an emergency.

Ideas and Suggestions

If you have any ideas for activities, toys, books, equipment, features, or any suggestions, I would love to hear them! Please email me your ideas or put a slip in the Suggestion Box! ☺

Complaints

Holly's Petite Maison Home Daycare values our parents. We want to consistently provide quality care to you. To do so, we have incorporated a complaint policy to ensure that any complaints you have regarding services that we provide are documented. In doing so, we will ensure that they will get solved properly and in return, will allow us to offer better services to our families. If you have a complaint, you will need to fill out a complaint form which can be requested to Miss Holly. Once you have filled out this form, you will need to return it back to daycare. Your complaint will be reviewed and processed. This may take at least 2 days as we will be creating a corrective plan of action to solve the issue(s) mentioned. Once this has been completed, Miss Holly will contact you and ensure that you're satisfied with the collective plan of action that was taken place. You may also be contacted at a later time as we may want to do a follow-up to verify that your complaint has been solved. If you have any concerns, questions, or comments about my program, please discuss them with me as soon as possible.

Section V: Nutrition

Food Choices

Food and nutrition are important for a child's development. I feature fresh and "whole" foods. Most of the food served here is prepared from-scratch and I also offer some organic items. We don't serve any, if at all, processed foods and serve balanced individual, daily, weekly, and monthly meals with interesting and varying menus that offer an assortment of new and familiar foods for children to learn to love the taste of healthy and delicious food! We do an assortment of classic, vegetarian, and vegan food.

Trying New Foods

I do not force children to eat. They are encouraged to try/taste each food on their plate. If they are not hungry, then they will get a chance to eat at the next meal or snack. I sit with the children at their table and eat the same food they do, which allows them to see that I am not telling them to eat something I am not willing to eating myself! It's in everyone's best interest to eat healthy and delicious food! Yum!

Mealtime Etiquette

I model good table manners and table etiquette, which ensures a family atmosphere. Modeling is key to teaching children good habits and manners. Verbal instruction and leading by example are used and gentle correction if they are not following proper table manners. Things like how to hold silverware, general table etiquette, politesse, staying at the table until everyone is done, and engaging in natural social connection are some of the values emphasized.

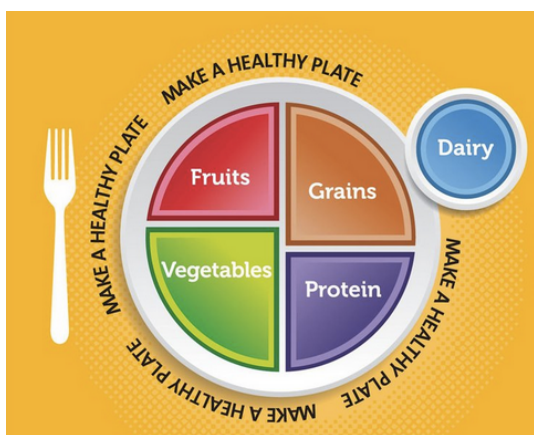
Meal/Food Policies

- Breakfast, lunch, and afternoon snack are provided

- Children must be checked in and ready to participate in the meal/snack a minimum of 10 minutes prior to the designated meal time
 - If not here by this time, you will feed your child before arrival
 - Child cannot arrive with food after this cutoff and be served the brought food
- Babies need to arrive after a recent, (within 1 hour) full feeding
- No outside food or drinks from home allowed
- The weekly menu is posted on the Parents Bulletin Board- menus are not provided in advance
- I keep records of meals served for reference (Copies can be requested at \$1 per page)

A child that has a known/suspected food allergy/sensitivity:

- Notify provider along with details of what happens when the reaction occurs and how the reaction happens (airborne, contact, ingested) * (hives, swelling of throat, body rash, anaphylactic reaction with epi pen needed)
- A doctor's note stating what the child's dietary restrictions are must be on file
- Note the allergy in the Application Packet in the child's file
- Get formally tested and provide a copy of results
- If a child has dietary requirements beyond what I provide, the parents are responsible for providing all food on a daily basis for the duration the child is in care
- Parent-provided food needs to be acceptable for the child's special diet
- I will ensure that whatever is sent from home will be given to the child to eat
- I don't have room to store things here in my freezer/pantry/fridge/cupboard
- No discount is given if a family sends in meals and snacks
- Meals and snacks must be balanced and in line with the standards for servings and portion size using MyPlate as a guide (shown below)



Beverages Served

I serve chilled water to children throughout the day. If a client is interested in bringing their own milk or milk substitute (almond milk, soymilk, etc.) for their child to drink, they will need to supply it weekly. The container will need to be labeled with the child's name, be unopened, and within its expiration date.

Parents' Leave of Absence (Medical, Maternity, etc.)

- Medical/surgery leave- Please contact me and we will talk about the options.
- Maternity: Older child not yet enrolled with new baby on the way soon- Clients pay a holding fee upfront equal to ¼ the tuition during the anticipated leave for the new baby and can change the older child's attendance to PT/FT (must be submitted in writing) for the leave of absence. Tuition will remain due for the older child regardless of attendance.

- **The following will be due at the time of enrollment:** application fee for both children, supply fee for both children, first week's care for both children, last week's care for both children, and ¼ tuition of the "lapse time"). A signed contract with start dates (may be different) will need to be filled out. If parents wish to wait and see if there will be an opening for the new baby, that is their choice, but know that I'm in high demand and will likely be full.
- **Maternity: Older child enrolled with new baby on the way-** The parents will continue to pay for the care of the older child per the agreement. If the parents wish to secure a spot for the new baby, 5 weeks before the baby will enter care is when an agreement will be made with a deposit and financial agreement settled for the weekly holding fee to guarantee the spot.

Once the mother's maternity leave begins, there is a \$15/day fee charged if the parent wishes to keep the older child home (\$75/week), which serves as their placeholder. If the parent wishes to keep the child coming to daycare, the schedule can be adjusted to PT/FT as needed.

Section VI: Financial Policies & Billing

General

- I do not accept 4C
- I do not give sibling discounts at this time

Fees Assessed

All fees that are assessed for any reason are due same-day, even if the policy infraction was the first occurrence- this keeps things fair for all clients. These fees are not waived for any reason, even if circumstances are/were beyond your control.

Scheduled Early Drop-Off

To request a scheduled early drop-off, client needs to give written notice to provider by drop-off on Friday for the upcoming week (weeks run Monday-Sunday. All notices for additional hours etc must be given with a minimum of this notice)

- If approved, the rate is \$10/hour, 1 extra hour per day allowed. Fee e-billed upon approval

Early Drop-Off

Early drop-off is not allowed unless requested and approved in advance. The fee for early drop-off is \$10 for every increment of 10 minutes early based on your contracted hours. This fee is billed and due same day/upon receipt. Anything outside of contracted hours is considered overtime pay.

ie: Your contracted hours are 8am-5pm. If you arrive at daycare at 7:55am, you will be billed \$10.

ie: Your contracted hours are 7am-5:30pm. If you arrive at 6:49, you will be billed \$20.

Late Pick-Up Fee

Late pick-up fees are billed according to the amount of time late past your contracted hours. It's \$5 for every increment of 5 minutes late, per child. This fee is due same-day/upon receipt. Payment received after the day the fee is billed will incur a \$15 late payment fee.

Late Payments

Payment is due on Fridays by 6pm sharp. Payment received after this time (even at 6:01pm) will incur a \$15 late fee. Each new day at 6:01pm, another \$15 late fee will be added. Care services are temporarily suspended while an account has a balance owing.

Return Check Fees

A \$40 fee is applied to all checks returned NSF. This fee applies to canceled checks too. If an NSF check is rendered as payment, all future payments and fees are due immediately in cash. All payments going forward must be in cash.

Holding Fees

If client is looking for care further out than 2 weeks, a Monthly Holding Fee will be paid in addition to the Registration Fee, Supply Fee, and 1st Week's Tuition. The Holding Fee does not apply towards the cost of services, it just holds a spot open. Once paid, these fees are all non-refundable.

The holding fee is the price of ½ the cost of tuition and is paid at the beginning of the month.

If client does not start their child(ren) by the Start Date listed on the paperwork or they change their mind about enrolling for any reason, they forfeit all monies paid and lose their spot(s).

Validity of Pricing from Tour Date

All quotes for the tuition rates given over the phone, at the tour, or over texting are valid for 30 days. Rate increases may happen at any time. Any client wishing to enroll their child 30 days after the tour will need to get an updated quote for tuition.

Tuition Policies

Upon Enrollment, the following are due to secure your child's spot:

- ◆ \$50 Registration Fee per child ◆ \$80 Supply Fee (\$120 supply fee per family of 2+ children)
- ◆ The first week's tuition
- ◆ Last 2 Weeks of Care Fee (= 2 weeks' tuition, used against last 2 weeks if proper 2 weeks' notice is given. Can have 8-10 weeks to pay, if needed)

◆ There is no tuition reduction for holiday closures, my personal/illness closings, or your child's absences/vacations

◆ **Tuition is due every week, 52 weeks a year**

- ◆ Place payments in the "Payment Drop Box" by the Check-In Table
- ◆ If dropping off a payment outside of business hours, place it in an envelope with your child's name
- ◆ Payments are made before care is received
- ◆ If payment has not been received or there is an outstanding balance, your child is not allowed into care until the balance is paid in full
- ◆ Daily Late Fees will continue to accrue until the bill is paid in full

Payment Options

- | | |
|--|---|
| ◆ Checks (made out to "Holly Cooper") | ◆ Venmo App payment (3.5% fee) |
| ◆ Exact Cash (extra is considered a "gift") | ◆ Bank Transfer (1-2% bank fee, if any) |
| ◆ Cards using Square App (3.5% fee) | |

Non-Payment Policy

- If your **Tuition Payment** is late, a \$15 Late Fee will be billed at 6:01pm Friday night until the bill is paid in full
- If you have a **Late Fee/Late Pick-Up Fee/Early Drop-Off Fee/other Fee** billed, it is due same-day/upon receipt. For every new day that passes at 6:01pm, it will be assessed another daily \$15 Late Payment Fee until payment is received in full.
 - **ie:** If you pick-up late on Wednesday night and are assessed a fee of \$15 for being 12 minutes late, that fee is billed and due same-day before midnight. The following day

(Thursday) at 6:01pm sharp, another Late Fee of \$15 is added if it is not paid. Each day at 6:01pm that passes, a new Late Fee will be assessed until the bill is paid in full.

- **ie:** If you drop-off 9 minutes early on Monday morning and are assessed a fee of \$10 for being 9 minutes early, that fee is billed and due same-day before midnight. The following day (Tuesday) at 6:01pm sharp, another Late Fee of \$15 is added if it is not paid. Each day at 6:01pm that passes, a new Late Fee will be assessed until the bill is paid in full.
- Daycare services will be temporarily suspended while an account is delinquent. Regular tuition charges and Late Payment Fees will still apply during temporary suspension of services.
- After 5 full days of non-payment, the contract is terminated, even if provider is in communication with the client, and the spot will be open for another family
 - Client will have 7 days to come to a payment arrangement (from the first day of non-payment) with provider to settle the debt owed
 - If no payment arrangement is made, the amount owed will be turned over to a Collection Agency and/or sent to Small Claims Court
 - If terminated in this manner, client will not be allowed to return for childcare services at any time now or in the future
- All unpaid balances are pursued with further action, usually Small Claims Court or Collections, and client will also pay court fees and any other fees associated with pursuing this debt being collected. I follow this process all the way to wage garnishments, if necessary.

Damages Caused by Daycare Children

It's understandable that there will be normal wear and tear of toys and equipment by daycare children- it's expected and comes along with any job with children.

Reimbursement will be expected for any damages done by the child to the childcare residence while the child is enrolled in the Daycare Home Program. The amount will reflect the cost of replacement for toys, supplies, and equipment (or the cost of repairs for structural or property damage) and will be billed on your next individual invoice.

Care will not be provided until this amount has been paid in full.

For each item that is damaged/broken, a mini report will be written up stating what the damage is, how it happened, the time of day it occurred, and the amount the item costs new for reference. A copy will be given to the parent. The provider will keep a copy in the child's records.

If a child continues to damage property beyond what is considered normal wear-and-tear, provider may terminate the daycare contract (with or without notice). Please help in assisting with behavior management with your child so there's as much consistency as possible between daycare and here.

Referral Bonus

Holly's Petite Maison can always use help with word-of-mouth! As a thank you for your efforts, a referral bonus of \$50 for you and \$50 for your friend will be issued 8 weeks after your referral enrolls (PT and FT clients only for the new client). Once they pay for the 9th week, you both will receive this bonus! For every family you refer that enrolls, you'll receive an additional credit.

Annual Rate Increase

Rates will be raised annually and will not exceed a 4% increase. Parents will be given written notice of this change and when it will take effect in advance. Noncompliance or non-acceptance of the new rate will result in the contract being voided and care terminated.

Section VII: Contract Agreement Terms

Each client that signs on with Holly's Petite Maison Home Daycare is required to read the Handbook, understand all policies, and agree to all policies to receive daycare services. If there are any questions regarding policies, client is responsible to ask about them.

Clients choose contracted/specific hours for the care of their child in my program. These hours are set and the child can only attend within these hours. Clients choose up to 9.5 daily hours for their child's day for the rates listed on the rate card. Additional hours get an additional charge, if approved in advance.

ie: 7am-4:30pm or 7:30am-5pm or 8am-5:30pm or 8:30am-6pm

Part Time, Full Time, and Flex Schedule clients will pick certain days and exact times for their child to attend. These times and days remain the same each week. If client needs flexible schedule, there are a few flex schedule options and have different pricing.

ie: MWF 8am-5pm or TWF 7:30am-5pm or TTh 7am-4:30pm

Drop-In clients pick specific contracted hours when they request availability for services. These hours may change for different days, but hours must be requested a minimum of 36 hours in advance and be approved before the child may attend daycare on the requested day(s). Your spot is reserved once payment is received.

Any instance of early drop-off, late pick-up, late payment, or other fees outside of the contracted hours will have fees billed and due same-day/upon receipt

Program policies help keep things fair to all clients and also set clear guidelines for business operations. Clients that do not want to follow policies or pay for fees, damages, etc. are not allowed to use daycare services with Holly's Petite Maison Home Daycare.

Once the contract is signed, claiming ignorance of policies does release clients from their obligation to the terms within the Handbook and Contract. Failure to read a legal document that a client signed does not release them from their obligation to follow the terms within.

Child Care Policies CONTRACT Agreement

This page is to show for the record that **Holly's Petite Maison Home Daycare in Winter Park, Florida** has given the Parent-Provider Handbook to the client before enrollment was initiated.

Please check all boxes below, if in agreement:

- ☐ I have read through the Handbook from cover-to-cover and understand all terms.
- ☐ I agree to: policies, procedures, illness policy, illness exclusion policy, drop-off cutoff, mealtimes, and all other non-financial policies.
- ☐ I agree to: Supply Fee, Registration Fee, and Last 2 Weeks of Care Fees; when payment is due for the next week, tuition rates, late payment fees, late pickup fees, early drop-off fees, schedule change fees, drop-in rates, adding a day fees, and all other financial policies.
- ☐ I will follow new policies in the future or will give my written 2 weeks' notice for withdrawal
- ☐ I understand that Miss Holly reserves the right to make changes to policies at any time.

Date of Handbook Revision: _____ **Child's Name** _____
(found on the first page at the bottom)

Parent #1 Signature

Parent #1 Printed Name

Date

Parent #2 Signature

Parent #2 Printed Name

Date

Provider Signature

Date