



Policy Handbook

A Parent's Guide to Program Policies

Registration # R09OR2207

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Section I: Overview

Welcome

I'm honored that you have chosen **Holly's Petite Maison** for the important role of caring for and educating your child. I feel that you and your family are entering into an important partnership with me to support the development, learning, and well being of your child. With such a close-knit group for my program, we're all bound to become a second family! My goal is to ensure that every child and family has a positive, enriching experience and enjoys the time spent in my program. This handbook is designed to give you the information needed to help make this a fulfilling and successful partnership.



Holly Cooper

Owner/Operator/Cook/Accountant/Record Keeper/Activity Organizer/Cleaner/Laundry
Lady/PR/Marketer/Advertiser/Super Mom of 2 Boys

Introduction

Holly's Petite Maison began as an idea from my mother, Sherry, in the summer of 2013. My partner, Aaron, and I had recently discovered that I was pregnant and I was talking with my mother about what kind of career path would be good for me with a baby on the way. She immediately suggested daycare. At first I was skeptical about it. It had to brew in my mind a while before I thought that I would want to do it. My mommy instincts hadn't kicked in quite yet at that moment. The more I looked into it, the more I liked the idea. I have the mind of an entrepreneur, a self-starter, I love to read and learn, and I genuinely like children and understand them. I've always been an overachiever and through research, reading, daycare classes, and my own mommy intuition and ideas, I've built a great place where there's enough freedom to make children content and with enough restrictions and rules to keep them safe, happy, well rested, and well-fed.

I've always loved children and enjoy spending time with them. I feel like I innately understand their needs and ways and they tend to like me and flock to me. Children are interesting to talk to- they're actively engaged in conversation, have a drive for curiosity and exploration, and revel in discovery. I admire these traits in them because I still have these traits as an adult. I am playful, fun, energetic, and loving without being fake or overbearing.

Mission Statement

The goal of **Holly's Petite Maison** is to help children appreciate and understand diversity, learn to love all kinds of foods, explore their environment freely, create art as they please, "read" anytime throughout the day, as well as develop self-help, self-soothing, and self-control skills.

My program has gradually transformed into a cutting-edge learning program that focuses on child-directed activities as the curriculum and where learning shapes, numbers, and colors comes through natural, daily tasks. ("Please get the red pillow" "Do you want the round or square cracker?" "Would you like 1 or 2 pieces of toast?"). My approach to learning is hands-on and children are treated in a respectful, honest, loving way that embodies responsive and attachment caregiving. Currently the ages accepted are 6 weeks-4 years old. I can accommodate older children but the environment, toys, and activities are best suited for younger children.

Philosophy

As a parent, you are the most important person in your child's world and I will make every effort to support you and your family. My philosophy is: I believe that how children are treated in the years 0-3 will impact how they see themselves, the world, and others for life. We need to build a more 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 love to learn about the world through caregiver observations, narrations, and explanations for events going on around them. Even when dealing with negative behavior, there are ways to handle it that don't incorporate yelling, hitting, threats, belittling, teasing, etc.

I want to help show parents alternative ways to handle negative behaviors and to help their children be in the "calm, alert" state of consciousness often, which is when learning takes place. A calm, confident provider makes a calm, confident child. I will offer the very best care that I can offer. You can expect me to love and cherish your child and you can help me by keeping me informed regarding any health concerns, allergies, favorite foods, fears, or special interests. I will briefly share information about your child's growth and activities during the time spent in my program at drop-off and pick-up times. I believe that self-esteem is a critical component to optimal growth in young children. I focus on developing the socialization and self-help skills needed for them to have a positive self-image. Children are given the opportunity to explore, experiment, and create in a safe and nurturing environment that doesn't pose restrictions on them unless it's a safety issue.

My daycare is best suited for families who wish to have their child's daycare environment resemble their own home. Child-directed learning with infants and toddlers is the best way for them to learn- through everyday tasks, ordinary but imperative experiences, and incorporating the natural wonders of the outdoors.

During the earliest years is when neuroscience research tells us the very architecture of children's brains is built through the quality of their early experience. In alignment with this research, I believe a supportive environment begins with a positive, nurturing, responsive relationship between your child and his/her teacher. I want children to feel valued as individuals and to develop respect and empathy for others. These values are "caught" as much as they are "taught" so I treat children with empathy and respect.

In art activities, I won't tell children specifically what to create- the goal is to develop fine motor skills that will later aid in learning to write and also to express creativity. They will have access to different art materials on different days based on age. I will provide art smocks/aprons and will try to use as many washable materials as possible. Please be aware that these activities can be messy and your child's clothes may get art materials on them, though I do my best to keep their clothing clean from art messes.

Activities involving some art activities, reading, listening to music and audio books, creative play, and gross motor skill areas can be accessed at any time during the day. The process of developing skills, not the end product, is the important with children's crafts. From time to time we will make "gifts" like for holidays but in general the best art is made when there's no "plan" from the adults supervising. Parents who acknowledge and understand this will be pleased with my service.

Special Needs

I am willing to take special training to learn how to care for a child who has special needs. You must provide me with written instructions if your child requires special therapy, an individualized program of instruction, or behavior guidance. These instructions do not need to be prepared by a physician or therapist.

Eco-Consciousness

The motto “Reduce, Reuse, Recycle” has been at the forefront of my priorities since I was in elementary school. I’ve always been the one to “get after” my parents and family members for not recycling something. I want to save the planet from all the waste we accrue as humans. Primarily, I think we should be *reducing* waste. This means opt for larger packaging (or none!) versus smaller because it generates less material. Use fabric produce and grocery bags, buy a larger bag of onions, or hydrate using a reusable water bottle. My household purchases reusable 5-gallon water jugs that go on top of a cooler. We use reusable water bottles, glasses, or cups from home, and we keep energy use down by turning off lights and fans when not in use and being responsible with water usage. Children are taught these conservation ideals.

Being Self-Employed

It’s understandable that parents want to decide on the care, treatment, and activities of their children. In daycare, **the care and well being of the group is first and foremost**. Through extensive research, training, reading, parenting practice of my own, and intuition, I have accumulated a great amount of experience and expertise on child rearing which also translates over into my daycare work and the children in my care. I pride myself on being high quality and strive for excellence on a daily basis with my daycare children and my own children.

I don’t want to come off as crass or rude with this statement, but the following needs to be said: parents need to understand that **I am self-employed**. Being self-employed means that I pay all my own taxes, health insurance, contribute to my own social security, and pay numerous other fees for being a registered home daycare. I am also a registered business with the state. **Businesses do not allow customers to be the boss. It is your child in my care, but I am the boss. If the parent were the boss, we would be in a nanny situation and the parent would pay a higher hourly rate, pay taxes on my behalf, and file a special tax form at tax time. This is not the case with home daycare.**

In signing on with my business, you as a parent are agreeing to my policies, procedures, fees, tuition rates and increases, vacation and illness and attendance policies. If there is a disparity on policies, the handbook will be referenced. Any new issues that come up that are not in the handbook will be assessed and addressed. Any new policies will be in an addendum and emailed to parents for them to print and to add to their handbook.

If a parent doesn’t follow policies and procedures or disagrees with them after enrollment, the parent and their child(ren) will be terminated from care. Depending on the nature of the incident for termination, a 2-week’s written notice will be given to the parent and the child may be able to attend the last 2 weeks. This will be stipulated in the notice letter.

Client Responsibilities

We will need to work together to ensure that each child has the opportunity to develop his or her full potential. We agree to communicate regularly about the child’s physical, emotional, social, and intellectual growth. You will keep me informed about any changes in the child’s schedule, routine, or home environment. I will do the same for any changes in the child care business that may affect the child. You will notify me about any allergies or other health issues that the child is experiencing as an ongoing or occasional thing. You will provide any special written instructions for the child as needed; for example, about eating, napping, toilet-training, allergies, etc. You will provide any information about the child that will allow me to provide high-quality care, such as an IEP (Individual Educational Plan) or other plans or assessments. I will provide you with age-appropriate written materials for

the child. You agree to participate in an annual evaluation of my childcare program, preferably with specific details about why you gave the ratings you gave.

Licensing and Liability Insurance

I am regulated by the Department of Children and Families and operate a family child care home in compliance with the laws of the state of Florida. A summary of the family child care regulations for my business is available upon request. You may see a copy of my registration upon request. My regulation capacity as specified by state regulations is a maximum of 10 children, depending on age. I prefer to keep a smaller group of 6-8 children in my care.

Section II: Background and Teaching

Background Screening

Parents want to have a secure sense of who they are leaving their child with for daycare. Since I am a Registered Daycare Home, I am required to submit to Level 2 Fingerprinting every 3-5 years. (All those age 13+ as well as 18+ that live in my home must also have Level 2 Fingerprinting done every 3-5 years as well as my substitute.) Any record of any unlawful behavior would result in my Registration to be a home daycare to be **denied**.

As such, if I have my annual renewal, that means that I am legally, per the state of Florida, allowed to operate and run an in-home daycare. Which also in turn means that I don't have a criminal record or any cases of abuse or neglect. If a parent feels the need to conduct a background check on me, we may not be a good fit for a business relationship. There is either trust between us or there isn't, and that's fine. Another provider may be a better option if this is how the parent feels.

Non-Discrimination Policy

All families are welcome. I do not discriminate on the basis of race, religion, color, national origin, sex, disability, age, need for special care, sexual orientation, marital status of parents, public assistance status, or other protected categories. All those interested in my program and able to pay the financial aspect are eligible to have their children participate in my daycare program.

Education, Skills, and Leadership

Bachelor's Degree from Stetson University (2011), 3.35 GPA

- Studied abroad in France for 4 months (2010)
- French Club President, SGA Representative, Relay for Life Sponsorship Chair
- Intramural sports: basketball, soccer, ultimate frisbee
- Resident Assistant in hallway for 20 girls for 1 year (150 students in building)
- Work/Study: 15+ hours worked per week in addition to full course load

I design and type all my digital and printed material. I'm great at math, music/singing/playing a bit of piano, writing/grammar/editing, the sciences, beginner in theater, and am bilingual (French).

Total Hours of Childcare Training: 40 hours

Courses: 30-hour Home Daycare Certificate. Early Language & Literacy (5 hours)

Extra Courses: Behavior & Discipline, Record Keeping, Business Training : Start-Up Basics Class, 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, Before and After School Care

State Registered Daycare Home (Expires 1/2016) - DCF ID# R18SE 2072

Certified in CPR, First-Aid, and AED by the Red Cross (Expires 12/2015)

Business Literature (That I've Read!)

- How to Open and Operate a Financially Successful Child Care Service* by Tina Musial
- Start and Run a Home Daycare* by Catherine M. Pruissen
- How to Start a Home-Based Daycare Business* by Shari Steelsmith
- Business Planning Guide* by Tom Copeland
- The Truth About the Daycare System* by Patti Smith
- How to Boost Your Enrollment and Your Profits: Daycare Building Blocks for a Highly Profitable Childcare Business* by Scott Meadows
- Family Child Care Marketing Guide : How to Build Enrollment and Promote Your Business as a Child Care Professional* by Tom Copeland
- From Babysitter to Business Owner : Getting the Most Out of Your Home Child Care Business* by Patricia Dischler
- The Discipline Book : How to Have a Better-Behaved Child From Birth to Age 10* by William Sears, MD and Martha Sears, RN
- The Happiest Toddler on the Block* by Dr. Harvey Karp
- Blindsided by a Diaper* by Dana Bedford Hilmer
- Understanding Waldorf Education: Teaching From the Inside Out* by Jack Petrash
- Beyond the Rainbow Bridge: Nourishing Our Children From Birth to Seven* by Barbara J. Patterson
- The Waldorf Kindergarten Snack Book* by Lisa Hildreth
- Killer Secrets of Successful Entrepreneurs* by Ken Bloom et al

Conferences, Workshops, Ongoing Training

NAFCC's National Child Care Conference, July 10-12, 2014 (Orlando, Florida)

How to Run a Home Daycare Online Video Course (paid course with 23, 45-min modules)

Provider Job Description

As a home daycare provider, **I am a self-employed individual who works at home. I have carefully thought about how I want to run my business and have established policies for numerous things. Being that I run my own business, I will not cater to each family's personal needs because I am a business owner, not a personal nanny.** The difference between the two is vast- a nanny needs to do as they are told whereas I decide how my program operates and parents either comply or need to find alternative arrangements. As a business owner, I am the one in charge.

Deciding to enroll with Holly's Petite Maison is the understanding and agreement to the way we do things here. Requests may be made, but I cannot do things here that you may do at home (such as co-sleeping, bottomless potty training, all vegan meals, not going outside for fear of mosquito bites or allergies, etc.). While these things work great for parents, as a daycare provider, they are just not feasible, safe, or sanitary. I operate with the overall needs of the group in mind.

Many people think that daycare providers have it fairly easy and only work "9 to 5" so to speak but there's a lot more involvement as a professional small business owner. There's daily preparation and set-up (lesson plans, activities and art, daycare room cleanup, material setup,

menus and food, additional games, activities, room decorations, flannel board stories, song cards, toys, etc.), cleaning duties (of toys, dishes and cooking supplies, bathrooms, bedding supplies), office work (newsletter, daycare blog posts, monthly food program forms and menus, payment of utilities and other materials needed); completion of surveys, questionnaires, and statements required; bookkeeping (receipts from all purchases, monthly balance sheets and cash flow sheets, year-end statements, quarterly and year-end taxes, and annual budgets), license requirements (hours of training, children's records), areas where **Holly's Petite Maison** exceeds state standards (extra training, involvement in professional organizations, leadership roles, teaching workshops). **Holly's Petite Maison** feels a responsibility for parents and their children to establish a partnership and takes working with them for the good of their children very seriously. **Holly's Petite Maison** promotes the building of relationships with the other daycare families through parties, celebrations, and events, bringing everyone together and forming lifelong relationships and friendships.

Why Pick Me?

With all the choices out there for childcare, the best way to pick one is to ***first identify your family's core values***. These values can translate into features/benefits in the setting you're considering such as: safety, activities, manner of care, attention, attitude, level of education or training, variety, quality of food offered, comforting techniques, general feel of the place, if it's a small group setting (ideal), what kind of environment for learning, manners, respect, reading, gross and fine motor development, and so on.

Pets

I have a pet. I have a spayed female Cocker Spaniel dog named Trixie. She is up to date on all her shots and is very sweet and friendly and excitable. During the day when we are all inside, she is contained in her crate and we let her out to play with us when we all go outside for play time in the morning and afternoon. The kids love to play fetch with her and love on her. If any parent isn't ok with her being out, please let me know. I keep her contained when parents arrive and come for tours because she gets excited and submissively tinkles. She can be a bit wild with running when excited but she's not as excitable with children or with family members. I allow and encourage the children to interact with and care for my pets as a part of the child care program. They are shown how to use gentle touch and how to play with a dog in an appropriate way (throw the ball for her but not at her, no tugging on feet or ears or tails, and patting/petting with care).

There is also my neighbor's orange cat that likes to hang out in my yard and on my front doorstep. He's a sweet cat but can be a nuisance at times. I encourage my guests, clients, and their families not to pet animals they are unfamiliar with, in case of injury.

Highlights of My Program

High-Quality

- Registered Daycare Home #R18SE2072
- Experienced, trained, professional provider who is also a mother of 2 young boys, both enrolled in my daycare program
- Individualized attention and adaptation of daily routines
- Early literacy skill development (through movement, music, rhythm, phonemes, rhyme)
- Baby Sign Language (helps children express themselves before verbal language)
- Special potty training method (book: "Diaper Free Before 3..." by Jill M. Lekovic)

- Developmentally appropriate activities, equipment, and games
- Story time 30 minutes a day
- Culturally-sensitive and bias-free curriculum
- Outdoor time twice a day for 30-45 minutes, weather permitting

Communication

- Daily *verbal* report at pick-up about your child's day, including unpleasant topics like injuries, sickness, behavior problems, and payment issues
- I post a blog article to my Daycare Blog every few weeks about topics for families (<http://hollyspetitemaison.wordpress.com/>)
- Open-door policy for currently enrolled families whose names are on the "approved pickup list". For prospective families, an appointment is necessary and will likely be a visit during Circle Time in the morning.

Comfortable, Safe Environment Conductive for Learning

- NO pool or water hazards on property
- Fully fenced backyard with 2 gate latches that need to be opened simultaneously
- All 3 exterior doors have adult-height chain locks on them so children cannot get out
- Breastfeeding-friendly environment for mamas. Any questions by children about breastfeeding will be answered matter-of-factly. I encourage mamas to breastfeed anytime and will protect their right to do so. I have a comfy chair in my front living room that can be used to breastfeed before the day begins or at the end of the day if mom feels it's necessary. There's a Boppy pillow, a nursing cover (if you need it) as well as clean burp cloths)
- Nurturing and family-oriented
- Baby-proofed, all materials safe for mouthing, choking hazards removed from daycare area, child-size seating, tables, chairs, and furniture
- Fun, interactive, imaginative environment
- Soft and hard surfaces for exploration
- All kinds of toys for children 0-5 for boys and girls
- Weather permitting, outdoor play twice a day – babies held or in a baby seat, quilt on the patio floor, etc
- Arts and crafts, small "cooking" tasks, manners established, pick-up habits
- Dramatic play: costumes and accessories, play kitchen and food, dolls, stuffed animals

Convenience

- Nutritious, homemade, from-scratch meals and snacks - some organic items
- Fresh water readily available all day
- I clean all linens, blankets, and burp cloths weekly on-site (soiled clothes are sent home)
- I cook and prepare all meals and snacks daily for the children and myself. I do at *least* a load of dishes a day. Sippy cups and bottles will be sent home with parents each day to be cleaned at home.
- I provide wipes. You supply diapers, formula/breast milk, & baby food
- I provide children's: utensils, soft baby spoons, regular cups, bowls, divided plates, plates

Comprehensive Services

- Ongoing developmental assessments for all children in care

- Special Needs referrals and consultation as needed (is free for children under 3 and may be low-cost or free for children over 3)
- **Sibling and Referral Bonus** (10% off total tuition; Referral Bonus varies)
- **“Date Night”** for parents 2nd Friday of the month from 6pm-midnight (\$30/child, \$10 per additional child. Dinner is served and activities are included.)

Organizations/Ongoing Training

- Central Florida Association for Family Child Care (CFAFCC)
- Florida Family Child Care Home Association (FFCCHA)
- National Association of Family Child Care (NAFCC)
- Attend early childhood conferences, workshops, and training throughout the year
 - NAFCC Conference – July 10-12, 2014 at Caribe Royale Resort, Orlando, FL

Daily Schedule

We follow a flexible daily schedule with mealtimes, naptime, and outdoor play at about the same time every day. After being in business a few months, I’ve revamped my meals and snacks offered in a day. Instead of offering 2 meals and 2 snacks, we are transitioning to 2 meals and 1 afternoon snack. This will allow me more time to spend with the children in a learning environment (versus in the kitchen all day) and will also help regulate their food intake better to have a meal every 3 or so hours. Breakfast will be at 9/9:30am, Lunch will be at 12:30pm/1pm and Afternoon Snack will be at 3:30/4pm.

Program Activities & Amenities

Active & Gross Motor Play: rocking and riding toys, outdoor climbing structure, fenced yard to run around in, age-appropriate sports & outdoor games, balls, kid-size basketball hoop

Fine Motor Play: action/reaction toys, puzzles, Mega Legos, Play-Dough, blocks, utensil used at mealtime, Lincoln Logs, learning to hold chopsticks, chalk drawing (outside), baby sign language, painting, finger painting, coloring

Imaginative: dolls and accessories, stuffed animals, kitchen sets with play food and shopping cart, toy dinosaurs, car mat with toy cars

Language Development, Music, & Movement: infants and toddlers are talked to throughout the day to encourage language acquisition, baby sign language, CD players with music or audio books with physical book for follow-along, children’s books, musical instruments, puppets & puppet theater, cultural time, world music, story time daily, show and tell, verbal games, dance, rhyming, memory games, rhythm matching, singing, BINGO game (different themes: instruments, music genres, etc)

Creative Arts & Exploration: arts & crafts, sand and water table, sensory materials, mini science experiments, growing beans and other simple plants in cups, light gardening, acting out a mini play, dress-up costumes & props

The 6 Ways Children Develop Skills

- 1) Approaches to Learning: initiative, problem-solving, self-help, autonomy
- 2) Social and Emotional Development: distinguishing self and others, attachment, relationships with peers, emotions, empathy, playing with others, group participation
- 3) Physical Development and Health: moving parts of the body, moving the whole body, moving with objects, steady beat

- 4) Communication, Language, and Literacy: listening and responding, nonverbal communication, two-way communication, speaking, exploring picture books, newspapers, and magazines; enjoying language- children enjoy stories, rhymes, and songs
- 5) Cognitive Development: exploring objects: children explore objects with their hands, feet, mouth, eyes, ears, and nose; object permanence, explore and notice how things are the same or different, one-to-one correspondence, locating objects, filling and emptying containers, taking apart and putting together, seeing different viewpoints, anticipating events, noticing time intervals, speed: experience fast and slow, cause and effect: children repeat an action to make sure something happens again
- 6) Creative Arts: imitating and pretending, exploring art materials, identifying visual images, listening to music, responding to music, exploring to imitating sounds, vocal pitch

Curriculum

I strongly believe in a curriculum that is spontaneous, child-directed, and deeply respectful of infants and toddlers as capable young explorers with a drive to learn. In practice what this looks like is a dance of reciprocity as child and caregiver take their cues from one another.



There are different types of curricula available for childcare providers and for preschool environments. After careful consideration of all the methods available, my style mostly resembles the Creative Curriculum the most. It is noted for featuring exploration and discovery as the basis for learning naturally, which allows children to develop autonomy, confidence, creativity, and critical thinking skills.

Creative curriculum is a research-based curriculum, developed in 1978, that has 50 objectives for learning and development (noted in the chart below). Not only does this method allow the provider to be creative in teaching and guiding methods but it also allows the children to play and learn about cause and effect in a more natural, hands-on approach that strengthens learning. When a child is engrossed in their activity (because they want to do it), they naturally learn more than they would if the activity were contrived or done as a group. Creative curriculum allows children to follow their interests, discover new things, and learn about the world around them.

The Creative Curriculum® Goals and Objectives at a Glance

SOCIAL/EMOTIONAL DEVELOPMENT	PHYSICAL DEVELOPMENT	COGNITIVE DEVELOPMENT	LANGUAGE DEVELOPMENT
Sense of Self 1. Shows ability to adjust to new situations 2. Demonstrates appropriate trust in adults 3. Recognizes own feelings and manages them appropriately 4. Stands up for rights Responsibility for Self and Others 5. Demonstrates self-direction and independence 6. Takes responsibility for own well-being 7. Respects and cares for classroom environment and materials 8. Follows classroom routines 9. Follows classroom rules Prosocial Behavior 10. Plays well with other children 11. Recognizes the feelings of others and responds appropriately 12. Shares and respects the rights of others 13. Uses thinking skills to resolve conflicts	Gross Motor 14. Demonstrates basic locomotor skills (running, jumping, hopping, galloping) 15. Shows balance while moving 16. Climbs up and down 17. Pedals and steers a tricycle (or other wheeled vehicle) 18. Demonstrates throwing, kicking, and catching skills Fine Motor 19. Controls small muscles in hands 20. Coordinates eye-hand movement 21. Uses tools for writing and drawing	Learning and Problem Solving 22. Observes objects and events with curiosity 23. Approaches problems flexibly 24. Shows persistence in approaching tasks 25. Explores cause and effect 26. Applies knowledge or experience to a new context Logical Thinking 27. Classifies objects 28. Compares/measures 29. Arranges objects in a series 30. Recognizes patterns and can repeat them 31. Shows awareness of time concepts and sequence 32. Shows awareness of position in space 33. Uses one-to-one correspondence 34. Uses numbers and counting Representation and Symbolic Thinking 35. Takes on pretend roles and situations 36. Makes believe with objects 37. Makes and interprets representations	Listening and Speaking 38. Hears and discriminates the sounds of language 39. Expresses self using words and expanded sentences 40. Understands and follows oral directions 41. Answers questions 42. Asks questions 43. Actively participates in conversations Reading and Writing 44. Enjoys and values reading 45. Demonstrates understanding of print concepts 46. Demonstrates knowledge of the alphabet 47. Uses emerging reading skills to make meaning from print 48. Comprehends and interprets meaning from books and other texts 49. Understands the purpose of writing 50. Writes letters and words

Creative Curriculum is designed to encourage and support every type of learner and address all the important areas of learning. There are daily meaningful and engaging experiences designed for all children, young and old. The children's natural curiosity is mainly what guides their exploration and questioning of the life that is unfolding around them.

Creative Curriculum focuses on studies, which are exciting and engaging firsthand explorations of topics that are relevant to children's everyday experiences. They are often deep, offering a myriad of ways to learn. The study approach not only allows children to gain a deeper understanding of the topic but encourages them to develop skills across all domains as they apply the investigative process. They are essentially little scientists, forming their own hypotheses and conclusions and learning about cause and effect.

I am an "Attachment" and "Responsive" caregiver (see blog article titled, "Responsive Caregiving and How it Helps Children Learn" posted July 7, 2014. The blog is located as a page on my website or view directly at <http://hollyspetitemaison.wordpress.com/>).

At times I will be actively participating alongside the children and at other times allowing them to develop autonomy. They will be well supervised including at naptime and during outdoor play. If a child is unhappy, fussy, or in need of something- I act promptly. I do not believe "crying it out" is a healthy way to bring up a baby. Instead my technique is through responsive and attachment caregiving.

Young children are active, hands-on learners who learn using their whole bodies and all their senses to explore the world. This means the classroom will look busy as children actively explore concepts through playing in environments, experimenting, creating, and engaging in activities that

have been carefully and intentionally planned to support curiosity, creativity, development of critical thinking skills, problem solving, and the acquisition of age and stage-appropriate skills. This constructive approach means I am more interested in supporting children in the open-ended process of learning, which develops these important critical thinking skills, than I am in the products the children produce.

The daily curriculum for each group includes activities to develop:

- Positive social and emotional skills
- Large and small motor skills
- Language and early literacy skills
- Creativity through music, art, dramatic play
- Early math, science, problem-solving
- Self-help skills
- Healthy practices and habits

References

If a client would like to have my references, they will need to first schedule a phone call with me to discuss needs, what the client is looking for, and to get a feel of each other. From there, a tour/interview will be scheduled and then after the tour, references will be provided upon request.

I have been a member or officer of the following childcare organizations:

- NAFCC (National Association for Family Child Care)
- NAEYC (National Association for the Education of Young Children)

I do the following volunteer activities:

- Seasonal activities like wrapping presents at Christmas at public venues
- Make prepared food items for needy families or give/buy them needed items
- Aid other providers with advice, policies, etc. on a Daycare Forum

Section III: Policies

Hours of Operation

Monday through Friday from 7:30am-6pm. Each child is allotted up to 50 hours a week of service and each family must choose what specific hours they want their child to be at daycare. Any child in care more than 50 hours will be charged \$6/hour. This will all be arranged beforehand.

I am open for a total of 55 hours a week to accommodate parents that may need early or late availability. *Your fee is based on the specific hours you contract for, not the hours that I am open.* If you drop-off or pick-up outside these scheduled hours, you will be charged a fee. This also applies if your contracted drop-off time is 8am, even though my daycare is open at 7am. *Choose your drop-off and pick-up times carefully. If you drop off late, that does not mean you pick up late. Late fees are assessed based on contracted hours and pick-up times.*

Pre-Enrollment Visits

While I understand that you would want to “see me in action” before leaving your child for the first time, I cannot allow it for several reasons.

First is the privacy of the other children and their families. I do diaper changes, deal with medical issues/conditions, and discuss their home life with them on a daily basis. I have a strict privacy policy and having another adult around violates the trust between my clients and myself.

Second, you are a stranger to the children and their parents. Please consider how you would feel if your child were in care and I allowed a strange adult to the daycare to observe your child.

Third, I consider the trust my clients place in me the cornerstone of our relationship. In a childcare relationship I am asking that a client trust me completely with their child. I ask for honesty and open communication. Asking me to prove myself above and beyond my criminal background check per the state, photo identification, insurance information, and references is not something I am willing to do.

I do understand if you need to find other arrangements. Just know that I value the children's safety and security above all else and allowing adults in to observe them is not part of the safe and secure environment I promise them each and every day.

Enrollment Options

If after reading this whole Parent-Provider Handbook a family is interested in enrolling their child(ren), they must understand that **it is a request for enrollment**. If I have more than one family interested in 1 available spot, I will determine which family is a better fit for the program. If neither family is a good fit, then the spot will remain open. A vacancy does not guarantee that a prospective family will get that spot if they inquire.

There are a few options for how frequently a child comes to daycare and if it's contracted time or drop-in care. Priority is always given to full-time children since they have secured their spot. Following them is part-time children (with specific days and times assigned). Following them is drop-in care, which are children attending whenever needed: for parent illness, school closures, parent vacation or work events, the child's main other provider is sick or their business is closed, or other circumstances. **You are guaranteed a spot the days for which you are contracted, which is also why you pay for the days your child does not attend.** Priority will always go to those enrolling full-time since they are making the biggest commitment to have services.

All children enrolled will have specific drop-off and pick-up times. Early arrivals and late pick-ups are not allowed. Late pick-up fees will be assessed, including the first 5 minutes late. (See later section on late pick-up fees).

If a parent needs an occasional extra day for their part-time child, they are best off having their child enrolled full time and then not coming on some certain day of the week (for the parents' financial and my availability reasons).

Availability to add a day may be limited as there is a maximum amount of children that can be in care on any given day. Please inquire as soon as possible if you'd like to request to add a day (whether permanent or temporary). All requests must be in writing and may be denied for any reason, especially if short notice is given.

Drop-In Care

Drop-in care has a daily rate that is for any non-contracted child who comes to daycare as needed. Drop-in care is the only care service offered where payment is only due on days a child attends. Drop-in rates include food and water to drink. Parents must provide diapers/pull-ups/underwear and a few changes of clothes for the child on days they attend, including a jacket in case of chilly weather and come dressed wearing shoes and socks. Drop-in care is given last priority over full-time and part-time children and requests may be denied for any reason.

Drop-in care clients will need to pay the \$50 Application Fee in advance and fill out all paperwork prior to the child's first day. Immunization records need to be on file as well as a

recent physical and the Health and Safety Checklist form (I provide) to complete the enrollment packet.

Payment for drop-in care is due at drop-off, **before** care begins. Checks or cash are accepted and cards are accepted in a pinch with a 5% convenience fee added. Any drop-in care requests on any of the 12 holidays I am closed will be 1.5x the cost of the drop-in rate for that day.

A **minimum of 36 hours' notice** is required for drop-in care.

Requests for care made less than 36 hours away may be turned down for no reason, or if the provider accepts care, a \$10 convenience fee will be added that day.

(Example) A parent wishing their child to come on a Monday morning at 8am needs to contact the provider at the **latest** by Saturday night at 8pm.

Parents need to notify the provider of which days they will generally need so that I can plan accordingly. With full-time and part-time children in addition to drop-ins, I need to be sure I have enough food, materials, and supplies for the day as well as to remain within ratios. Any child that is dropped off without ample notice and/or approval will be immediately terminated from care.

Enrollment Request Priority

I operate on a first-come, first-served basis: **the family that tours, enrolls, and pays first to reserve their spot gets it first.** Regardless of when a family tours, I only hold a spot if we have arranged the holding fee between now and the time your child will begin care and I have assessed and received the proper fees. I do not hold a spot for free.

Before and After School Care

Parents may enroll their children in my Before & After School Program (B&A School Program). The closest school to us is Eastbrook Elementary and that is the only school that we can accept children from. Provided in these hours are: meals/snacks, drinks, activities, outdoor play, arts and crafts, and homework help/tutoring if needed. I'm very good with the sciences, math, English, French, and composition editing. The application fee is \$20 per child and the daily rate is \$30 for drop-in care* or \$25 for regular daily attendance. The weekly rate for B&A School Program is \$115 and is from 7:30am-8:20am (kids sent off to school for 8:35 start time. The walk is less than 5 minutes away and the children stay together in a group) then after school from 3:05pm-6pm for pick-up time. Late fees apply for B&A School Program- see late fee schedule listed in another section below.

*Drop-in care can also be used for parents that need someone to watch their child on school holidays/days off where the parents still need to work. This is a life-saver for some parents!

Ages Served

I provide care for children ages 6 weeks to 4 years old. My environment is best suited for these ages. If you need an older child watched I can accommodate them but their experience won't be that fulfilling since I cater to younger children and have equipment, tables, and activities geared toward their development and needs.

Trial Period Agreement

The first two weeks of care are considered a "trial period". Either party can withdraw from the contract immediately without written notice. Payment is due each week unless the contract is cancelled 24 hours before the next day of care. No refunds will be given for any tuition paid within this time period.

2-Week Deposit

After the 2-week trial period, an addendum contract will be signed to continue service and a 2-week deposit per child is also due. The amount depends on the type of care needed (full-time, part-time, or drop-in care). This amount will be given in a separate notice and parents will have up to 12 weeks to pay it.

This amount will be used for the last 2 weeks in care for a child or family. (Families with 2 children will need to give 4 weeks' written notice.)

Any family that pays all or part of the 2-week deposit and doesn't give proper written notice for the withdrawal of their child(ren) will forfeit the amount paid towards the deposit. There will be a section on the Contract for Services page that reiterates this policy.

Clothing

You must leave an extra set of clothing for your child at my home that is appropriate for the season, including a shirt, pants, underwear, and socks. If a child is being toilet trained you will need to provide several sets of clothing each day. You must provide a sealable plastic bag for soiled clothes. During the winter and chill snaps, you will bring clothes for outdoor play, including a jacket and other items as necessary. During the summer, you will bring a swimsuit, a towel, and sunscreen for when we have sprinkler play. If your child requires a change of clothes and you have not left any clothing (or it is too small and doesn't fit), I will use other clothing that I have on hand and will charge a fee for this service. *(See the child care contract for more information about this fee.)*

Arrivals and Departures

Children are to arrive in a clean diaper/underwear and be dressed for the day in play clothes with close-toed play shoes (if walking). Children should be dressed in play clothes and play shoes that have easily bendable soles on the shoes. Flip-flops, cowboy boots, and jelly shoes are not appropriate footwear for daycare.

Early Drop-Off Policy

Each child has a set drop-off and pick-up time. Early drop-off is not permitted and the parent and child(ren) will need to wait outside my home until the designated time, then they will be let inside. The contracted hours are rate are set with specific hours.

If a parent is looking for drop-in care or hourly rates, those are based on a daily rate or hourly rate. They are also more expensive than the daily rate for part-time or full-time care.

Drop-Off

If you need to leave your child's car seat here during the day, I have a special designated place for them. Please inquire upon arrival where this spot is. **Parents or authorized persons are required to sign in and then say goodbye to the child then promptly leave.**

Drop-Off Wellness Check

Children will be visually screened at drop-off. *If a child looks too ill to be in care, I will tell you that I cannot accept them that day and you will need to find alternative care: yourself, spouse, grandparent, friend, neighbor, last-minute sitter, special daycare for mildly ill children, etc.* **If you need to administer medication to make your child comfortable, they are too ill to be in daycare that day.**

*******Do NOT administer medication to a sick child then drop them off at daycare*******
(Called “dope and drop”). They will become ill in a few hours very noticeably and I will call you to come pick them up. **If a parent does this even once, they will be terminated from my care and will not be refunded for any paid days left.** Not only is this disrespectful to me, but also to your child and the other children in care by subjecting them to a possibly contagious illness.

If a child becomes ill while in my care and needs to be picked up, the child will be separated from the rest of the children until a parent or other authorized person arrives. **If ill, a child will need to be picked up within 1 hour of my contacting them.** *If you plan to keep your child home due to illness or any other reason, you must notify me no later than your regular drop-off time via text or phone call.* If a child is expected that day and they are not present, I will call you to check in and see if everything is ok. This can also help prevent a child being left in a car.

Pick-Up

Parents can come unannounced to fetch their child at any time, but they do not have access to the other kids. If the parent comes at an odd time, the child will need to be picked up and taken home. There is one arrival and one departure per child per day (ie: parents cannot come by to visit with their children then leave and come back later for pick-up. Pick-up must occur when they arrive). I reserve the right to remove anyone from the authorized pickup list for any reason.

If there is a court order (such as a divorce settlement or restraining order) that limits the rights of one of the child’s biological parents, you must give me a copy of that court order.

For pick-up, I understand things come up. As soon as you're aware of being late, please notify me. *Late fees will be assessed regardless of the reason for being late.* If being late is a consistent issue, we will have to talk about how the issue can be remedied, extend the hours your child is in care and adjust the tuition accordingly, or terminate care if a solution cannot be reached (3 strikes you’re out). *I allow a 5-minute grace period for the parent to pick up their child(ren).* *Late pick-up fees are \$10 per 15 minutes after this grace period (this rate is per child- see chart below).* *You will need to sign a late fee agreement slip that day. This fee is due immediately (I have Square App you can use to pay it).*

Fee based on tardiness at pick-up, per child:

0-5 minutes	5-10 minutes	10-15 minutes	15-20 minutes	20-30 minutes	35-45 minutes
\$5	\$10	\$15	\$20	\$25	\$30

Sign-In/Out

Parents are required to sign the child in and out of daycare EACH day. The clock on the daycare check-in table will be the one used to record arrival and departure times each day. The date is also displayed on the clock for your convenience. Any pick-up person other than the parents will need to show valid photo ID before they will be let into my home. A child will not be released until I have made contact with a parent and they can identify the pick-up person in some way (what make and model of car, birthday of individual, etc). Any person that is listed on the "Do Not Release" list will be turned away at the door and parents will be called. Any parent or pick-up person who is obviously under the influence of drugs, abused prescription meds, or is intoxicated will not have the children released to them. I will call the other parent or pick-up person to arrange safe pick-up. If this person persists, I will call the police.

Holiday Closings

I will be taking **12 paid holidays**: New Year's Day, President's Day, Emancipation Day, **Provider Appreciation Day** (Friday before Mother's Day), Memorial Day, Independence Day, Labor Day, Thanksgiving, Friday after Thanksgiving, Christmas Eve, Christmas Day, and New Year's Eve. There may also be **3 In-Service Days for training purposes- I am closed these days**. Each calendar year I will give a printout of the specific dates these will occur so there will be no surprises. I will also do verbal reminders and post this information on the parent board.

There may also be 2 weeks a year (10 daycare days) where my daycare will be closed for a family vacation. You will **not** be billed for this time if it is used. Details will be in a supplemental notice, which I will give at least 1 month in advance of my vacation. You will need to arrange for alternate care during this time unless my substitute can fill in.

7 sick/personal days are available for me to use, as needed, per calendar year. These are **paid** days that reset on the first day of the new calendar year and do not roll over. If I use more than these 7 days, I will not charge the parents for those days.

Holiday Availability

If a parent needs care for their child on a holiday (any of the 12 mentioned in my annual holiday schedule), notice needs to be submitted in writing a minimum of 1 full week in advance. Additionally, tuition for that day will be 1.5x the normal rate of care.

Bad Weather Closings

You are required to notify me as soon as possible if your place of employment is closing early or will be closed for the day due to inclement weather. You are required to notify me as soon as possible if you will not be bringing your child to my program due to inclement weather, unless I have already closed for the day. If I'm closed, I will notify you as soon as possible, but with hurricanes they can be quiet then monstrous out of nowhere.

If it is unsafe for you to come get the child(ren) at the time I contact you about my business closing, I will keep them safe in my home until the weather has cleared and the roads are safe for traveling again. I am trained in disaster preparedness and always have a lot of water and canned food on hand in case of emergencies where this type of preparedness is necessary.

Backup Child Care

You will be responsible for finding backup childcare if I must close my business or am unable to care for your child for the day. This may include, but is not limited to, the following reasons:

- I take a vacation day
- I take a sick day
- I take a personal day
- There is an emergency in my family (death, serious illness, accident, etc)
- I must close my business due to bad weather or other emergency
- Your child is ill with something other than the common cold

You must make your own arrangements for backup child care, though I can refer you to the Child Care Resource and Referral Agency as a resource for finding backup child care. I may also suggest the names of some other providers to help you get you started. I cannot take responsibility for any problems that arise if you use one of the providers I have suggested. You will be responsible for screening, selecting, and paying them.

Celebrations

As a daycare provider, my goal is to expose children to the wonder, magic, and traditions of childhood. I also embrace diversity and want to make it a point to encompass as many cultures as possible in my celebrations. I am not religious but I celebrate the traditions of most Christian holidays. The main ones are: Christmas (Santa Claus), Easter (Easter bunny), children's birthdays, Thanksgiving, Mother's Day, Father's Day, Hanukkah, and Independence Day. If there is a celebration you'd like me to add to this list for religious or cultural reasons, I'd love to learn about it and work it into my daycare. If you don't celebrate birthdays in your culture then please inform me and I will not put on a big ordeal, just maybe give a small gift if that's appropriate.

In an effort to be health-conscious and prevent the rising tide of childhood obesity and diabetes **this is a sweet-free zone for celebrations.** Parents are invited to send small gift bags of non-sugared or low sugar items such as stickers, pre-packaged fruit rolls, cheese crackers, or small, developmentally-safe party prizes for children to share with their classmates on birthdays or special occasions. You may also send pre-packaged fruit plates or arrangements. **Latex balloons are a safety/choking hazard if popped and are not allowed in daycare.**

Transportation

Holly's Petite Maison does **not** transport children at this time. It is the parents' responsibility to transport their child to and from care. For before and after school children from Eastbrook Elementary, if parents wish to enroll them, the children will walk to daycare from school, which is 2 blocks away. The children will be sent out in a group.

Daily Activities

Children learn a great deal from our daily play activities. For children past the age of mouthing, we play with clay, finger paint, and drawing tools. With younger ones I sing, read books, and engage with them during caregiving routines (feeding, diapering, putting down for a nap, etc). Children of any age may build with blocks, play outdoors, and climb on my designated child-safe indoor structures. As some of the activities can be messy, I encourage you to *dress your children in comfortable, washable play clothes every day, including infants.* Please make sure that outfits are

appropriate for the weather since we spend about 2 hours outdoors each day. *For footwear, slippery shoes and flip-flop type shoes are not acceptable. Sneakers or other secure shoes with tread are the best shoes for active outdoor play* where your child will be running, climbing, sliding, and riding bikes.

There is no television in the daycare area. Naptime is offered twice a day for younger ones. For infants, on-demand naps are offered, or per their already-developed schedule. Toddlers can take a nap during the designated time or if still awake after 30 minutes, can play quietly. Older children will be offered quiet/naptime for a minimum of 1 hour. Additional naptime will be given if needed.

Diapering

Diapers are changed as-needed and are checked often. I have a good nose, which is a great aid in recognizing a poopy diaper and changing it before a rash happens. Creams and ointments are **not** routinely used since prompt changing habits eliminate rashes. *You must provide enough disposable diapers for your baby for 2+ weeks at a time. I provide wipes.* When your supply runs low, I will notify you. If your child runs out of diapers they will have to wait to be changed until you pick them up. I don't have a back-up supply of diapers and will not take from other children's supply. Please plan accordingly (always a good idea to have backup diapers and wipes in the car).

I visited a local playgroup center where I saw that they requested all diapers to be placed in an individual plastic baggie before being placed in the trashcan to cut down on odors. I've since adopted a similar procedure, but only for poopy diapers. Since it will mostly be me changing diapers, I also wanted to let the parents know of the new procedure if ever they change their child's diaper on premises. The trashcan to the right of the changing table is where soiled diapers go. Behind that trash can and attached to the lid, are plastic grocery bags. Before beginning the diaper change, open a bag, set it on top of the trashcan lid open wide, and begin changing the diaper. Put it and wipes used for poopy diapers in there then knot the bag, throw it away using the foot pedal, wash your hands in the bathroom, then finish closing up/diapering the child. This is the method I use and I've noticed a significant difference in the odor!

Infants

Infants should arrive in a clean diaper and clothes each day and have a pacifier (if desired) on a clip to their top. Infants need to be fed a full feeding before arriving at daycare (bottle, breast, or baby food). Infants need to have enough formula or breastmilk for a full day of care. Always best to err on the side of too much than not enough.

Parents need to supply bottles to be used for babies (3-5 is ideal, so each feeding has a new, clean bottle). I'll rinse them out here and send them home to be washed by the parents.

Potty Training

Potty training is often a touchy topic for parents and providers alike. Many think that their child should be potty trained by some age or else their child is delayed. The age a child is potty trained, learns ABCs and numbers, etc. have no bearing on a child's intelligence or development. Oftentimes a child will complete these developmental milestones when they are ready. Here at daycare, we can begin potty training as early as 2 years old if a child can say the word "potty" and shows an interest in the toilet. Parents will need to provide pull-ups that the child will wear while in care. During diaper changes, the child will have a chance to sit on the potty for a few minutes, supervised by me. Then we get a new pull-up on.

A child can only come to daycare in underwear after they have been accident-free during the daytime awake hours for 3 solid weeks. They will need to wear pull-ups during naptime until they have mastered being dry during sleep times.

I will work with parents to *initiate potty training when the child shows interest and can say “potty”*. Usually, this does not consistently happen before the age of 2 and frequently closer to the age of 3. (A child may show initial interest and then lose interest again for a while. This is normal.)

Some readiness signs to look for: (1) Language skills- the ability to say “potty” or some other term which indicated that your child needs to use the toilet. (2) An interest in staying dry or clean. (3) Self-help skills- the ability to dress and undress themselves. (4) Staying dry for longer periods of time throughout the day. It is **not** a good idea to dress your child in overalls, pants with difficult fasteners, or onesies- this will be frustrating for your child.

Their readiness is something we can discuss because consistency between our homes will be very important. This is a special time for your child, a sign that he/she is growing up. Toilet training should be a good experience. *Punishments for accidents are very inappropriate*. Cleanliness and hand washing will be emphasized during training. I use a method taught in the book “Diaper Free Before 3” and it is a great book. I will provide information on this method to you when it’s time.

I may use a potty chair in the beginning of potty training as it’s less intimidating for children than the big, porcelain one. It also allows them the ability to put their feet flat on the floor which is necessary for the abdominal strength it takes to have a bowel movement.

I will use the following terms:

- Toilet will be called *the potty*
- Urine will be called *potty*
- Urinating will be called *going potty*
- A bowel movement will be called *poop*

Proper Attire

Child’s play is messy work. Your child will be painting, drawing, playing on the grass, playing in the sandbox, and playing with chalk and other various activities. *Please do not expect me to keep your child’s clothes clean and free from stains*. Please dress them appropriately in accordance with the weather (keep a jacket at daycare or in the diaper bag). I will not be responsible for “cute” clothes getting messed. *The children will participate in all activities regardless of their clothing*. If there’s an event you’re going straight to after daycare, I suggest keeping that outfit in your car and then changing them out of their daycare clothes after pick-up.

Children’s Hygiene

Every day children must arrive and be recently bathed (within 3 days) with clean, tangle-free hair, teeth brushed (if brushing), hair up (if long and in face), nails trimmed, and arrive in freshly laundered clothes with a new diaper on, and a clean face and hands. Children should arrive wearing socks and shoes if they are walking and be fully dressed unless other arrangements have been made.

Behavior Management

I believe that children learn self-control best when adults treat them with dignity and model how to treat others kindly and with respect. I try my best to understand, be respectful of, name, and validate children’s feelings, while maintaining that some behaviors are not acceptable. It is my role to maintain consistent limits, watch for potential problems, help children learn self-control, help

everyone in the group know they have rights, and to appropriately assert their rights as members of the group. I calmly guide children toward the development of these positive social skills.

I try to create an environment that is supportive and respectful of each child's needs. I use different methods of discipline/guidance 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. *Spanking or any other form of corporal punishment is prohibited, including from parents and other authorized pick-up persons.* My goal is to help children develop a sense of self-discipline, self-worth, and self-esteem. Discipline techniques that will be used: positive reinforcement, redirection, choices, consequences, and warnings.

I use guidance mostly and praise children for the positive things they do. In the instance of a dispute or conflict, I let the children involved resolve it on their own first. If that's not working, then I step in and offer a gentle hint to have *them* come up with ideas of things that could work. (i.e.: if they're fighting over a toy, ask what they think is a good way to resolve the issue). I try not to suggest ideas unless they do not come up with any.

If it's something that needs immediate attention (like hitting, biting, shoving, etc) I tell them that what they did is inappropriate and why. I also tell them what they can do in that instance next time, "When you take Johnny's toy it makes him sad. Let's use words to tell him what you want instead." If they're too young to understand (like a toddler who throws their food on the floor) then I calmly state something like "Food is meant to be eaten, not thrown on the floor." and gently take the food away, not making a big fuss about it.

I use consequences when appropriate - a consequence of a child not eating their lunch is that they will have to wait until the next snack time if they become hungry because I do not allow children to eat whenever they like. This teaches them that they need to eat at mealtime or they have to wait until later to eat.

I have an area called "*the safe place*" where a child can go if they feel out of control or if they need to calm down. This is *not* a place of punishment- it's a place where a child willingly goes, on their own, to help themselves calm down. If they are sad, upset, angry, or frustrated, I tell them that this is an area where they can go safely. In "the safe place" I have a beanbag chair, a few cuddly toys, some books, and other stress-reducing elements.

If the child's behavior is not remedied with these alternative methods, then I will put them in time-out for 1 minute per year of age once the child is over 2 years old. I use this as a last resort and *I always discuss why they were sent to time-out after their time is done. I tell them how they could have handled it better, for next time.* A child will always be told the reason.

Aggressive Behavior

Children are encouraged to use positive methods in disagreements and any aggressive behavior will be addressed with the parents the same day. An incident report will be filled out at any instance of aggressive behavior or any injury that may leave a mark, significant bump, or scrape. Children's play can be rough and especially when they play outside, things can happen. We do everything possible for safe play, but things happen with young children and babies.

If a child continues to have aggressive behavior that cannot be managed in a daycare setting and/or other children are getting injured, the provider may terminate care after a reasonable amount of time if no improvement is made.

Naptime

All children lay down for a rest period in the afternoon. Even older children will benefit from a short period of "Quiet Time". Naptime is my opportunity to take a break, clean up after lunch, do

paperwork, fill out daily notes, do activity planning, sometimes exercise, and relax. After 30 minutes of resting quietly, those children who are not asleep may come into the main daycare area and do a quiet activity for the rest of naptime. I wash all linens, burp cloths, etc. used in daycare, making it easier on you and causing less hassle. Each infant has their **own** pack-n-play with sheets and nothing else in it. Nap mats are for the older toddlers with sheets, a blanket, and special pillow with pillowcase. Each child uses only their “bed” each day of the week then everything gets washed over the weekend.

If it's naptime, every child will rest during this period or have quiet time if they no longer take a nap. If a child is tired, they will not be kept awake during naptime for any reason. Babies sleep as needed and a baby monitor is used during their naptime in another room or area. Arrivals during naptime can be disruptive but children will sleep or rest before or after arrival to ensure they get some relaxation time during the daycare day.

Safe Sleeping

All babies and children will be placed to sleep on their backs in an individual pack-n-play or on an impermeable-surface nap mat with a fitted sheet. No stuffed animals or bottles are allowed in a pack-n-play with children under 15 months old. A child 15+ months may lay down with a sippy cup of water (no milk or juice at naptime as it can cause tooth rot or may sour during the 2-hour nap period) and a blanket, if desired. Children are verbally comforted, held, patted on the back or stomach, and spoken to in soft voices to help them sleep. Any child still awake after 30-45 minutes can play quietly until naptime is over.

Due to liability, a daycare provider cannot do unsafe sleeping procedures, even if the parents do them at home. While you are the parent of your child and can guide and control most things in their environment and regarding their care, *legally* I cannot do certain things, like give Benadryl or other drugs/medications to make a child sleepy, do unsafe sleeping or care procedures, use medication without explicit written approval, or using a medication or item for something other than its intended purpose.

Sick Child Policy

Whenever a child enters a new child care program there is an increased risk of colds or other minor illnesses until the child's immune system adjusts to the new environment.

If your child becomes ill at home, you are required to notify me as soon as possible. You must notify me within 24 hours if your child is diagnosed with a contagious illness or parasitic infection, even on a holiday or weekend. Please text me! You must advise me if any member of your family has contracted a contagious illness. If I become aware that your child has been exposed to a contagious disease or parasitic infection, I will notify you within 24 hours. You must notify me the evening before care or the morning of care before 8am if your child will not be attending my program due to illness.

I may also ask you to take a child home if the child isn't sick but is experiencing discomfort, such as during the last stage of an upper respiratory infection or after the first dose of an antibiotic. I will not send a child home who has a common cold, unless accompanied by a fever or other symptoms. I ask you to use your best judgment in deciding to bring a child who may be ill to my program. Please consider the health of the other children, my family, and me. If you repeatedly try to bring an obviously ill child to my program, it may be grounds for ending our contract.

Your child *will **not** be allowed to attend daycare* if they exhibit any of the following *symptoms*:

- Fever of 101°F or higher
- Green or yellow runny nose (clear generally is allergies)
- Diarrhea (even once)
- An illness that includes vomiting
- Draining rash
- A rash (other than diaper rash)
- Eye discharge or pink eye
- Discharge from the ears
- Lice, nits, or other parasitic infection
- Too tired or ill to participate in normal activities
- A communicable/contagious disease
- A virus

There are *some illnesses that by law exclude the child from attending childcare*. Some of those illnesses are, but not limited to:

- | | | |
|-----------------------|-----------------|------------------------|
| • Pink Eye | • Scarlet Fever | • Flu |
| • Infectious Diarrhea | • Scabies | • Stomach flu |
| • Impetigo | • Ringworm | • Food poisoning |
| • Chicken Pox | • Strep Throat | • Other illnesses that |
| • Hepatitis A | • Lice | require 1-on-1 care |

*Your child may return to daycare after they are **free from signs of illness for 24 hours** or have a written note from the child's physician stating the child may return to daycare.*

If you don't comply with my illness policy, I may terminate our contract (with notice or at will). I will only care for a child that is ill that has a mild, noncontagious illness, such as the common cold or a low-grade fever associated with teething. If your child becomes ill during the day, depending on the severity, I will isolate them from the other children and continue with the day. If they are too sick to just be isolated or if they have a high fever, are vomiting, or have diarrhea or something else serious, a parent or authorized pick-up person will be called to come pick them up.

Treatment of Illness or Accidental Injury

Parents will be notified either by phone/text or at pick-up time if an injury occurs. Routine injuries (bruises & scrapes) will be treated and an accident report will be given to the parent at pick-up time and will be put in the child's file. In case of accidental injury or illness requiring medical attention, the parent will be contacted and I will tend to the child's needs until the parent arrives.

If parents or emergency contacts cannot be reached, or if a child's injury requires immediate medical attention, an ambulance will be called and your child will be transported to the hospital for professional medical attention. Parents are expected to assume responsibility for any expenses not covered by my insurance.

Medications/Prescriptions

Written consent is required to administer any medication, including diaper creams. Baby powder is not allowed in my home for safety reasons. All prescription medication must be in its original container and properly labeled with the child's name. Your pharmacist may be able to provide you with a separate, properly labeled container of medicine that can be left with me.

For children that are on short-term or long-term medication, medication will only be given at daycare if the dose is more than 4 times per day. If it's 3 times per day, the parent needs to do one dose in the morning before daycare, one after arriving home, and one before bedtime.

Absences and Vacation Credits

Tuition is a set cost for operating the program and taking into account not only daily expenses but also less-frequent expenses such as utilities, parties, insurance, organization and record keeping, cleaning supplies, upkeep of the house, the purchase of toys and equipment, business-related expenses, and outdoor play equipment. 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 due to illness or any other reason, you must notify me no later than your regular drop-off time.

*I offer families who are enrolled a **vacation credit**: after 12 consecutive months of enrollment, 1 week of vacation credit (family doesn't pay while on vacation using this credit) per child may be awarded at the written request of the family. The family will only be eligible for another vacation credit after another 12 consecutive months of enrollment. This credit only applies to tuition fees. If the vacation credit is not used in the calendar year, it will be forfeited. I require 4 weeks' notification in writing of its use and it must be used as consecutive 5 days in 1 calendar week.*

Prohibited Items

Toys from home

iPad, tablet, laptop, etc

weapons/knives

profane materials or clothing

other children not enrolled in care

cell phone, PDA, or MP3 players

tobacco/drugs/paraphernalia

latex balloons (choking hazard)

candy, gum, etc.

lighter/matches

pets or dead animals

any type of jewelry/accessories that can pose a choking hazard to the youngest ones in care

Any toys that are brought from home will be placed in the family's diaper bag or cubby. These items can pose a choking hazard for the youngest ones in care or they can become damaged or lost. It's best that walking children only bring themselves and a sippy cup to daycare. Everything else needed we have here. I am not responsible for any toys that children bring from home. My children's toys will be stored away and not used during business hours.

Supplies Needed

All children should have 3 full changes of clothes at daycare (including socks) as well as a jacket for cooler weather, enough diapers for the week, and ointment (if desired/needed).

- Infants, pre-toddlers, and toddlers- 2 week+ supply of disposable diapers (1 diaper for every 2 hours in care), bottles for a day of feedings, a week+ supply of labeled formula powder/ 1-2 days' supply of labeled breast milk, and appropriate clothing based on the weather. If your child is starting to walk or is walking, shoes need to be sturdy and allow free movement and children should also wear socks. To be left at daycare: 3 whole outfits (including socks), 1-2 pacifiers (if desired)
- Preschoolers (3-5 year olds)- 3 changes of clothing, 3 extra pairs of underwear and socks

Arrival and Release Procedures

Entrance – Enter through my front door after ringing the doorbell. (If you suspect we are outside, ring the Backyard Doorbell, which is inside the storm door). I will come to unlock the door.

Speed Limit – I ask that you not exceed 25 mph while in my neighborhood

Parking- Please park behind my blue Prius when arriving. Aaron may need to leave and I don't want him blocked in. Please be cautious when coming and leaving in your vehicle to avoid injuring another child, parent, or any of my neighbors or their pets

**Parents are required to list the name, address, phone numbers, and driver's license number on each person other than the parent who is authorized to care for their child in an emergency.*

**Parents or any other person designated to pick up a child must be prepared to show picture ID.*

**Children are not released to any other person than named on the pick-up authorization form unless we have prior written request from the parent and the ID of this person will be verified by checking their driver's license.*

**Children are not released to anyone younger than 18 years old unless specified in a letter that is signed by the parent. If a pick-up person is under the influence of drugs, alcohol, is too tired to safely drive home, or does not have an appropriate car seat/booster seat, another individual off the list will be contacted to come pick up the child. If you attempt to leave with the child while impaired or without a proper carseat/booster seat, I will report it to the police along with the license plate # on the vehicle. I am a mandated reporter of abuse and neglect and by law, I am required to report this.*

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 need to evacuate. In case the power goes out, I keep a first aid kit, flashlights, and extra blankets in a bag in the daycare room. I teach the children about household safety and about personal safety. I keep on my fridge a list of emergency numbers and the emergency contact information for all my clients. I bring these contact numbers of at least one other person to call if I cannot reach you in an emergency. I carry these numbers with me on all trips away from my home with the daycare children (if we go on field trips in my program at that time).

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 you as soon as possible. If your child is involved in an emergency that is not serious or life-threatening, I will call you as soon as possible.

Fire Drill Procedures

We have monthly fire drills. There are 2 escape routes and the map of my residence and the fire escape routes are posted and visible at all times. The children are instructed to go outside and wait by the mailbox at the house across the street. I grab the emergency/field trip bag that contains the children's emergency information cards, an attendance record, and first-aid kit. Once we're all outside, I take role call, call 911, and I call the parents. For a fire drill, I will not actually be making these calls. I time all drills with a stopwatch to ensure that we have a speedy escape plan. A few times a year we will exit through an alternative door and 1 drill a year will be conducted during naptime.

Screening and Observation

Throughout the year I conduct screening assessments. This involves the collection of multiple samples and repeated objective observations of a child's performance in naturally occurring situations. I do not begin this until the child has settled into the new surroundings of my daycare, which is usually about after 1 month. I evaluate the child's developmental progress through notation during group as well as one-on-one interactions.

The purpose of screening children is to serve as a “first look” to identify possible developmental delays or disabilities. This does not serve as a diagnosis ! If the results I notate do not seem in accordance with where I believe the child actually is developmentally, I will re-evaluate and re-screen. If results are still the same then *I will ask you to select a time for a conference to discuss my findings, find out if something similar happens at home, and if there are any discrepancies in my findings. If I believe your child could benefit from getting intervention, I will have you call the appropriate party to get your child assistance. For children through preschool age, these services are **free** to you.*

Early Intervention

I am committed to working with families when children in care may be in need of early intervention because of developmental delays or behavioral concerns. For parents, the suggestion that a child may need extra developmental support can be scary. However, getting such support, when needed, is especially critical in these early years when children’s bodies and brains are growing and developing so rapidly and all their “working models” of future relationships are being established.

The rapid brain development from birth to age five means there are important “windows of opportunity” at this age during which such intervention can be most successful. Often, intervention in early childhood can avoid or reduce more serious problems later and help children meet their potential. In Florida, early intervention programs for children from 0-3 and sometimes 4 years old are free of charge. If your child needs early intervention services I will support you throughout the process. Sometimes these services can be provided right here at my daycare home in an inclusive manner- it depends on the program. *Parents are always included in this process and no referrals to outside services are made without parent input and consent.*

Emergency/Substitute Care/Employees

It is ultimately the parent’s responsibility to arrange for substitute and/or emergency care for their child if I am unable to care for children on a certain day or days (conference, workshop, my family vacation, illness, etc.). For any planned event on my part, I will give 1 month’s notice in writing to all families. I will do my best to present each day but may need to rely on my substitute provider on occasion, who has passed all requirements to fill the role. I only have a substitute fill in 2-5 times a year.

Occasionally I may need to hire a substitute childcare provider because of:

- An appointment that cannot be made before or after the child care hours
- A child care professional meeting
- Training
- An emergency
- Other

When I hire a substitute provider to care for the children in my absence, I will do a background check and I will require the substitute to have the following training and/or experience: the requirements to be a home daycare provider (30 hours of daycare training), First Aid and CPR training, and adequate cooking skills and behavior management of young children. When I need to use a substitute provider, I will notify you at least 1 week in advance, except in the case of an emergency.

I may occasionally hire an assistant to help care for the children. This employee will be at least age 25 and will have the following responsibilities: cleaning and post-meal cleanup, diaper changes, potty training, assisting with transitions, and leading the group at times if more pressing matters need my attention.

Mandated Reporter of Child Abuse and Neglect

I have a responsibility by law to recognize and report any evidence or suspicion of child abuse (physical, sexual, or emotional) or neglect. This is for the child's benefit and well-being and I will not hesitate to take action when warranted. I've done it once in the past. If I have reason to believe your child has been abused or neglected, I will report the situation to my licenser or to the local child protection office. To report a suspected case of child abuse or neglect, you can call the:

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

Reminders

- ***Please only call during business hours if it's urgent or an emergency.*** The best way to contact me is through text as I can respond quickly and can "hear" the message. Please refrain from texting too much as I'm trying to take care of the children.
- ***Please call or text me in the morning before your scheduled drop-off time*** if your child will not be coming that day (I will call you if the child is not here 15-20 minutes after their drop-off time for their safety (as to not be left accidentally in a car) and also so I know how to plan my day accordingly)
- Be prompt in picking up your child. Daycare is for childcare only and not so that you can do errands or pick up a couple of things at the grocery store. *I am very strict with pick-up and enforce late pick-up fees regardless of the reason you're late. See my late fee schedule for more information.*
- Please share information with me that will help me better care for your child. (Ex: child complaining of tummy ache, throwing up over the weekend, didn't sleep well, teething, etc.)
- ***I do not allow smokers to be part of my staff or accept any family that has a smoker living in the home.*** I don't like the litter it creates, the smell on clothing, or the fact that it's a health hazard. Authorized pick-up people also must abide by this rule.
- **We are a violence-free and spank-free zone within 50 feet of my property line.** Parents are encouraged to guide and discipline their children but physical punishment, threats, slapping, being rough, mean, teasing, mocking, etc. will NOT be tolerated. If a parent cannot adhere to this rule, then they will be given 1 warning. Another instance and care will be immediately terminated.

The Rules of My Home

- No breaking things intentionally
- No name-calling or teasing
- Treat everyone with respect
- No outside food permitted
- Eating and drinking is done at the table
- Children will bus their dishes
- No climbing on furniture, only play structures
- No hitting, biting, pushing, kicking, shoving, slapping, etc.
- Indoors: no running, jumping, wrestling, throwing things

- Outdoors: no throwing things at others, no throwing rocks or other heavy materials
- No child may pick up babies or toddlers as they can lose their balance and fall onto the child. This applies to siblings as well
- No leaving the house or the yard
- No gum or candy
- No play weapon is to be aimed at another person or animal
- Do not run with scissors; point the tip down when walking
- Small items that are choking hazards are not permitted in daycare by anyone, including items such as: coins, beads, jewelry with small pieces, etc
- Do not eat things that are not food
- Children are not allowed to play or sleep in my children's bedrooms unless ample nap space is not available in the daycare room or public rooms of the house. This will be determined by the provider
- Children are not allowed in the master bedroom/bathroom or the garage
- Children are only allowed in the laundry room/pantry if passing through it to get to the backyard accompanied by the provider. At all other times this door will remain locked and with a chain lock up high secured for safety (no children escaping)

Items from Home

Parents should ensure that no items from home are brought to daycare, which includes: toys, electronics, lego toys, coins or other small items that are choking hazards, etc. If a parent would like their child to have milk or juice to drink, they may provide it in a sippy cup for their child. I recommend diluting the juice 50/50 so they are accustomed to not having such sweet drinks. I will only give children cold water to drink while in my care.

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. Feel free to linger during this adjustment period, for your comfort or for your child's. *When you do leave, get down on their level, hug and kiss them, say goodbye and assure them you'll return (but never sneak out).* Even if they are crying when you leave, know that they will usually be fine soon after you leave. 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-14 month window. It may just be the developmental stage they are passing through. Please feel free to discuss any concerns with me.

Attendance & Punctuality

It's best if children arrive on time each day. If a child is expected to attend a certain day and they aren't here by 15-20 minutes past drop-off time, I will text/call you to ensure everything is ok and to clarify if your child will be attending that day or not. This is mostly to ensure that a child is not left in a car on accident and promotes safety and communication. You may text or call me about your child's absence for any reason (illness, vacation, personal, etc.) and I will make note of it.

Change of Days/Hours Needed

Every time that a family's scheduled days or hours change for care needed, the "Schedule Change" form will need to be filled out and submitted.

Each schedule change request will incur a \$10 fee per family and will take effect in 2 weeks' time. Schedule changes that are to be *immediate* depend on provider availability and approval and will incur a \$20 fee per family.

Authorized Persons

Children will only be released to authorized people that are listed on the enrollment form. Unknown or unfamiliar individuals will need to show valid photo ID for the child to be released and a copy will be made. If last-minute changes occur, you may leave a written notice in the morning or call in and mention who will be picking up your child that day. I will NOT release a child to someone who is obviously inebriated or unusually behaving in any way. I will call parents and let them know about the situation and we will find a solution. If the person attempts to take the child, I will call the authorities.

Termination of Care

Clients will pay a 2-week deposit *per child* at the beginning of the contract for daycare services. This deposit will be applied to the last 2 weeks of care once a client gives their 2 weeks' notice *per child using the "Notice of Withdrawal Form"*. (If a family has 2 children, the notice will be 4 weeks, etc). If no notice or insufficient notice is given, the client *forfeits* this money.

If needed, a payment arrangement can be made where the client may pay the balance off for the deposit over the course of up to 12 weeks. A supplemental notice specifying the extra weekly amount due and the last day of the deposit to be paid will be rendered and the provider will also have a copy. Careful records will be kept to ensure the exact amount is paid and clients will receive monthly receipts for the deposit and for child care expenses.

Families will **fill out an exit survey** (positive or negative feedback welcomed) and **write a testimonial for my business** (if desired) to share your opinion (will be used for marketing purposes). Please be as honest and detailed as possible on this exit survey because I want to improve my business to meet customers' needs.

I reserve the right to terminate childcare services for reasons that include, but are not limited to:

- ◆ My program is unable to meet your child's individual needs and/or manage your child's behavior to keep him/her safe
- ◆ Unresolved behavior by your child that endangers other children, adults, animals, or property
- ◆ Non-payment by Monday the following week
- ◆ Consistently late payments (even if Late Fee is paid)
- ◆ Lack of parent/guardian cooperation to meet a child's needs (emotional, physical, mental, etc)
- ◆ Abusive or verbally abusive parental behavior toward staff, children, or other parents
- ◆ Continuous attempts to obtain information about other families (invasion of privacy)
- ◆ Consistent lateness at pick-up
- ◆ Disrespect or disregard to policies and/or procedures
- ◆ Noncompliance or pleading to make an exception on policies
- ◆ Looking for loopholes in policies and being pushy about these loopholes
- ◆ Destruction of my home, yard, cars, pets, playground equipment, or other property
- ◆ Any known slander of my business, self, or family on false claims

- ◆ Any lies told by a parent about a child's development, health issues, behavior at home, potty training initiation claims, or enrollment documents

A family withdraws their child without 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 will let parents know the amount owed and specific day and time deadline for payment. After that deadline, the provider will take the family to small claims court for the full balance owed plus court fees and costs associated with pursuing reimbursement.*

◆ **If prior care is paid for but notice 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. (1 child = 2 weeks, 2 children = 4 weeks, etc). This amount is due immediately and will accrue daily late fees until paid in full. After 2 weeks of non-payment, the provider will take the family to small claims court for the full balance owed plus court fees and costs associated with pursuing reimbursement.*

**The only exception to these policies is for families that paid a 2-week deposit when they registered. In this instance, the deposit will be applied to the last 2 weeks of care. The funds will apply to the 2nd week and then the 1st week, in that order. If deposit balance is not full amount, client will be responsible for paying out-of-pocket for the remainder of the 1st week's tuition and the deposit balance will be applied to the 2nd week.*

If the family has 2+ children enrolled, they will be responsible for paying for the remainder of the 4-6 weeks for the withdrawal the Friday that notice is rendered.

Any questions, please ask.

Individualized Care

Children are tended to on an individual basis throughout the day in addition to care practices like diaper changes and feeding times. They are talked to directly, parallel play with them, and direct play with them at different times of the day. Most of the time there is free play (creative curriculum) which has been shown to help a child "construct themselves".

My Records for Your Child

I will keep the following records for your child; you are responsible for updating these records immediately when any of this information changes:

- Your emergency contact information, including the name of a backup person in case I am unable to reach you, and the phone numbers of the child's doctor and dentist
- A list of everyone who is authorized to drop off and pick up the child (and their phone numbers and city of residence)
- A signed and completed enrollment form per child
- Any special care or health requirements of your child
- A signed consent form to obtain emergency medical or dental care
- Written permission to transport your child (IF I transport children at that time)

According to state law, you must provide me with updated immunization records every:

- 6 months for infants
- 12 months for toddlers and preschoolers

- 3 years for school-age children

Confidentiality

Holly's Petite Maison follows strict rules regarding confidentiality of all records and information. Children's files are secured or in the hands of authorized individuals at all times. At the time of enrollment you will be asked to sign a general release of information form that allows emergency medical professionals to see your child's medical history. It also allows any of your children's screening results or assessment information to be combined with other children's information to be reported as a group, without identifying information. Your specific permission must be given for any consultant or organization outside Holly's Petite Maison to give treatment or services to your child or for me to share information about your child or family with any outside person or agency, with the exception of mandatory child abuse reporting, as listed above.

Volunteers

I encourage parents to come into the classroom and share special talents, skills, hobbies, occupations, or aspects of your family's culture with the children. To volunteer in this manner, please make arrangements in advance. I will discuss plans with you to make sure they are developmentally appropriate for the children's ages and to help make this a successful experience for everyone.

Parents/guardians are also encouraged to volunteer in a variety of other roles. Parents who want to volunteer either on a one-time basis, for a particular project, or an ongoing basis. For instance, parents have generously donated their skills on sewing projects, on designing or building carpentry projects, coming in once a week to read, dance, or play music with children, to help with developing or running fundraising events, and maintain gardens, play areas, and grounds. If you would like to volunteer on these kinds of projects or on an ongoing basis in classrooms, please contact me.

Volunteering helps build the kind of community we all want for the children. It also helps defray the cost of services I would otherwise have to pay for or do without. The contribution of your time and talent helps Holly's Petite Maison achieve my mission of providing engaging, quality childcare and education.

Special Events

Holly's Petite Maison hosts several gatherings throughout the year for parents/guardians/family to come together and become better acquainted with each other, the children, and my staff. Some of the annual events are the Petite Maison Birthday Party, Hay Harvest, Winter Festival, and Spring Fling. Please check the e-newsletters, classroom postings, and the calendar on the website for these events- since I'm a new provider, these may just be small get-togethers.

On the 2nd Friday of every month, I offer "Date Night" where parents can go out and enjoy themselves while I watch their children. This fun-filled evening occurs from 6pm-midnight and is open to current students, friends, and relatives of current students. Children ages 0-10 are welcome to attend. Children do not need to be potty trained. The cost is \$30 for the first child (\$7 for each additional one) and includes a yummy dinner and activities. Payment is due by the 1st of the month if you're interested. Registration later than the 1st will be \$40. There are no refunds for this service, but you can go out another month (with written notice) and it'll already be considered "paid".

Tours

I conduct Open Houses/Group Tours for prospective families who want to learn more about my curriculum, program, availability, and wait list procedures. All parents sign in and provide a bit of information about them and their child and their needs. These events contain: a PowerPoint presentation about me and my daycare, a tour of the daycare room and outdoor play area, as well as grab a drink and snack, mingle with other parents, do a meet and greet with me, and put your name and information in the designated box if you're interested to come back for a 1-on-1 interview with me.

I'll do callbacks and set up a time for both of the parents/guardians and your child(ren) to come in, let your child explore my daycare room, and I'll go over my policies with you so you'll know what my expectations, terms of business, and fees are. From that point you'll have 3 full days to decide if my program is something you're interested in. If so, I'll add you to my list and make my final decisions. I will tell you my deciding date deadline at that time and will notify you if you've been accepted into my program. If I decided that my program isn't a good fit for you, I can recommend other local daycare providers that offer similar services or point you to the local Resource and Referral Agency (R&R) that can help you.

My Privacy Policy

I will do all that I can to protect your family's privacy and will abide by the state privacy law. I will keep all records and information about your child and your family private and confidential, unless I have your written permission to reveal specific information. 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 details I will share about another family are the parents' names, childrens' names, and ages of the children. Anything else is covered under my Privacy Policy.

Additionally, I do NOT post children's names in ads, my flyers, my website, or any other written/typed form of media. Their names are irrelevant to prospective clients and I feel it's an invasion of privacy to my client families if I'm sharing the children's photos and also their names.

Photographs & Publicity

Photographs of children are regularly used for activities and panels documenting children's learning. Photos of my program may be taken periodically and may appear in newsletters, brochures, my web site, and other publicity materials. *A signed waiver giving or denying your permission for photographs of your child to be used without compensation must be filed at the time of enrollment.*

Section IV: Communication

Communication

The fundamental element of this arrangement is communication. I will do everything possible to keep parents informed of events, daily schedule, activities, notes, observation and screening, payment notes, changes going on (be them training, supplies, construction, etc.) and many other things. I will primarily communicate verbally with parents at drop-off and pick-up times about their child or family's happenings. I will be honest about the child's behavior, activities, and attitude that day. I am always reachable via text during business hours and phone from 6pm-9pm.

I publish a blog article on my Daycare Blog every few weeks, send out an e-newsletter by email (and post all of them on my website), and can answer non-urgent questions via e-mail. The better we communicate openly and honestly with each other, the better our working relationship will be.

Conferences

Conferences will be held 1-2 times a year. You will sign up for a time slot on the “Conference Sign-Ups” board when the time comes around. We will discuss your child’s progress, any concerns I have in their development or health, your new goals for your child, and their new interests and activities. I will answer any questions at this time. On the yearly anniversary of your start date, you will need to submit a renewal of service (\$50), we will update paperwork if anything has changed, and I will tell you about how I’ve changed and grown as a provider and where I’d like to go in the future in terms of career goals and ambitions. I urge you to share your future plans as well so we can grow together. At this time I will also give you an Annual Parent Survey to help me see what your praises and concerns are with my program.

Ideas and Suggestions

If you have any ideas for activities, toys I could add, features you’d like added, or any suggestions at all, I would love to hear them!

I have a suggestion box that you can put your suggestions in that I check weekly. You may submit something anonymously or put your name on it. If it’s an urgent matter, we can discuss your ideas over a meeting or conference.

Parent Meetings

From time to time there will be all-parent meetings and if there’s enough interest, we can develop a Family Involvement Committee where we can discuss ideas and plans as a group and ensure that all parents’ voices are heard. Both parents from one family will be able to participate if they are interested. This will help ensure everyone has input and I will see what all is feasible for changes and adaptations and what is out-of-reach.

Grievance Procedure

If you have any concerns or complaints about my program, please discuss them with me as soon as possible. If it’s easier for you to discuss problematic topics over texting or email, that’s fine too. If you send an email, please notify me as I only check it once a week or so. My email is HollyCooper23@hotmail.com

Section V: Nutrition

Food Choices

Since food and nutrition are important components of a child’s development, I emphasize fresh and natural foods. I’m an advocate of drinking plain water and will only serve this to the children in my care as a beverage unless we are having a nutritious smoothie as a snack. If parents want their child to have some juice or milk in the morning, they can do so. For the afternoon, I will rinse out the cup and put water in it.

Trying New Foods

I do not force children to eat at mealtime- it is voluntary. *They are encouraged to **try** every food on their plate, **not** to necessarily like it.* I tell them they can spit it out if they don’t like it. If they

are not hungry at meal/snack time then they will not get a chance to eat until the next one. I sit with the children and usually eat the same food I serve toddlers/older kids because I get hungry too and it's good modeling of table manners and social etiquette. This ensures a family atmosphere and allows them to observe me, my manners, and to see that I am not telling them to eat something I am not eating myself. Modeling is key to teaching children good habits and manners and I have it in everyone's best interest to eat tasty and delicious food.

Etiquette

I teach children about table manners through verbal comments, praise when doing good behavior, and leading by example. Things like how to hold silverware, general table etiquette, passing food (when old enough), politesse, pouring their own drinks from a small pitcher, staying at the table until they are dismissed or everyone is done, and engaging in natural social connection are some of the values emphasized. We do not watch television in my program and there is no TV in the daycare areas- we may play soothing music at mealtimes.

Meals Offered

Breakfast, lunch, and 1 snack will be provided. *If your child will be arriving after one of the scheduled meals, please feed your child before coming.* For babies, they are fed on demand and so this doesn't apply to them. Babies starting on purées, please provide baby food. Aside from baby food and drinks in sippy cups, children are not allowed to bring any food or treats from home. All food or treats that are brought to my program must include a full list of ingredients so that I can protect any children who have food allergies. Clients are not allowed to visit my program during mealtimes- it's too disruptive and the children won't eat as much as they usually do. I will post my weekly menu on the Parents Bulletin Board above the check-in table. I keep track of which menu was served which week so I have records for tax time. I can produce the record for the weekly meals served at any time.

Recipes

All of the food prepared at Holly's Petite Maison is from-scratch and wholesome in nutrition and sustenance. Any parent that would like a copy of a recipe can submit a request in writing (or text) and I will get you a copy of it or send you a link to the website where I found it (if an online recipe). I will be as prompt as I can about getting recipes to clients but please bear in mind that every day is quite busy keeping up with 2 little kids of my own, a business, a house, etc!

Special Diets

If a child has a particular dietary need, allergy, or restriction, a medical statement signed by the child's physician must be submitted. I cannot adhere to a child's strict vegetarian or vegan diet, although I will usually offer a minimum of 1 meal a week that is vegetarian. If your child has an allergy to a common food element (lactose, gluten, tree nuts, oral raw food sensitivity, etc) we will discuss if your needs can be met at my daycare and what alternatives your child's physician or you suggest. If I feel I cannot accommodate you, I will notify you in the time between the initial interview and the Decision Deadline.

Section VI: Financial Policies & Billing

Fees, Payment Policies and Procedures

*A \$50 registration fee per child is due upon application paid by check or money order. There will be a \$50 fee for your own personal **annual readmission** the following year.* This fee is due 1

month before your contract “end date”- reminders will be sent home in advance. Readmission is considered complete when payment is received. If not received by 1 week before your “end date”, the position will be opened for another child to fill.

There is a yearly Supply Fee of \$80 that is due along with the Application Fee and the first week’s tuition (\$120 for families of 2+ children). This fee is for art materials, toys, supplies, special projects the children do throughout the year, and for other educational purchases.

Parents’ needs and rates are private and should not be discussed with other parents, nor will these details be shared with prospective clients, strangers, or anyone else. I value your family’s privacy when it comes to medical, financial, circumstantial, and other matters.

Tuition Policies

- ♦ **A non-refundable \$50 registration fee per child is payable upon enrollment as well as an \$80 supply fee per child (\$120 supply fee per family of 2+ children).** Write “non-refundable” on check memo line (made out to “Holly Cooper”)
- ♦ **The first week’s tuition is due upon enrollment, with a separate check or cash.** Make payment out to “Holly Cooper”
- ♦ **I do not have change available for cash payments- amount due must be exact**
(For cash payments, put it in an envelope with your family’s name on it and place in my “Payment Drop Box”)
- ♦ **Tuition is due the Friday before the following week of care by 12pm noon.** A late fee of \$10 a day will apply for every day your payment is late, including the days of the weekend. **On Monday morning at drop-off if no payment plus late fees is received, your child will not be allowed in care that day. You will be turned away at the door.**
- ♦ **Special arrangements for payments may be arranged in advance.** If you are having difficulty making your payments on time, please contact me
- ♦ **There is no tuition reduction for national holidays I am closed, closures for training days, my personal illness closings, or your child’s absences/vacations.** These days are already included in the tuition rate and exist to guarantee your child’s spot in my program.
Example: If Christmas Day falls on a Monday and your child is enrolled full-time, you still pay the full weekly tuition for that week. The same goes for if your child is home sick, if you’re on vacation, or decide to stay home that day with your child.
Example: If your child is enrolled part-time (3 days) and your child is absent on one of those days, you are still responsible for paying for all 3 days because your spot is reserved and that is what the tuition is going towards- guaranteeing that spot for your use.
Example: If you would like to add a day to a week where an absence is planned or unplanned, you will need to submit a request in writing and that day will be charged the part-time daily rate, due along with payment for the remainder of the week. (If you’re 3 days/week and miss a day, and want to add another day, tuition is due for 4 days that week). Openings may be limited- it depends on other children’s reserved schedules.
Example: If your child is enrolled part time and on any given week you’d like to bring them 4 or 5 days, the part-time rate x 4 or 5 days will be the rate that week. Full-time clients get the full-time price reduction because they have this schedule year-round. *Clients gain flexibility only if they are willing to pay to have it.*
Example: If a child is enrolled part time and a day is missed, that day cannot be “made up” on a day they are not enrolled. If a parent is looking for flexibility with which days their child(ren) come(s) on any given week, then they need to upgrade and pay the full-time rate or do

drop-in care rates instead. For regular part-time care on designated days, the part-time rate will be charged.

- ◆ Fees are subject to change. I will notify you in writing prior to any change 1 full month in advance.
 - ◆ 10% sibling discount is available for the entire family's bill
 - ◆ If families leave care with a balance owing, I reserve the right to turn the balance over to my collection service or small claims court, unless alternative payment arrangements are made upon disenrollment
- 1 day is considered **drop-in care** and has a daily rate for 1+ hours of \$45
 - 2-3 days is considered **part-time** and the weekly rate is \$115
 - 4-5 days is considered **full-time** and the weekly rate is \$160

Payment Options

- ◆ Check (made out to "Holly Cooper")
- ◆ Cash (must be exact or extra amount will be considered a tip or a gift to the daycare)
- ◆ Credit or debit cards using Square App (additional 5% fee added) with text/email receipt

Return Check Fees

There is a \$40 fee applied to ALL checks returned as NSF. This fee applies to canceled checks as well. If an NSF check is issued, ALL payments, fees, and additional charges become due immediately and in cash. All future payments must be in cash.

Holding Fees

If parents are looking for care for their child(ren) further out than 3 weeks from the day of inquiring/enrollment, then **a weekly holding fee will need to be paid in addition to the application fee, supply fee, and 1st week's care.**

The holding fee is equal to ½ tuition per week for the desired attendance (PT/FT).

This amount =

(\$50 app fee + \$80 supply fee (or \$120 supply fee for family of 2+ children) + 1st week's care + [½ tuition * # of weeks until enrollment]).

This can be as little as (\$230 plus \$50-\$100 weekly holding fee) or more.

****NOTE****

If parents do not enroll children by said date or they change their mind about enrolling at Holly's Petite Maison Home Daycare, they forfeit all monies paid and lose their spot(s). This will also be given in a written notice with copies for families and daycare provider with signatures and dates listed.

*

Parents' Leave of Absence (Maternity, Medical, 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- The parents will pay a holding fee upfront equal to $\frac{1}{4}$ the tuition during the anticipated leave for the new baby (if more than 5 weeks) and can change the older child's attendance to PT/FT as needed (must be submitted in writing) for the leave of absence. Tuition will remain due for the older child regardless of attendance and late fees still apply.
 - **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 $\frac{1}{4}$ 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 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, we can adjust the schedule to PT/FT as needed and assess the proper fees. Many parents want 2 days a week for their older child so they can get some rest and have alone time with the new baby.

Referral Credit

Holly's Petite Maison can always use your help in recruiting new students. As a thank you for your efforts, a referral and enrollment incentive of \$20 for you and \$20 for your friend will be issued. The credit will be given the second month after your referral enrolls. For every family you refer you will receive an additional credit. Restrictions apply.

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. There is also an annual re-enrollment fee that is \$50 that is due at the anniversary enrollment date.

Child Care Policies Agreement

I will usually give a 2-week written notice before revising my current policies or adding new ones. Financial policies will have a 4-week notice before implementation, including the Annual Fee Increase (for all clients at the same time of year). By signing my Parent-Provider Handbook, you indicate that you have read my policies and agree to follow them. You also agree to follow any new policies that I make in the future. I reserve the right to make changes to my policies without notice.

Parent #1 Signature

Date

Parent #1 Signature

Date

Provider Signature

Date