

MAKE COVER PAGE WITH LOGO

MISSION STATEMENT: It shall be the mission of INSERT DAYCARE NAME HERE to foster and provide an environment for pre-school and school age children which is safe, structured, positive, nurturing, and developmentally appropriate.

WEBSITE ADDRESS:

Phone #:

Fax #:

CHILD CARE POLICY

The following policies were developed with your child(ren)'s best interests in mind and to ensure the daycare operates smoothly and successfully so that we may continue to provide this service to you and your family.

GENERAL

If at any time you have any questions or concerns, please address them with the director immediately. It is important to us to provide your family with quality care and any issues should be addressed promptly to avoid future problems. We **welcome** your feedback, both positive and otherwise so that we can develop an appropriate plan to best care for your children.

We are a SMOKE-FREE facility. Please do not smoke while on the premises.

The center cannot be responsible for a child's personal belongings. As such, we request that no personal belongings are brought into the center other than those required for weather or school.

Please do not bring in any outside food or drinks. If a child brings in outside food or drink, they may hand it to you prior to leaving or throw it in the trash.

Any belongings brought in must fit inside the child's designated cubby.

ATTENDANCE AND SAFETY

Each child must be admitted and dismissed under the supervision of a member of the staff. Please ensure that a staff member is aware that you have either picked up or dropped off your child(ren).

A daily attendance sheet will be utilized to keep track of attendance. Parents are to sign their child(ren) in and out each day.

If you will be more than 30 minutes late dropping off your child, please advise us ASAP. We base our staffing needs on students in attendance; therefore, if your child arrives more than 30 minutes after

his/her scheduled drop-off time, we may not have the required staff and will be unable to accept your child for care that day.

If you need to pass on any information, please hand a note to one of the staff. Especially during drop off or pick up times when things get quite hectic we may inadvertently give you the impression that we are not concerned or that we are trying to rush you. This is certainly not the case so please make sure to write the information down for us! Alternatively, you may request a meeting with the director.

The facility reserves the right to limit and/or bar the presence of any persons thought to be dangerous to the safety of the children or staff or for any other reason at the discretion of the director.

AT NO TIME will a child be permitted to leave with anyone other than the parents/legal guardians without the express approval of the parents/legal guardians. If someone other than a person designated on the authorized pickup form will be picking your child(ren) up, we must have a written note stating the person's name who will be picking your child up. The written note must be presented to the daycare staff by a parent/guardian. Please advise your pickup person that they may be asked for ID to verify their identity prior to releasing your child(ren) to them. The center reserves the right to refuse to allow anyone other than a parent/legal guardian to pick up a child when they have determined the situation warrants such a decision.

Children under 3 years of age will be supervised and assisted by a member of the staff while in the bathroom. If needed, children over the age of 3 (but not over the age of 5) may also be supervised and assisted by a member of the staff. Children over the age of 5 who need such assistance must have a written agreement plan signed by the parents and the director.

In compliance with responsibilities tasked to caregivers, any suspected instances of child abuse/neglect will be reported to the state's child abuse/neglect hotline and may also be reported to police.

When a parent is on-site, the parent assumes responsibility for their child(ren)'s safety.

In order to promote self-confidence and independence, children should wear clothing that they can easily manage (examples include: buttons in front, elastic waist bands, etc.). Closed-toed shoes with tread are strongly advised for the prevention of injuries.

Weather Rule: When the center closes for weather-related reasons or when Neosho R-V school district closes for weather-related reasons, no payment will be expected. If we do choose to open, those whose children do not attend will only be charged tuition at half the base rate. Additionally, if we open please call ahead to verify we can accept your child. Attendance will be accepted on a first-come, first-serve basis as our staff may have difficulties making it in.

ADMISSIONS/ENROLLMENT

Prior to admission, parent(s) will complete an initial interview, fill out the Enrollment Packet and comply with requirements therein (especially pertaining to the submission of required documents). The Enrollment Packet is designed to comply with state law, promote good business practices, and enhance the care available to the children admitted into the facility.

The first week's tuition payment plus a deposit equal to two weeks of tuition is due upon enrollment. If needed, the deposit can be worked out through a payment plan. There will be a \$25 administrative fee per family (due immediately) if a payment plan for the deposit is requested. Please note that the deposit (minus any administrative fee) is entirely refundable when care ceases provided that you terminate care as specified in the termination section of the handbook.

Parents who intend to use state-paid assistance must have full approval in place prior to attendance. Without approval in place, you must pay all regular fees in advance. If state-paid assistance is received afterwards and you have a credit on your account, you will be given the option to leave the credit in place or receive a refund on the overpayment.

RECORDS AND INFORMATION

Forms and permissions must be signed by a parent or legal guardian of the child(ren). Parents and legal guardians agree to comply with and uphold all written agreements. Only agreements made in writing, whether otherwise expressed or implied, are valid.

The parent or legal guardian of the child(ren) is responsible for notifying the center of changes and updates to information previously provided to the center and such changes must be made in writing.

In an effort to conserve resources and improve confidentiality, we will strive to maintain records electronically. Many records will also be transmitted electronically to parents via email. Parents agree to provide an email address and to check it multiple times per week. Alternate arrangements will be made for parents who do not have access to email.

These policies will be updated on an as-needed basis. Notice will be posted on the information center and emailed. Parents/children will be expected to immediately comply with all policy updates.

A daily schedule and weekly menus will be posted on the information center.

HOURS OF OPERATION/HOLIDAYS

Hours of Operation: Monday-Friday from 7:30am – 6:00pm

The center will be closed in observance of the following holidays:

Memorial Day 4th of July Thanksgiving & Black Friday Christmas Eve through New Year's Eve

The center will close for an additional week every year. Adequate notice will be given prior to the center's closing.

The parent must secure alternate care for their child(ren) during times the center is closed.

Weather-Related Closings: If Neosho R-V schools are closed for weather, then typically, so will we. However, we will open on a discretionary basis so please call ahead if you do need care for your child(ren) to determine if we will be open that day. (The Weather Rule will be in effect)

“Weather Rule: When the center closes for weather-related reasons or when Neosho R-V school district closes for weather-related reasons, no payment will be expected. If we do choose to open, those whose children do not attend will only be charged tuition at half the base rate. Additionally, if we open please call ahead to verify we can accept your child. Attendance will be accepted on a first-come, first-serve basis as our staff may have difficulties making it in.”

PAYMENT

Payment (including those who have a co-payment) is expected in advance of care provided and must be paid weekly unless other arrangements have been made. You will receive a reminder of charges each Monday with payment due the Friday following the notice.

Those who have state-paid assistance will be contracted at the normal rate. You may have both a sliding fee (payable to the State of Missouri) and a co-pay (payable to the center). Co-pays are due as described above.

Accounts not paid by the Friday before the next week's care will incur a late fee of \$8 on the family account plus an additional \$2 fee added per day, per child. The first \$2 charge begins on the next day your child(ren) is normally scheduled for care.

Repeated instances of late payments may be grounds for termination of care.

Payment via PayPal or via automatic monthly transfers is preferred; however, we will also accept cash, checks, or money orders. Currently we do not accept payments by credit card. If you pay with cash, it is your responsibility to ensure you receive a receipt.

In accordance with standard practices, the tuition rate applies on holidays and scheduled closings of the center as well as whether your child is in attendance or not. The only exception is when the Weather Rule is declared to be in effect. (Refer to the “Attendance and Safety” section for further information.)

Your prompt payment ensures that we can operate smoothly and can continue to provide your children with quality care.

The center will accept checks for payment. However, after two occurrences of a check being returned with insufficient funds, checks will no longer be accepted from that family.

The following is the fee schedule. Additional incurred fees will be added to your weekly invoice at the rates noted below:

TUITION RATES	
Full time Slot Base Rate (fully potty-trained) (3-9 hours/day; up to 5 days/week)	\$17.30/day <i>An additional \$1/day for second pm snack (required for all children in attendance after 5pm)</i>
Full time Slot Base Rate (not potty-trained) (3-9 hours/day; up to 5 days/week)	\$20/day <i>An additional \$1/day for second pm snack (required for all children in attendance after 5pm)</i>
Drop-in Care (4-9 hours/day)	\$25/day
Drop-in Care (less than 4 hours/day) <i>Note: charge will be pro-rated in half-hour increments only</i>	\$8.50/hr
After School Kids program Kindergarteners-6 th graders	\$55/week <i>Note: ASK kids who attend daycare full time during times when school is out will be charged full time rates.</i>

ADDITIONAL FEES WHICH MAY BE INCURRED	
Weekend Enrollment Surcharge (when offered)	\$5/day, per child
Returned check fee	\$35.00 per occurrence
Early drop-off fee (earlier than contracted hours) <i>This fee is not pro-rated and early drop-off must be approved at least 24 hours in advance</i>	\$5.00/child
Late pickup fee (after 9 hours or after 6 pm)	\$1/minute per child
Late payment fee	\$8.00, plus \$2.00/day per child
Supplies provided by Center (diapers, wipes, etc)	<i>See Supplies section of the handbook</i>

DROP-IN CARE

Drop-in care is available for parents who do not need care on a consistent or full-time basis; however, availability for drop-in care is not guaranteed and must be approved in advance by the director. Students who are enrolled on a full-time basis take precedence as we must stay within approved staff-to-child ratios.

The daily fee for drop-in care is \$25 for a full day (4-9 hours) or \$8.50/hour for up to four hours of care. See fees section for additional fees which may be assessed. Payment due upon drop-off.

Before being able to accept your child(ren) for drop-in care, we must have all required documents on file and updated including current proof of immunizations. Proof of immunizations can be faxed directly to the center.

FIRE/TORNADO DRILLS

In order to promote a safe environment for the children, children will participate in fire, tornado, and any other disaster drills as determined by the director to be necessary. Fire drills will be conducted the first Tuesday of every month. Other disaster drills will be conducted every 3 months as scheduled by the director. Parents will be notified when such drills are conducted.

RULES AND DISCIPLINE

The following rules are to be followed by all children in attendance at the facility. Rules will be posted in the facility and explained to children as needed.

- 1. No hitting, kicking, spitting, or throwing things.**
- 2. Respect your teacher, your friends, and yourself.**
- 3. We must take care of our things.**
- 4. Be nice to others.**
- 5. Tell a teacher if something bad happens.**
- 6. Wash your hands after going to the bathroom, after going outside, and before eating.**
- 7. Always stay where your teacher is unless you have permission to do something else.**
- 8. Ask to go to the bathroom.**
- 9. Always use your words and your manners.**
- 10. ALWAYS TELL THE TRUTH!**

Children who do not follow the rules will be subject to age-appropriate discipline. At no time will the center engage in or tolerate behaviors which are intended to humiliate, threaten or frighten the children. Children will not be spoken to in a manner intended to ridicule or shame them, nor will the child be spoken to using profanity or other harsh or abusive language. Additionally, children will not be spanked, slapped, or otherwise subjected to physical violence as a form of punishment. Should such behavior be suspected, the director is to be notified immediately.

The center will always strive to encourage our children using positive methods which include rewarding good behavior and praise. In the event a child requires discipline, the child may be instructed to cease disruptive behavior, redirected, not allowed to participate in activities, or placed in time-out for a period up to or equal to one minute for every year of age (i.e. a 5 year-old placed in time-out will remain in time-out for up to 5 minutes), or other appropriate action. If those methods are unsuccessful, a parent or guardian will be contacted to come pick up the child as a last resort.

Repeated behavior problems and/or problems which are significantly disruptive or harmful in nature may result in disenrollment of the child from the child care facility.

DISCIPLINARY ACTIONS

When a child's behavior is significantly disruptive or harmful, the incident will be documented and the parents are expected to sign off on the form indicating they have been informed of the occurrence.

Aggression, physical or otherwise, will be documented as well. Parents will be given the opportunity to review the documentation and will be expected to sign the form stating that they have been given such opportunity.

The parents, director, and teacher may meet to discuss an improvement plan for ongoing or significant behaviors.

Our facility maintains a strict no-bullying policy. Aggressive behaviors are not tolerated and may be cause for termination of care.

If your child willfully damages property or damages property through actions demonstrating they have not followed the rules set forth above, you will be responsible for repairing/replacing the property as determined by the director.

BEHAVIOR CHARTS

It is the policy of this facility to encourage positive character growth and foster self-esteem in our daycare kids. To encourage such behavior, we will utilize a daily behavior tracking system which will be kept in the parent folder for your review. Please initial these daily to indicate you have reviewed the chart. Ask your children what they did well today. They will be happy to tell you!

At certain behavioral milestones, the kids will earn special treats to further reward them for continuous good behavior. We are proud of our daycare kids and want them to be proud of themselves.

DIAPERING/POTTY TRAINING

Children in diapers will be changed at designated times throughout the day or as otherwise needed. Caregivers will maintain strict sanitation protocol when changing diapers.

The center will assist with potty training only AFTER discussing methods with parents in an effort to utilize the same method at the center as is used at home. A written agreement must be signed by the parents when beginning potty training at the center. At no point will the child be subjected to punishment, verbally berated, shamed or otherwise humiliated for soiling his/her clothes.

SUPPLIES

Parents are responsible for providing the following supplies for their children as needed:

- Diapers
- Diaper ointments, powders or other products
- Changes of clothes
- Sunscreen (please provide sunscreen that is waterproof and will not irritate their eyes)
- Any formula or medications your child(ren) needs.
Must be accompanied by doctor's note for prescription medications or an OTC Authorization form for OTC medications
- Airtight storage bags (i.e. Ziploc bags) if cloth diapers are used

The facility will strive to send home a reminder when the child is running low on supplies, but it is ultimately the parents' responsibility to provide such supplies as their child requires. When the child has no supplies left, the facility will provide disposable diapers at the rate of \$2 per diaper and formula at the rate of \$2 per bottle. Due to hygienic concerns, the facility cannot provide diaper ointments or other such products to the child and parents will be contacted if the child is in need of such products due to a rash or other discomfort.

Children without sunscreen may not be permitted to participate in outdoor activities.

Children who do not have a supply of medically necessary medication available to them at the facility will not be accepted for care or will be sent home.

ILLNESS

The center will follow suggested practices as set forth in MO 19 CSR 30-62.192 which is posted on the information center.

If your child will not be in attendance due to illness, there will be no charge for the day (up to 5 days per calendar year) *so long as you notify us by calling or in person by 8am.*

Parents/guardians will be notified of incidents or illnesses by phone or in person. If a child must be sent home due to illness or injury, the parents will be responsible for making alternative arrangements for care. Children will not be allowed to return to care until they have been symptom free for 24 hours or accompanied by a doctor's note which advises they do not have a communicable illness or in case of injury, a doctor's note clearing them to return to daycare. Children sent home from the center for illness do not qualify for the reduced rate.

If emergency services are required, parents agree to use their private insurance before utilizing the center's insurance.

FEEDING/NUTRITION

The center will provide meals to self-feeding children in attendance during designated meal times in accordance with nutritional guidelines set forth by the CAFCP. Children with food allergies will receive an alternate meal consistent with their needs.

It is the parent's responsibility to provide formula or breast milk for children who are bottle-fed. When a parent wishes to have their bottle-fed child introduced to solid foods, a meal plan will be discussed with the parent and a new Infant & Toddler Feeding Care Plan must be signed prior to introducing the child to solid foods. Solid food meals will be provided at no additional charge to the parent.

A weekly menu will be posted both in the center and on the website.

CUSTODIAL DISPUTES

It is the policy of the center to remain neutral in all custodial disputes. The staff will not engage in behavior which interferes with either parent's right to parental custody. However, if a court removes custody from either or both parents, the center and its staff will comply with such orders. In such a case, we will need a certified copy from the court to be kept on file.

In cases of joint custody, both parents will be required to sign all forms and a separate payment contract will be made for each. Payment will be split 50/50 unless court documents specify otherwise.

COMMENTS AND CONCERNS

If you have a concern, you must address it with the director. The staff are not allowed to address concerns with you. In order to keep the classroom running smoothly and so that your concerns can receive proper attention and focus, you may be asked to make an appointment for a different day to allow for another caregiver to come in.

We will strive to send home surveys from time to time in order to maintain a quality daycare and we welcome your feedback and suggestions then, and any time. It is our goal to provide quality care for your child and communication is key in doing so.

ELECTRONIC SURVEILLANCE

In an effort to keep your children safe, this facility may engage in electronic surveillance by utilizing cameras which capture both audio and video feeds. The feeds are not broadcast over the internet and are closed-circuit only. This is a measure put in place for various safety measures, most importantly to verify the safety of your child(ren).

OPEN DOOR POLICY

Parents are welcome into the center at any time and are welcome to stay as long as they like. However, if you come during the day you will be expected to take your child(ren) with you when you leave as it is very difficult for children to say goodbye to their parents more than once per day. Please avoid coming in during nap/quiet times if possible in order to not disturb the children at such a crucial component of healthy growth.

TERMINATION

Parents may voluntarily terminate care at any time by providing 10 days written notice. The 10 days may not include days when the child is normally not scheduled for care (i.e. weekends or scheduled closings of the center). During this time, all elements of the contract still apply except as otherwise stated. At the parent's discretion, children may/may not attend care during this time; however, normal rates will still apply. Additionally, sick days may not be used during this time unless accompanied by a

doctor's note. On the child's last day of attendance, parents must fill out an exit form and ensure that their accounts have been brought up to date. As a reminder, the deposit **cannot be used** to pay for the last two weeks of care; however, upon satisfying the aforementioned requirements, a refund will be issued to the parent within 2 weeks of the last day of enrollment. Failure to meet these requirements will result in the forfeiture of your deposit. If for any reason you failed to pay your deposit(s) in full, the remaining balance will be added to any litigation pursued.

Care of a child may be discontinued if the provider and the parent(s) cannot establish a mutually satisfactory working relationship including failure to keep your payments current.

We will make every effort to avoid termination. After attempts have been made to meet a child's individual needs, any child who demonstrates an inability to benefit from the care offered by the child care provider or whose presence is detrimental to other children may be discharged from the facility. Some incidents may be so significant as to warrant the immediate termination of care for the child. This action will be at the discretion of the director. Some examples are listed below:

- Continuous behavioral problems
- A significantly violent or inappropriate incident (as determined by the director)
- Bullying
- Property damage

When termination of a child is involuntary (that is, when the parents did not make the decision), the deposit made on the child is forfeited.