Living Well Family Day care Parent Hand book



I am so glad that you have chosen Living Well for your childcare needs. We are Professional Child Care Providers, and our goal is to provide your child with a clean, safe, comfortable environment where they can play and learn with guidance and loving care while you are at work or attending school. In order to make our relationship as enjoyable as possible the following are some mutual beneficial requirements that are necessary to assure that there are no misunderstandings between either party, that each party is aware of the requirements, and that these requirements are carried out in a businesslike manner. There is a lot of information here. Please read all of it. If any of the policies seem unfair or unnecessary, please take a moment to think about that policy and how it would apply to your current working situation… I’m sure it will make sense in that light. These policies are enforced for the same reasons policies are enforced in any job situation - for fairness and respect. If you have any questions please ask.   
At Living Well day care, you are paying for a specific slot, NOT per hour or per day, so no discounts are given if your child does not come to care.   
The policies listed below are set forth Living Well Christian daycare and are in accordance with the Child Care regulations. These policies and accompanying contracts become effective upon acceptance by the parent/guardian and the Child Care Provider.   
***Business Hours/Overtime***  
Living Well Christian daycare provides childcare from Monday to Friday during your contracted working hours or attending full time school only. We will figure your hours plus fair commute time and this will become your "scheduled hours". Any changes to your schedule have to be discussed and re-scheduled based on our ability to meet your new need with the day cares schedule. For parent’s not attending work or school, but needing care, we will discuss this together and determine hours based on present scheduling.   
There is an extra fee of $5.00 per child for every fifteen minutes or portion thereof that your child is dropped off earlier than their contracted arrival time (without prior approval) and for children not picked‑up by their contracted pick‑up time. If you arrive late without a phone call, We may not be present. It will then be the parent’s responsibility to find and finance an alternate for their child for the day. Late arrival does not allow late pick‑up. Care will not recommence until such late fees are paid in full. Please be on time daily.  
  
To ensure the safety of your child, only you or the person listed on your pick sheet may pick up your child. Phoning the office to let us know someone other than yourself will be picking up your child will not be excepted unless the person is on file to do so  
Verification of legal custody: we must have a copy of the court order recognizing the parent who has legal custody of the child, as well as visitation schedules. Otherwise we have no choice except to release the child to his/her parent.   
***Weather***  
If we are under severe or threatening weather conditions we are closed: tornadoes, blizzards, and severe wind chills and/or temperatures. Typically if the schools are closed then we are closed.  
***Deposit***  
I will require a deposit for all families.  
The deposit will be the amount of half of the monthly fee’s payable for the care of your child(ren). This will be refunded towards your last month child care providing you give me proper notice as required before termination of care, and have no other outstanding fees owed to me. If you don’t give me proper notice and/or have fees outstanding, this fee will not be refunded.  
PLEASE NOTE: I will not start providing childcare nor will your opening with us be considered saved until this deposit is paid. Deposits scan be broken up into weekly installments for those who do not have it to pay in full and will be determined after having a conversation with the director and proving that you have a need.  
Admission Paperwork  
Before I will assume responsibility of caring for your child I MUST have the following:   
· Signed Policy Handbook Contract  
· Signed Financial Agreement  
· Paper work as required by licensing regulations  
· Client & General information forms  
· Transportation, Photo and Swimming (summer only) release forms  
PLEASE NOTE: All forms must be updated yearly.  
Payment And Late Fees  
all payments must be received on Monday in advance. If fees are not paid We will not care for your child, and will consider your spot to be open and will keep your childcare deposit as your notice. You will run the risk of your childcare spot being filled by another family. There are no refunds in fees for absences due to a child's illness or any other reason. Full fees are required regardless of whether or not your child attends.  
 We realize the financial burden that childcare places on parents, and hope parents understand that as a business childcare places financial burdens on the provider. These include, but are not limited to groceries, utilities, insurance, programming, toys and equipment. If fees are not received when due a $5.00/per day charge will be applied to the amount owed. This charge will be in effect until all monies plus late charges are paid in full.   
.***Checks:*** There will be a $25.00 charge for all Checks returned nsf plus any additional charges incurred to Living Well daycare and/or by the bank. Parents who have two or more nsf Checks will be required to pay by cash or money order.  
 ***Provider Holidays / Sick days***  
· we are closed on all Holidays, with pay.   
***Parent Vacations***  
Please notify me as at least 2 weeks in advance when you plan to take vacations. Living Well expect full payment for all days and hours your child is normally scheduled to be here. Payment is due prior to your vacation. Even while you are on vacation I am still holding your child’s space.  
***Extended Absences***  
In cases of your potential absence due to maternity leave, summer, or extended leave from your  
job, Living Well will require ½ of your monthly fees for the entire time of your absence to hold your child’s position. We must receive at least a 1 month written notice and the leave must be for no longer than a 1 month period during the months September – June and no longer than 2 months from July - August.   
Arrival and Departures  
Children are to arrive clean and fed (unless arriving before a meal time). We prefer that there are no ***pick‑ups or drop‑offs during the designated daily quiet time.***Please do not allow your child to walk to the door by themselves at drop off. It is important to take a minute to walk them to the door and greet their teacher. This gives both parent and teacher the opportunity to discuss any schedule changes for the day or anything else. At pick up, please do not let your child leave the center until you are leaving also.   
It helps your child tremendously if your child is aware that you will be arriving early (or late) in that they come to expect regularity and thrive on it. I also have children put their coats and shoes on in preparation for your arrival time. Please keep us informed so we can in turn keep the child informed! Drop‑off and pick‑up times are not good times to discuss serious problems. Little ears and minds hear and understand everything. We are not comfortable discussing a child in the presence of anyone, but their parents. Topics that concern day‑to‑day events or light‑hearted discussion are fine.   
***Cleanliness/Hygiene***  
We do our best to maintain strict cleanliness and hygiene standards. Children's hands are washed before and after meals, coming in from outside and after toileting. If these skills are stressed at home also your child may remain a good hand‑washer when he/she gets older. Please have your child bathed and dressed for play. A clean child is a healthy child.  
Infants sleep in separate cribs/Play‑Pens with clean blankets, used only by them. Beginning at toddler age washable nap mats or couches are used. Each child has a separate nap mat with blankets. These are washed weekly (unless soiled, then they are washed as often as necessary). Toys are sanitized with a bleach solution once a week (Fridays).  
***Termination***  
The first two weeks of childcare are to be an adjustment period. It is the directors and the teachers responsibility to let the parent know if the child seems unhappy or the arrangement is unsatisfactory for any other reason. It is the parent’s responsibility to let me know the same. The parent or the director can terminate the contract anytime during the adjustment period in writing on or before the 14th day after care starts.  
One month’s written notice (on or before the first of the month, for the following month) is required by the parent to the director. Fees will still be due if the parent withdraws the child before notice is given, or at any given time during the notice. One month’s fees may be paid in lieu of one month’s notice. Termination notice will NOT be accepted while provider or parents are on vacation.   
I will terminate our child care arrangements immediately for any of the following reasons (but not solely limited to):   
· Failure to comply with the policies set forth in this book.  
· Failure to comply with the contract.  
· Destructive or hurtful behavior of child that persists even with parent cooperation in stopping the behavior.   
· Non-Payment of childcare fees or late and/or recurring late payment of fees.  
· Failure to show up for 5 days in a row without any communication.  
· Failure to complete required forms.   
· Inability to meet the child’s needs without additional staff.  
· Blatant disrespect towards provider or provider’s family.  
· If parents knowingly bring their child ill.  
***Child Abuse/Neglect***it is law and also our responsibility as a childcare providers to report any and all abuse or neglect performed on a child. We cannot turn my head on a child that has been abused or neglected. Therefore, I will notify Children's Protective Services and the Police Department when it appears that a child in my care is being physically, sexually, or emotionally abused, neglected, or exploited.   
***Supplies***  
Parents are responsible for supplying:  
· Bottles,   
· Diapers & Wipes  
· A full change of clothing  
· Any other supplies your child may need.   
· Breakfast items including condiments if your child is your responsibility to bring unless it is Wednesday and Friday when the center provides meals. We are not equip with a full kitchen and will have those meals catered in.  
 All personal belongings should be marked with child's name. It is not necessary to bring eating utensils, cups or dishes as they will be supplied.   
Donations help me keep costs down, so if you have any of the following items on hand and are willing to donate them, it would be greatly appreciated. This is not mandatory.   
· Snack Foods (fruits, crackers, etc)   
· Dress up clothing, costumes, jewelry, hats etc.   
· Magazines for cutting, especially ones like National Geographic that depict other cultures, or any that have lots of pictures of people, children, or animals. We are looking for pictures that would appeal to children.   
· Paper of any kind, brown, white, colored, waxed, foil etc.   
· Crayons, water color paints or any misc. art supplies such as fabric scraps, glitter, pipe cleaners, paper plates, etc.   
· IDEAS! We welcome any ideas that you may have for fun activities or crafts!!!   
We teach the children creativity, problem solving, and pride in their skills. Sometimes these values get messy. Some days we will be painting, so please send your child in appropriate clothing. Please dress your child for real success. Their “work” here is play! If there is an occasion that calls for special clothing please bring this clothing in an extra bag and I will help your child change before you arrive for pickup. Provider is not responsible for your child’s clothing or personal items brought into childcare home. We will let you know when I need more supplies for your child. If your child is 3 or 4 years old they will come in uniform attire which is blue or black shorts, shirts or pants and red, white or light blue shirts. Wednesday is chapel day and our attire will be white shirt with black pants or shirt.   
***Toys***  
We at living well, provide a wide variety of playthings. And ask that no toys be brought to daycare from home. Anything brought will be put up safely until the child is picked up. This policy is for the concern of all children in my care. Often times children have a hard time sharing the toys they bring from home.   
The ONLY exceptions to this policy Are:   
• A special blanket OR stuffed animal/Doll to be used during Nap Time. This will be put up and ONLY used for the appropriate time. Please limit your child to one thing.   
• Show and Tell. At times we will have a “Show and Tell” period. I will inform you ahead of time when this may occur.   
***Meals & Snacks***  
 As mentioned earlier parents will provide food for their child Monday, Tuesdays and Thursdays the center will provide milk and catered meals on Wednesdays and Fridays for no extra charge. There will be a menu for you to follow every week so that you will know what your child is having catered on a weekly basis.  
· 7:00–8:30 A.M. Breakfast  
· 11:30‑12:00 P.M. Lunch  
· 3:10‑3:30 P.M. Snack  
If your child requires a special diet due to allergies, medications, age and/or cultural or religious beliefs it will be the responsibility of the parent to provide a well-balanced lunch and snack for their child. No junk food, pop, gum etc.  
***Child Illness***  
Under no circumstances should you bring your child to care sick (fever of 100°f or higher, vomiting, diarrhea not contained in a diaper, sore throat, continuous coughing, runny nose other than clear, draining eyes or ears, unexplained rash, lice, etc.) If you are not sure your child is well enough to attend child care call and discuss it with me.   
Masking your child’s symptoms with over‑the‑counter medications and bringing them to care anyway is not allowed and could be cause for immediate termination. It is also inconsiderate to all families involved. A sick child should be allowed to recuperate fully at home after an illness so that the other children and the provider do not risk unnecessary exposure. If you are unable to stay home with your sick child it will be necessary for you to make arrangements at your own expense. If your child is out ill regular fees still apply.   
Your child may be brought to care if they have a common cold (which means a slight cough, clear runny nose, sneezing); however I will call you if your child is just plain miserable (whining, crying, repeatedly asking for you). Your child should not attend if they are not feeling well enough to participate in our daily activities (i.e. a child wanting to sleep all day, lay on the couch and watch TV etc.)   
The Health Department regulations prohibit the admittance of any child into a family childcare home that exhibits any of the following symptoms:  
· Fever (100°f or higher) – child needs to be fever free for 24 hours without the aid of medication  
· Diarrhea – child must be symptom free for 24 hours without the aid of medication  
· Vomiting – child must be symptom free for 24 hours without the aid of medication  
· Runny nose with colored discharge –check with doctor  
· Rash – check with doctor  
· Discharge from eyes or ears  
· Lice – child needs to be treated and nits removed before return  
· Communicable diseases – chicken pox, measles, mumps, conjunctivitis (pink eye), influenza etc. The child may return when the incubation and contagious period is passed and the child is well enough to resume normal childcare activities.  
Living Well has the right to refuse to care for a sick child. If your child develops any of the above symptoms while in my care, you or your alternate will be required to pick up your child immediately. If the child is not picked up within an hour of my calling a $5.00 for every 15 minutes or portion thereof charge may be assessed. If the director or teacher have to call a parent to pick up a child that has been dropped off for care too ill to participate in the day the child will also be required to stay at home the following day. Your child may return to care 24 hours AFTER symptoms of illness end. Which means if your child is sent home with a fever, diarrhea, or vomiting they cannot return until they have been symptom free for 24 hours without the aid of medications. We are responsible for the health and well-being of many children so I will closely follow health department regulations when it comes to illness. We here at living Well daycare understand and respect your need to be at work, but your cooperation is extremely important on this.  
Medication  
If your child is on antibiotics he/she continues to be contagious for 24 hours after the first dose of medication and can not return to childcare until this time period has passed.  
Child care regulations prohibit me from giving your child medication of any kind unless you have filled out and signed a Permission to Administer Form. All medication must be in the original, labeled container. Blank permission to administer medication forms are kept in your family connection folder.  
Medical Emergencies  
Minor bumps and scrapes are inevitable, but I make every effort to keep your children safe through supervision and childproofing. Minor injuries will receive appropriate first aid, and if an emergency injury or illness occurs, you will be contacted immediately. If I am unable contact either parent, I will call the emergency contact numbers supplied to me to make the medical decisions for the child. If necessary your child will be transported by ambulance to the nearest hospital. Parents are responsible for costs involved in emergency medical treatment, including transportation if required.   
Nap/Quiet Time  
All children will be required to lie down for a nap/quiet time each day. We will not force your child to sleep but they must lie down quietly. This is my “ break” during the day, teachers time to re-charge, plan programming and do paperwork.  
Damages  
***Potty Training***  
We will assist in potty training with the understanding that it will only work if we work together. Your child will not learn if they do not do it while in my care and at home. You must work with your child at home, either during vacation or over a weekend before I will begin potty training here. Clothing should be easy to manage to encourage self‑help skills. Buckles, belts, overalls and suspenders when in a hurry to use the bathroom may create a problem. We also require that each potty training child have 6 changes of training pants (for sanitary reasons I require plastic pants to go over underwear or training pants) or pull ups. Extra changes of clothing are also necessary, including socks.   
***Behavioral Goals***  
While in my our care only positive encouragement is enforced. Children will NOT be subject to spanking, hitting, kicking, restraint, or to, verbal, emotional, or physical punishment. We believe the most effective ways of enforcing positive behaviors are: Praise, Respect, Re-Direction, and Positive Re-Enforcement. We don’t play “REF”; and use strategies to engage children in their own problem solving. During conflict it is important for children to feel respected, secure, loved, important and special. They need to know we are always available to listen and help, not to judge. Our goal is to coach the children so they can negotiate, compromise, brainstorm and work it out together. We do not believe in “adult initiated” time outs, as I feel when used punitively it takes away from a valuable teaching experience. We will only place a child in time out if we feel that they are a threat to the safety and well-being of themselves or others. When this becomes necessary we make sure everyone is all right, then the teacher will stay with the child.  
If something of a more serious nature or a persistent behavior should occur that is of concern to us or a threat to the safety of others, we will need to discuss it with you so that we can jointly decide on a course of action that is followed at home and in my care. If the problem cannot be resolved arrangements must be made for the child to receive care elsewhere.   
***Policy Revisions***  
Revisions to policies and procedures, contracts and forms the director may make may be done with a minimum of 2 weeks’ notice UNLESS it is a new regulation – these changes will take place immediately. Policies, contracts, and forms will be reviewed periodically and updated, if necessary (usually every January). Parents will be notified in writing of any changes. All previous forms will become obsolete.   
***Open Door Policy***  
While your child is in our care, you can always be assured that the door is open to you. Open Door does not mean that we keep our doors unlocked. For the safety of our teachers and the children doors are kept locked except for scheduled drop off and pick up times. Please feel free to drop in and check on your child, however, keep in mind a child adjusting to a new surrounding will want to leave with you if you pop in for a visit. I would appreciate your taking into consideration our schedule when dropping in or calling, and remember that visitors usually cause children to react in an excited manner that does not normally occur when we are alone with the children.   
***Communication***  
Communication is very important to me. When accepting a new family into our Christian daycare we like to be sure that we can share openly any concerns or questions that may arise. We feel that we are a team raising your child. If we can work together then your child can feel secure in knowing they have two families who love them very much. We grow to love each child we keep very much and are always glad to have a chance to be a part of their lives. It is important that there is a similar childcare philosophy between us.   
We welcome questions, feedback, or discussions of any kind that affect a positive outcome for the child. Sensitive issues will be discussed outside of regular hours either by letter, phone or a scheduled conference. You may call and talk with the director between 7:00 a.m. – 6:00 p.m. We will provide a monthly newsletter that will explain some of the activities we are doing, events that will be happening, days off, and any other pertinent, fun or helpful information that may be of interest to you. You are always welcome to contribute to our newsletter.   
Parents of infants/toddlers/pre-schoolers will receive a daily note. Some typical things that you may find on this note would be daily activities, feedings/meals, diaper changes, naps/quiet time, and things to remember or to bring. All parents should check our board on the door for important information, special announcements, etc. Each Family will be provided a “family connection” folder that will travel between the child care and home each day. This folder will contain the child’s daily notes, newsletters, any artwork, child care information and blank permission to administer medication forms. You can also use this folder to send teachers notes or reminders. This folder is a wonderful way for you to know about your child’s day and for us to stay in touch.  
***Policy Handbook Contract***  
The following contract pertains to the policies set forth in the Parent Policy Handbook governed by the Family Child Care Home. It is the Parent's responsibility to read the Policy Handbook completely before signing and it is the Parent's responsibility to abide by all the policies stipulated in the Policy Handbook. This is a legal and binding Contract and signing it obligates you to this Contract legally.

My contracted hours are from \_\_\_\_\_\_am to\_\_\_\_\_\_pm and the week fee that we have agreed upon due in advance is\_\_\_\_\_\_\_\_\_\_\_\_.

By signing each section I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ am agreeing that I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have read and understand the Policy in the Policy Handbook.

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Provider signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.