



## PARENT HANDBOOK

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Executive Director/Owner

## **Handbook & Contract**

### **WELCOME**

Welcome to *Precious Hands Childcare*! We are a professional childcare provider, who has been operating for 20+ years. To facilitate greater understanding between us we have created this handbook. It covers our childcare philosophies, business policies and expectations.

In order to make our relationship as enjoyable as possible, the following pages contain mutually beneficial requirements, which are necessary to ensure that there are no misunderstandings between either party. The words "we" or "us" or "our" refers to the childcare provider. The word "you" or "your" refers to the child's parents or guardian.

Please read this handbook carefully, and feel free to discuss with us any questions that you may have.

### **OUR CHILD CARE PHILOSOPHY**

As a family childcare provider, our goal is to provide a safe and happy place for children where they can learn and grow physically, emotionally, intellectually, and socially at their own pace. We believe children learn through play and benefit from a structured yet flexible schedule. Activities will be offered which stimulate sensory motor development, language development and social interaction. The development of strong self-esteem is also a major goal. Children will be taught to respect each other, adults, and property.

### **COMMUNICATION**

Communication is especially important to us. When we accept a new family into our business, we like to be sure that we can share openly any concerns or questions that may arise. It is important that there is a similar childcare philosophy between us. We welcome questions, feedback, or discussions of any kind that are oriented towards a positive outcome for the child(ren). Sensitive issues will be discussed in private outside of regular childcare hours either by telephone or conference.

Conferences will not be scheduled as a routine part of your child's care; however, should you like to have a conference, you may request one at any time.

We publish a monthly newsletter that will explain some of the activities we are doing, our current curriculum themes, events that will be happening during that month, our days off, and any other pertinent or fun information that may be of interest to you. You are always welcome to contribute to our newsletter.

Parents of infants will receive a daily note. Some typical things you may find on this paper would be feedings, diaper changes, schedule, temperament, and things to remember.

Parents of toddlers will also receive a daily note. Some typical things you may find on this paper would be things to remember, rest schedule, activities, temperament, and meals.

Parents of preschoolers and older will not receive a daily note unless there is an unusual reminder or a situation, we need to make you aware of.

You are encouraged to call us at any time between the hours of 6:00 a.m. - 6:00 p.m. If you call during the day, please be aware that we may be busy with the children and may not be able to answer the phone. If you would leave a message on our voice mail, we will call you back as soon as possible. The best time to call during the day is during our daily quiet time. We are looking forward to a terrific relationship with you and your child!

### **ENROLLMENT POLICY**

There are several forms that we must have completed and, in our possession, before we can assume the responsibility of caring for your child. NO EXCEPTIONS. This is to ensure that your child will get the absolute best care possible from us. The forms are as follows:

Enrollment Record  
Signed Contract and Rate Agreement  
Parent/Provider Agreement  
Provider/Client Fee Agreement  
Responsibilities of the Client to the Provider  
Authorization for Agent to Consent to Treatment  
Medical Permission Slip  
Health Record  
Emergency Medical Authorization Form  
Child Enrollment Form - for food program  
Permission to Administer Medication  
Parent Authorization for the Administration of Medication  
Permission to Transport - routine trips  
Release of Child Permission  
Water Play/Swimming Permission  
General Permission Slip

You are required to keep PHC informed of any change in addresses, telephone numbers, and other pertinent information listed on any/all the above forms. If you have any questions regarding the completion of these forms, please feel free to ask.

### **REGISTRATION FEE**

Before your child is admitted into childcare, you must pay our annual registration fee of \$30. The fee protects us from unexpected family departures from childcare. If your child is dropped and later re-enrolled a new registration fee is required. If you have more than one child, each additional child is \$15. These monies are nonrefundable.

### **MATERNITY/EXTENDED LEAVE**

In cases of your potential absence due to maternity or extended leave from your job, I still require full childcare rate payments for the entire time of your absence to hold your child's position. In cases of maternity leave where you will be placing your new baby into our care, you will be required to fill out all necessary enrollment forms no less than two weeks prior to the baby's starting date. A registration fee is also required at this time equal to the difference of your new weekly rates with 2 children in care and your current rate. See Registration Fee for details.

### **TRIAL PERIOD**

All new children will be cared for on a two-week (14 calendar days) trial period beginning on your child's first actual day of care. During that time, the parent or provider may terminate the childcare agreement with 24 hours' notice. No pre-paid fees will be credited upon cancellation during the Trial Period. After the trial period, a two-week's written notice is required by either party to terminate the agreement (See Termination Policy). Your registration fee is not refundable if services are cancelled during your Trial Period.

### **PAYMENT PROCEDURES**

Your specific rates will be outlined in your Contract and Rate Agreement. Payment is payable in advance and is due no later than drop off time on the first contracted care day of each week unless another arrangement has been agreed upon. If this day is a holiday, payment is expected on the previous day. If you go away on vacation, payment is due BEFORE you leave. If it is our planned day(s) off, your payment is expected BEFORE we leave. In cases of illness, your payment is still expected unless other arrangements have been previously made. If we close the childcare due to our own illness or emergency, payment will be accepted on your first day back to childcare.

Payments may be made only electronically. We do not accept cash or checks. There will be an automatic late fee of **\$15** applied to the account if tuition is not paid by 10am Wednesday or the **5<sup>th</sup> day** of the month for subsidy parents. If payments are not made by end of day **Friday or the 10<sup>th</sup>** of the month for subsidy, your child will be unable to attend until payment has been rendered. Repeated late payments may be grounds for termination. We will give you a minimum of two-week's notice of any increases in your childcare fee.

### **TAXES**

PHC will supply you with a year-end summary of all daycare fees paid during the year for tax purposes. This will be given to you in January each year or when services are terminated. You may request a statement at any time.

### **NSF CHECKS**

If an automatic transfer is returned to PHC for non-sufficient funds, you will be required to pay all fees that we incur because of the returned check. Childcare services will be immediately halted until full payment of tuition and NSF charges has been made.

### **HOURS OF OPERATION**

Normal hours of operation are Monday through Friday from 6:00 a.m. to 6 p.m. Your specific hours will be outlined in your Contract and Rate Agreement. We require two-week's notice if you need to change your enrollment hours. We also reserve the right to terminate if the new hours will not work well for our childcare business.

We offer both full-time and part-time care. Full-time positions will generally be preferred over part-time positions. We reserve the right to terminate a part-time position if the position can be filled with a full-time family. You may opt to pay for a full-time slot to keep your part-time position.

We do occasionally accept children for drop-in care if we have a space available on any given day. If you tell us that you will not be bringing your child, there is a chance we will fill your spot for that day, and you could potentially lose your day if we do so. Therefore, we do require that you give PHC a minimum of 48-hours' notice if you change your mind and want/need to bring your child after all on your day.

You are still responsible for paying all fees for your contracted days regardless of whether you come or not. We do not accept drop-ins for the purpose of earning a little extra income; rather we do it as a service to all of our parents, which may possibly include you if you would ever need/want childcare on an unscheduled day. Your 48-hour notice is not only put into place because we may schedule a drop-in on your day, but this will give PHC time to adjust our menus and activities accordingly. For example, we may plan a Field Trip if your child is not coming because we will have a smaller, more manageable group. 48 hours would give PHC ample notice to reschedule this activity should you decide to bring your child after all.

You are required to inform us if you are at any other location than what is listed on your Enrollment Record and to provide a telephone number for that place.

You are required to notify us by 8:00 a.m. if your child will not be coming for the day or if you will be late in arriving. Consistent disregard of these considerations may be cause for termination.

If you arrive after 9:30 a.m. you should not expect a curriculum to be retaught. If we must wait for your child to begin our activities, then we would be too rushed and that wouldn't be fair to us, or any of the other children.

Children who arrive after **11:00 am** will **NOT** be permitted into the building.

### **OPEN DOOR POLICY**

We maintain an open-door policy for parents. This means that you are always welcome to call or drop in to see your children at any time during regular childcare hours. Please contact the front office to schedule a time if you desire to sit in on or observe a class so that we can make the proper accommodations. Open door policy does NOT mean that our door will be kept unlocked. We believe that it is extremely important to keep the doors locked in the safety of the children, and it is also a requirement. We do not want unwanted or unexpected visitors to enter without our permission or knowledge. Your child's safety is our first priority. We 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.

### **LATE FEES**

You are scheduled for childcare for the hours listed in your Contract and Rate Agreement. If you pick up after these times, you will be charged a late fee. (Examples: Our normal business hours end at 5:00 pm your late fees will begin at 5:01 p.m.) The late fees will be as follows: we will charge an overtime rate of \$1.00 per child per every 1 minute that you are late. Calling to inform us that you will be unavoidably late does not waive your late fees. This is to assure that children are picked up on time to protect both parties. Late drop off does not constitute late pick up. Payment is expected, at the time of next tuition payment. These rules will be strictly enforced, and your habitual tardiness may result in termination of services.

It is your responsibility to have your child picked up on time. If you know you will be unavoidably late, it is your responsibility to have an authorized alternate person pick up your child. Bad traffic or weather (except in extreme situations) will not be an accepted late excuse and you will be billed accordingly. Please remember that it is your responsibility to allow ample time to get here to pick up your child on time. In cases of extreme bad weather, a phone call from you would be expected to let us know that you are on your way. We would not want you to put yourself in danger in rushing to our facility to be on time. Job-related lateness will not be excused for any reason. Continued late pick-ups will mean breach of contract and you will forfeit your child's position in the childcare.

### **ARRIVALS & DEPARTURES**

Children are to arrive clean. It is normal for some children to have difficulty separating from parents, or cry when being dropped off. Please be very brief (no more than 5 minutes is sufficient) during drop-off times; the longer you prolong the departure the harder it gets. A smile, cheerful good-bye kiss, and a reassuring word that you will be back are all that is needed. In our experience, children are nearly always quick to get involved in play or activities as soon as parents are gone. Please be very brief at pick-up times also. This is a time of testing when two different authority figures are present (the parent and the provider), and all the children will test to see if the rules still apply. An early arrival to pick up your child does not mean you may stay until the close of business. If you'd like to stay and visit, please arrange this with us beforehand. But typically, pick-up time needs to be kept brief.

When picking children up at the end of the day, you are asked to always come to the front door unless otherwise stated. This is for everyone's safety.

We will always send your child facility with clean diaper and clothes, and we would appreciate the same consideration when you drop off.

During arrivals and departures, we expect you to back up our rules (see House Rules), but if you do not, we will remind your child that their behavior is inappropriate and take action to correct, if needed. Please be in control of your child during these times.

We prefer that there are no pick-ups or drop offs during the designated daily quiet time, but if it is necessary please be as quiet and brief as possible. Children who arrive during quiet time will be expected to remain quiet (they may play/read quietly) until quiet time is over, so that others will not be disrupted from their naps.

Drop-off and pick-up times are not good times to discuss problems and concerns. Little ears and minds hear and understand everything. We are not comfortable discussing children in the presence of anyone except their parents. Topics that concern day-to-day events, or light-hearted discussion are fine.

Our normal procedure is to release the child only to his/her parents or someone else the parents designate. If someone other than the parent is to pick up the child, please notify us ahead of time. A verbal notice is fine on that day if this person is on the list of people who are authorized to pick up your child. If the person is NOT on that list, we MUST have written permission to release your child. Please inform emergency contacts, or people designated to pick up your child, that if we do not know them, we would need to ask for photo identification. We do not mean to offend them. This is simply a measure taken for your child's protection. We will not let a child leave without a parent's verbal permission even if that person is listed as one of your designated pickup people.

### **SIGNING IN & OUT**

We are required to have all parents sign in and out for pick-ups and drop offs each day. A sign in/out sheet, pen, and a clock are located by the door for your convenience. This gives us a written record of the child's attendance, hours, and the person who brought/picked up the child each day.

### **ABSENCES**

There will be no refunds or adjustments made to your childcare fee for your time missed due to illness, holidays, or days off. A place has been reserved for each child that cannot be filled on a short-term basis.

### **HOLIDAYS & VACATIONS**

This facility will be closed on the following holidays:

New Year's Day  
MLK Day  
President's Day  
Memorial Day  
Juneteenth  
4<sup>th</sup> of July  
Labor Day  
Columbus / Indigenous People Day  
Veteran's Day  
Thanksgiving  
Christmas Eve  
Christmas Day

We reserve the right to change this at any time and will give proper notification 2 weeks prior.

You may take one-week unpaid vacation per year, providing that I receive a minimum of 2 week's advance notice in writing. NO EXCEPTIONS! Payment will be required for any other time off that is taken. One-weeks' vacation will be equal to the same number of days you are contracted with me for childcare services. Example: if your child attends childcare on only Wednesdays and Thursdays, you will receive two free vacation days per calendar year. If you would prefer to use your one-weeks' vacation as separate days that would be acceptable, but I also require a two-week's written notice. NO EXCEPTIONS! No vacation days will be allotted during the first three months of childcare services. Any vacation days not used within your one-year period will be forfeited. Vacation days may not be applied to your final two weeks of childcare, nor may they be applied to any outstanding childcare debts you may owe such as late pick up or late payment fees, etc. You

may not use any of your vacation days for days when your child is in attendance. I will keep a record in your folder of your vacation days used; however, it will not be our responsibility to remind you that you have so many days left that you may use before the end of the year.

### **PERSONAL BELONGINGS**

No toys should be brought to the facility. Little ones have a difficult time, sharing with others, and it is even harder with their own special toys. Exceptions being their blanket for nap time, which will be put up until naptime, and Show and Tell and other special activity days. We are not responsible for any loss or breakage of your child's personal items. All personal items must be clearly marked with the child's name.

### **SUPPLIES**

You are responsible for supplying formula, wipes, diapers, a full change of clothing (including socks and underwear) appropriate for the weather, and any other supplies that your child may need. You may bring a whole package of diapers to be stored in the changing table (we will let you know when your supply runs low). You are required to supply a blanket for your child to be kept at the childcare facility. All blankets and bedding will be laundered every Friday. Good clothing is not recommended. Soiled clothing will be washed at the facility. If your child requires a special laundry detergent, you are required to provide that to the facility. If there is a special occasion that calls for special clothing (a visit or party right after childcare or a trip to the photographer), please send the special clothing with your child and we will help them clean up and get dressed prior to your arrival. You will be required to bring bathing suits to be kept at the childcare facility in the summer. We will request certain items for certain times of the year such as boots or snowsuits. All items need to be labeled with your child's initials. You must always maintain these items. Failure to do so is grounds for termination. Please keep in mind that if you do not bring a needed item, it may prevent all the children from going outside. If it becomes necessary for us to purchase supplies and/or requested items for your child(ren), you will be billed on your next tuition due date.

**DIAPER FEE – \$15.00**

**WIPE FEE – \$6.00**

**FORMULA FEE - \$20.00**

**CLOTHING FEE - \$20.00**

### **DAILY SCHEDULE**

Young children, toddlers and babies enjoy a structured schedule that allows for flexibility. A schedule helps the day to flow more smoothly, allows the children to anticipate coming events, and aids in achieving a variety of goals. We will adhere to our written schedule and curriculum to the best of our ability, keeping in mind that anything can happen when children are involved. There will be times when we have to make adjustments to the schedule. We would appreciate it if you consider our schedule when picking up or dropping off your children. It is better if arrivals and departures do not occur during quiet time, but when they do, please take note of the fact that children may be sleeping. Come and go as quietly and quickly as possible. Children who arrive during quiet time will be expected to rest or play quietly until the rest period is over.

### **MEALS**

We are participants in the Food Program. Nutritious meals will be served to all children ages 12 months and up who are enrolled in this program at no extra cost to you. We have set mealtimes depending on whether or not school is in session and also the hours of the children in current attendance. Lunch menus for the week are posted at the front door; and all menus are available for you to look at per your request. You are responsible for feeding your child if he/she will arrive at childcare after a mealtime. NO EXCEPTIONS.

Infants, will receive pre-made bottles prepared at home prior to arrival. Infants are always fed on demand. Written feeding instructions are required from parents of infants including type of food and/or formula, amount of food and/or formula, and feeding times.

Except for special occasions and when requested, please do not send any food, drink (this includes a morning sippy cup), or candy with your child. We believe mealtime should be a pleasant time;

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therefore, children are always offered food but are not forced to eat it. We do encourage each child to try one or two bites of everything, and they must eat a little of everything before given seconds of anything. Sometimes they are surprised by what they like! If a child refuses to eat their meal, there will be no food served until the next designated meal/snack time. We will not administer a modified diet to your child unless there is documentation of food allergies, and medical request.

### **CLEANLINESS & HYGIENE**

We do our best to maintain strict cleanliness and hygiene standards. Children's hands are washed before and after meals and after toileting. We use paper towels for drying hands, so children do not have to use the same towel. If parents provide a toothbrush and toothpaste, teeth will be brushed, as well. We wash our hands frequently and use antibacterial gel. Infants sleep in separate cribs or pack and plays, with clean sheets used only by them. Beginning at about age 2, washable nap mats are used. Each child has a separate nap mat, with sheets, blankets and pillows that are washed weekly (unless soiled, then they are washed as often as necessary).

Children use separate cups, plates, bowls and eating utensils that have been washed in the dishwasher and dried on the heat setting. Highchair trays, tables, etc. are disinfected with a bleach water solution after each use.

Due to COVID-19 we are taking extra precautions to further disinfect and sanitize our center consistently. Sanitizer stations have been placed in all rooms, toys will be sanitized daily, changing stations will be disinfected after each use, and a professional cleaning company has been contracted to come once a month.

### **TOILET TRAINING**

Toilet training will be done in a relaxed manner with the cooperation of the family. If potty training is begun when your child is ready, the task is easy and quick. If a parent undertakes the task of potty training when they want it to happen, the task is arduous and painful for all concerned. Thirty months of age is a good rule of thumb to start checking for signs of readiness. When we agree that the time is right for your child and until he/she is totally successful in his/her toileting, he/she should wear clothes that promote their independence. In addition, your child must have two complete changes of clothes (don't forget the socks!) The best items are shorts and pants with elastic waists, or dresses. Try to avoid really tight clothing, pants with snaps and zippers and belts, overalls, and onesies. These are difficult for children to remove "in a hurry". Do not bring your child in panties or underwear until he/she has naptime and bedtime control established.

We ask that you begin toilet training at facility during a weekend or vacation. We will follow through and encourage your child while in our care. When a child is ready, the process should go quickly. If your child does not have immediate success, he/she will be put back into pull-ups, and after a respite, the process will be attempted again. The child must always be kept in pull-ups or 5-ply training pants. Putting a child in diapers part time, and training pants part time, can be confusing and delay the training process. Please keep in mind that the activity level here can distract your child from responding to an urge to use the potty, more so than at your facility. Therefore, we will continue to use diapers or pull-ups until your child can and will announce that he/she must use the bathroom (not just at facility, but here, as well) and can control his/her bladder and bowels for a few minutes beyond that announcement.

Your child's readiness is something we can discuss because consistency between our facilities will be especially important. This is a special time for your child, a sign that he/she is growing up. Toilet training should be a good experience.

### **NAPS & QUIET TIME**

All children are required to lie down for a rest period in the afternoon. All children must nap, rest, read or play quietly during this period. Rest time gives everyone a much-needed break during the day. Without rest time, some children are argumentative in the afternoon, short-tempered with others, and not happy when they go facility in the evening.



notes, and do activity planning. We provide nap mats and child-sized blankets. If your child has a special blanket or stuffed animal that he/she sleeps with, please send it along. We would ask that you please avoid picking up or dropping off your child during naptime, as it disturbs the other children's rest period.

Infants nap at varying times and their schedules will be accommodated. Somewhere between 12 and 18 months, children usually drop down to one nap per day. At this time, we will attempt to put them on the scheduled nap/rest period.

### **ACTIVITIES & CURRICULUM**

The main goal of this childcare is to have fun, improve social skills, and encourage creative expression. We will utilize a variety of activities to accomplish this goal. Free play, reading, arts and crafts, music/singing, dancing, dramatic play/pretend, puzzles, and educational TV/videos are just some of the activities we will be doing.

We offer an extensive curriculum to all of our children. Some of the activities include arts & crafts, music, math, science, stories, games, as well as letter, shape, color, and number recognition in a monthly theme format. Some of the projects will be taken facility to share with the family and others will be ones that you can ask about. The monthly activity schedule is posted on the bulletin board by the front door. The goal of preschool is to have fun and provide a little extra learning stimulation for the older children. It will not be a rigorous academic program as young children still learn best from participating in and observing the environment around them.

Music helps to develop young brains and will play a strong role in day-to-day activities. We may have special music activities and may also play music during other activities, for example, during arts and crafts or mealtimes.

### **PARENTAL INVOLVEMENT**

There will be times and ways you can get involved in your child's childcare experience. You are welcomed and encouraged to participate in any or all of these. Some examples of ways to be involved include:

- Chaperoning on field trips
- Lending objects for units of study
- Coming and talking about your job, when asked
- Helping your child at facility with the concepts we are studying here (see monthly newsletter)
- Helping your child prepare for "Show and Tell"
- Helping to provide treats or other items for our parties

### **BIRTHDAYS & PARTIES**

Each child's birthday is his/her "Special Day." If you feel you must purchase a personal gift for the birthday child, we ask that you give this outside of the childcare facility. It will be your responsibility to provide a cake, cupcakes, or treats for your child's special day. We will also have holiday parties occasionally throughout the year. Signup sheets will be posted at the front door for your assistance with these days as needed on a voluntary basis. At Christmas time, parents are asked to purchase and wrap a toy or book gift to be presented to the children at our Christmas party. This item will remain in the childcare facility for continued year-round use by all of the children.

### **FACILITY RULES**

Please respect our profession, our staff, and facility. The respect that you show us, including our facility, furnishings, equipment, yard, and other children will communicate itself to your child and will make for a better working relationship. There are certain facility rules that all children will be taught and expected to follow. In addition, although we realize that we must expect a certain amount of wear and tear where children are concerned, we do not want to have our facility "demolished".

The following rules are enforced for the safety and wellbeing of everyone. There will be no running permitted in the facility. Hitting, pushing, biting, grabbing, kicking, spitting, or pinching other children/infants/adults will NOT be allowed. No standing or climbing on chairs, tables, or inside equipment. There will be no use of obscene, derogatory or disrespectful language. Children may not

walk around the facility with food, cups or bottles. Children are not permitted to lift and/or carry other children while in our facility or on our property. Respectful treatment of other people and all property, toys, and furniture is expected. Willful destruction of property will be charged to the parent at the cost to replace the item. Toys are meant to be played with, and if they break it is most likely from wear and tear. Unless a child deliberately takes a toy and breaks it, you or your child will not be held accountable. Please support us in the enforcement of these rules, in order to create a better environment for all.

**No smoking is permitted on the premises.**

- **DUE TO COVID PARENTS ARE ONLY ALLOWED AT THE FRONT COUNTER AT THIS TIME.**

### **INDOOR & OUTDOOR PLAY**

**Indoor play:** We provide a variety of age-appropriate toys for indoor play. Toys may be rotated or placed temporarily out of use so that the children do not become bored. Younger children have less-developed organizational skills and can get easily frustrated or upset when there are too many toys to choose from. It is also more difficult for them to help with clean up, when there are toys everywhere, because it is so overwhelming to them. For this reason, during free play times, each child may select one or two things at a time to play with. They will be shown how to put those things away before selecting something else.

**Outdoor play:** We will be playing outdoors every day that weather permits. Please make sure that your child is always appropriately dressed for outdoor play. Our activities will include the playground (swings, slide, teeter totter), water play (sprinkler or wading pool in summer), bike/toy riding, sandbox, and more. During spring and fall, our outdoor play will probably range from 20 - 45 minutes, and in the summer, it may be two hours or more long (maybe not all at once).

### **DISCIPLINE**

Our philosophy is that you use discipline to teach a child. We achieve this through love, consistency, and firmness. We stress two main patterns of behavior: respect for other people and respect for property. The children are explained the rules of the childcare facility frequently, so they are all familiar with the guidelines.

Please keep in mind that there WILL be disagreements between children. Young children, especially, who are not adept at communication; have a hard time expressing their feelings. Sometimes they hit or throw toys, etc. Although teaching children appropriate behavior is what we will be doing, remember that this behavior is normal in most cases.

The following methods of discipline will be used:

- Encourage children to solve problems themselves
- Intervention and discussion
- Re-direction to another play area
- Loss of privileges
- Time out

If we feel there is a chronic behavioral issue that needs attention, we will let you know so that we are all handling it in the same way and your child has continuity in discipline between our facilities. These types of behaviors might include such things as biting, use of bad words, chronic hitting, etc. Together, we will try to find a solution. You may be called to remove your child if his/her behavior prevents us from being able to properly care for the other children. If the problem continues, other arrangements for the care of the child will have to be made, for the safety and wellbeing of all.

Under NO CIRCUMSTANCES will there be any spanking, physical abuse, verbal abuse, name-calling or isolation used. Neither food nor sleep will ever be withheld from children as a means of punishment.

As a childcare provider, I have a responsibility by law to recognize and report any evidence of child abuse--physical or emotional or neglect. This is strictly for the benefit of your child.

## ILLNESS POLICY

Under no circumstances will parents be allowed to bring a sick child to our facility. Sick children expose other children, as well as our staff, to the spread of their illness and require additional care and attention that we are unable to give. Moreover, sick children want care from their parents in the comfort of their own facilities. If other children become ill due to exposure to your sick child, either because he/she was returned to child care before full recovery or because he/she was not picked up promptly upon notice of becoming ill, other parents will be unnecessarily inconvenienced. If our staff become ill due to exposure to a sick child, all of the children may need to arrange alternate care. Because this is disruptive to other children and their families, your cooperation on this issue is extremely important.

The following illness policies will be strictly enforced, for the health, wellbeing and safety of all concerned.

## SYMPTOMS REQUIRING REMOVAL OF CHILD FROM CHILD CARE

- Fever: Fever is defined as having a temperature over 98.6°F taken under the arm, over 99.5°F taken orally, or over 100.4°F taken rectally. A child needs to be fever free for a minimum of 24 hours before returning to childcare; that means the child is fever free without the aid of Tylenol or any other fever reducing substance. ***Due to COVID-19 your child MUST also test negative for COVID before being able to return to the facility.***
- Diarrhea: runny or watery stools, or 2 or more loose stools within last 4 hours.
  - o As for infants with fevers and/or diarrhea and as it pertains to teething, we will only accept a child with these symptoms back into care after the child has seen a doctor and a note is sent from the doctor stating that these symptoms are due to teething.
- Vomiting
- Runny nose: Your child may be brought to care if he/she has a common cold (slight cough, clear runny nose, occasional sneezing). Discharge of any color other than clear is not acceptable in childcare.
- Runny and/or Crusty Eyes: Watery, matted, and/or red/pink eyes are not acceptable in childcare.
- Unexplained Rash
- Excessive Crankiness: Child is irritable, excessive whining or crying, wants constantly held, or requires more attention than I can provide without jeopardizing the health, safety, or wellbeing of the other children in our care.

Your child will not be accepted into childcare if he/she has had any of the above symptoms within the last 24 hours. A sick child should be allowed to recover fully after an illness so that other children in the group do not risk exposure and so that the child is able to fully participate in childcare activities. If you are unable to remain at facility with your sick child, it will be necessary for you to make substitute childcare arrangements at your own expense. If your child becomes ill while in our care, we will notify you immediately. You are required to pick up your child within 60 minutes of notification. If you cannot be reached, then your emergency contact will be called.

If your child is out ill regular fees still apply. We reserve the right to determine when a child should be sent home due to illness. Children may return to care 24 hours after symptoms of illness end or with written authorization from your doctor stating the name of illness and when child may return to group care. Please notify us as soon as possible when your child becomes ill so that we may notify the other parents.

If your child is thought to have a communicable disease, you will be notified and asked to pick him/her up. He/she will be isolated from the other children and given special attention and comfort

until you arrive. Your child will be accepted back into care when no longer contagious. All other parents will be notified of the possibility of a communicable disease and what symptoms to watch for.

If someone in our staff has any of the above symptoms, we will call you the previous day, or as soon as we are aware of the situation, so that you may determine whether or not you want your child exposed to such symptoms. However, we reserve the right to ask you to make other arrangements if I feel the illness(es) in our family will hinder the quality of care for your child. However, absences by your choice qualify as you're sick or absent days and are to be paid as stated above.

Many times, the childcare may get blamed for the illness of a child, meaning that we have "allowed" sick children to come here. Parents may not stop to think that when sick children are brought to our facility, our entire staff is also at risk of exposure. How would you feel if another parent brought their sick child and exposed your child? We will always respect your need to be at work. We ask, however, that when deciding if your child should be at facility, you give consideration to the other children. Ask yourself how you would feel if another child were as ill as your child. Would you want your well child exposed to these symptoms?

Further, there are times when a child is not that ill, but is terribly uncomfortable, and really needs some "one on one". At those times we strongly urge you to consider keeping your child at facility. If your child is unable to participate in the normal activities of the daily schedule, then your child must stay facility.

### **MEDICATIONS**

Both nonprescription and prescription medications, ointments, and creams can be given to your child if needed. Parents are required to fill out the proper forms and to supply all medications in their original containers. All written instructions shall be valid for six months unless a shorter time period is designated by the physician, dentist, or parent. These must be labeled with the child's name. **NO EXCEPTIONS!** We may not exceed the manufacturer's recommended dosage unless with written physician's instructions when administering nonprescription medication. We may not administer nonprescription oral medication for longer than 3 consecutive days. We may not administer nonprescription topical ointments, creams, or lotions for longer than 14 consecutive days when used for skin irritations. We are required to keep 6 bottles of Syrup of Ipecac in our First Aid Kit. We may administer this only when following verbal instructions of the poison control center or a licensed physician.

### **MEDICAL EMERGENCIES**

In case of EMERGENCY, we will administer the necessary first aid. The Maysville Police Department or Paramedic Unit will be called, and your child will be transported to the hospital designated on your Emergency Transportation Authorization form. **YOU WILL BE NOTIFIED IMMEDIATELY.** If an ambulance is called to transport your child, the cost of the ambulance will be your responsibility.

We are prepared with emergency caregivers in cases of unplanned absences of short duration caused by unanticipated circumstances such as illness or accident. You will be notified when an emergency caregiver will be used. If an emergency caregiver cannot be located, you may be requested to pick up your children.

You are responsible for all costs involved in emergency medical treatment, including emergency transportation, if required. The owner of **Precious Hands Childcare**, or our staff will not be held liable for any sickness/injury of either parent/guardian or child while on these premises, or while the child is in the company of the yourself during field trips or outings.

### **FIRE SAFETY**

We have a written fire evacuation plan and practice a fire drill with the children at least once each month. In addition, we incorporate fire safety curriculum into our program occasionally. Our facility is inspected regularly for fire safety. We also keep a written tornado plan.

### **FIELD TRIPS**

Occasionally, we may have the opportunity to take a field trip. All children will be placed in safety-approved car seats as required by State laws. You may be requested to provide a car seat for the day and/or pay any fees associated with the trip. You will be required to sign a permission slip that we will carry with us. We also carry copies of the emergency forms with a picture of each child attached. In the event of an emergency away from the childcare facility, your child will be cared for and you will be notified. It is not required that your child attends the field trip, but it will be your responsibility to find and pay for alternate care if you do not wish for them to attend. You will still be required to pay your regular childcare fees.

### **TERMINATION POLICY**

We reserve the right to terminate for the following reasons (but not limited to):

- Failure to pay
- Failure to complete the required forms
- Lack of parental cooperation
- Failure of child to adjust to the childcare after a reasonable amount of time
- Physical or verbal abuse of any person or property
- Our inability to meet the child's needs
- Lack of compliance with handbook regulations
- Serious illness of child or provider
- False information given by parent either verbally or in writing

We appreciate as much advance notice as possible when terminating and will give the same courtesy in return. You are required to give two-week's written notice when you decide to terminate childcare. The two weeks will be paid in full, regardless of whether your child is in attendance.

We will give two-week's written notice of termination for which full tuition is due, whether your child is in attendance. We reserve the right to give written notice of immediate termination where there are extreme circumstances that affect the wellbeing of our staff or other children in attendance. In this situation, the two-week's payment of tuition is still required. Termination notice will not be accepted while provider or parents are on vacation. You may pay two-week's fees in lieu of two-week's notice.

### **REVISIONS TO HANDBOOK AND CONTRACT**

There will be a yearly revision to this handbook and the accompanying contract. All families will sign a new contract each year. We reserve the right to make changes in rates and policies, as we deem necessary. You will be notified, in writing, of any changes that may occur. Every attempt will be made to give at least two-week's notice of changes