

Love And Grace Llc Family Daycare

PARENT HANDBOOK

The following is a list of rules and regulations governing our child care agreement. Please read this handbook thoroughly as it contains many important policies and procedures that pertain to the care of your child. If you have any questions or need clarification, please ask prior to signing. The contents of this contract and all forms required for enrollment are non-negotiable.

ENROLLMENT PROCEDURES

All necessary forms must be completed and returned to me before I will assume the responsibility of caring for your child. All forms must be updated at least every year, sometimes sooner according to need. Please inform me immediately of any changes.

Listed below you will find the list of forms that you will need to return to LOVE AND GRACE LLC Family Daycare before or on your child's 1st day.

- *Receipt of Parent Handbook
- *Enrollment Contract
- *About Your Child
- *Information Card
- *Permission Form
- *Receipt of Health Exclusion Policy
- *Receipt of Billing Policy
- *POC Plus contract *if applicable*
- *Recent Health Appraisal/Physical

AGES SERVED

The ages of the children I serve are 6 weeks up to 12 years old.

COMMUNICATION

You will receive important information via Love And Grace LLC and/or at the Parent Communication area. It is your responsibility to check for updates, changes, notices etc. It is imperative that during Sign-in and Sign-out you check for any letters or notices hanging with your Child's name.

DAYS AND HOURS OF OPERATION

LOVE AND GRACE LLC has the Hours of operation of M-F 11:00 p.m. – 3 p.m.

These hours are available for care of children but are not the hours that are allotted to the client for child care. The client's allotted time is listed in your enrollment contract.

ATTENDANCE

- No child will be accepted earlier or later than the scheduled hours of care unless prior arrangements have been made and agreed upon by the provider. Late arrivals do not allow for late pickups and scheduled missed days cannot be switched for unscheduled days.
- Absences / early departures do not change your contracted rate or days.
- LOVE AND GRACE LLC is open year-round, except for the holidays, days and vacations as stipulated in this contract, the Calendar and in the Parent Handbook.
- The client will notify the provider two (2) weeks in advance and in writing of any changes such as working hours, changes in employment, changes in residence etc. so that the child's files will always be updated and current
-
- You are contracted for the contracted days and times only. Any day outside of your contracted schedule, if approved will be billed at an additional \$40 for that day.

DROP OFF TIME

The drop-off time is 11:00 pm- 12:00 am or 6:30am - 9:30am.

SERVICES

Full-Time: Full-time care is defined as 4 or 5 days a week with a maximum of ten (10) hours per day and a maximum of fifty (50) hours a week.

Part-Time: Part-time is defined as three (3) or less days a week, a maximum of thirty (30) hours per week and a maximum of ten (10) hours per day. Time beyond this will be charged the full-time rate for that week.

Before & Aftercare: Before & aftercare is defined as five (5) or less days a week for kids in kindergarten - 12yrs of age, for a maximum of 20 hours per week and a maximum of four (4) hours per day. If your child will attend full-time during summer break, your rate will be the same as Full-Time rate during those weeks. If your child will attend for a school closing, you will be billed \$40 for that day. If your child will attend for a full week during a school closure, you will be billed for the Full-Time weekly rate.

SIGN-IN/ SIGN-OUT

You are required to sign your child in and out each day via SIGN-IN AND OUT SHEET located at the parent communication area.

ABSENCES / LATE ARRIVALS

If your child will be absent please call or text (262) 504-9450 to let me know. This will help us plan our day and is especially helpful in planning meals. Your child's absence will **NOT** reduce your weekly fee. Habitual no call no show's will be terminated.

NO CALL / NO SHOW

If your child is absent and I have not received a call or text by 9:30am I will send you a text message asking if your child will be attending for the day. After 2 consecutive no call no show's with no response to my texts, it will be assumed that your child will no longer be attending LOVE AND GRACE LLC and your Child's spot will be terminated. POC parents will receive a 5 day termination letter E-mailed as required by DSS. You are still responsible for your weekly fee and any unpaid POC balances will get reported to DSS.

AUTHORIZED PICK-UP PERSON

In the event that you use a backup person to pick up your child, please call me in advance and instruct this person to show me their photo ID upon arrival.

HOLIDAYS

LOVE AND GRACE LLC is closed on major holidays. The following are observed holidays:

- *New Year's Day
- *Memorial Day
- *July 4th
- *Labor Day
- *Thanksgiving Day
- *Day after Thanksgiving
- *Christmas Eve
- *Christmas Day
- *New Year's Eve

Please arrange for back-up care if needed. These are paid holidays and your fee will not reduce during daycare closure. Depending on the day of the week that certain holidays fall, I may close the day before or the day after. If any normally observed holiday is on Saturday or Sunday, I will take off the Friday before or the Monday after. Generally, this would be the same day that most businesses observe. In the event of an emergency and I must leave, my substitute will take over. In the event this happens, I will do my best to let everyone know that I will be absent for a short period of time and who will be in my place.

BILLING

Because services are PREPAID, your **full weeks tuition is due at drop off on your child's 1st day** regardless of the day you choose to start your child. This covers that weeks services. All future payments will be due starting that Friday and every Friday thereafter.

Your contracted rates are for a maximum of 10 hours a day for full time and 4 hours a day for before and aftercare. Any time over those hours will be billed \$10/hr in 1 hour increments.

You may pay your tuition by cash, credit/debit, paypal or cash app

Payments must be made on each Friday by 6:00 p.m. If payment is not received by 6:00 p.m., this will result in a late fee. Suspension will occur the following Tuesday if fees are not paid in full. Continuing to pay your tuition late will result in termination of your contract and you will lose your spot at (LOVE AND GRACE LLC). * POC parents will receive a 5 day termination notice the following Tuesday of due date if balance is not paid in full. Please see Billing Policy for complete details.

LATE FEES

Late pick-up fees are \$10 for the first ten minutes past 3:00 PM and \$1 each additional minute late past 3:10 pm.

ENROLLMENT FEE / HOLDING FEE

Before your child is admitted into LOVE AND GRACE LLC a NON-Refundable Enrollment fee of \$25 must be paid.

A NON-refundable deposit of \$75 will need to be paid to hold a child's spot that will not start by that upcoming Monday after submitting an application and paying your enrollment fee. The deposit will hold your child's spot for up to 2 weeks. After 2 weeks, your full tuition rate is required to continue to hold your child's spot. The holding fee does NOT go towards your tuition.

MEALTIMES

Breakfast 7:30 a.m.

Morning Snack 9:45 a.m.

Lunch 11:15 p.m.

Afternoon Snack 2:30 p.m.

These times are approximate.

Breakfast example: 1/2c whole milk, 1/2 c apple sauce, 1/4c cheerios

Lunch example: 1/2c whole milk, 1/4c green beans, 1oz chicken breast, 1/4c macaroni pasta & 1/4c apple juice

Snack example: 1/2c grape juice, 1/2c peaches

All meals are nutritious and are served according to federal nutrition guidelines. Children are never expected to clean their plate, but are asked to try everything just once. If your child has any allergies please let me know. If your child has a special diet, you will need to provide food for your child.

INFANT FORMULA, BABY FOOD & SPECIAL DIETS

Infant formula, baby food & special diet meals will be provided by you. If your child is taking breast milk, there are a few extra steps that you will need to follow.

*Please make sure your child has made the transition to a bottle prior to their first day.

*Send more than enough breast milk for us each day.

*All breast milk should come in tightly sealed bottles.

*All breast milk/supple bottles will be sent home with you each evening.

BREAKING THE BOTTLE HABIT

I attempt to have children off the bottle around 15 months as recommended by pediatricians. If they can successfully drink from a cup they have no need for a bottle beyond this age. This helps to ensure healthy teeth and gums by not allowing them to continue to suck on a nipple when it is no longer needed. I encourage you to break the habit at home at the same time. Of course, you may have a few days (most likely nights) of hassle but it usually only last 2-3 days if you are consistent.

SAFETY

I will always provide a warm, loving and safe environment in which your child can explore, learn and experience many different things. Some features that help insure your child's safety are:

Inside:

- *Adequate ventilation throughout the home
- *No guns or firearms in the daycare
- *Gates are used on stairways when infants under 18 months are present
- *Fire extinguishers are maintained properly
- *Toys are age appropriate and in safe manner.
- *Electrical outlets are covered
- *Pens, pencils and office supplies are out of reach
- *Knives and scissors are kept out of reach
- *Cleaners and chemicals are out of reach
- *The hot water heater is regulated at 120 degrees
- *Medications are out of reach
- *A well-stocked first aid kit is kept near and expiration dates are observed.
- *Animals are child friendly and properly immunized and in good health
- *Provider is CPR and First Aid certified
- *Provider is Certified in Administration of Medication

Outside:

- Safe grassy areas to play
- *Playground free of splinters and harmful objects
- *Safety approved play equipment and toys
- *Yard routinely treated to prevent insects
- *Entire back yard is fenced and gate is locked
- *Children do not play outside unsupervised

EMERGENCIES

In the event of an emergency with your child, you will be called and if necessary the child will be transported by ambulance to the nearest hospital. You will be responsible for all medical treatment necessary for your child's well-being. This is not limited to emergency room care, ambulance visits and co-pays to your insurance company.

ACCIDENTS AND INJURIES

If your child becomes injured while in care, emergency action will be taken to protect your child from further harm and you will be notified.

*If your child receives a serious injury, you will be notified immediately and a accident/injury report will be completed and kept in your child's file.

*You will be notified of less serious accidents or injuries before your child is released at the end of the day.

*Parent/guardian signature will be required for documentation of notification of the accident/injury

MANDATED REPORTING

I am required to report suspected child maltreatment and abuse to an appropriate agency, such as child protective services, a law enforcement agency or a state's toll-free child abuse reporting hotline.

RELEASE OF CHILD

- *Your child will only be released to the people you authorized
- *Children are to be signed in and out daily on the attendance sheet or app.
- *Authorized people not known to (LOVE AND GRACE LLC) will be required to show a State issued ID.
- *Children will be released to only custodial parents unless previous arrangements have been made.
- *Court documents detailing custody arrangements are to be provided
- *If an authorized person appears intoxicated or under the influence of drugs or alcohol an emergency contact will be called. The police will be notified if the person departs with the child.

ILLNESS AND SICK CARE

The health and wellbeing of all children are of utmost importance. It is for the protection of the children that if you present your child with any of the conditions listed below they will not be admitted for care. Please read it carefully. If you have any questions or doubts regarding the

statements it contains, please discuss them with me now. If your child is unable to participate in the normal routine or needs more care than I can provide without neglecting the others in my care, the child must stay home.

There are a number of immunizations required by law before your child may attend childcare. Upon application for enrollment you will be asked to bring your child's immunization record. You will be informed of any immunizations that will be needed before your child starts childcare.

Children with minor illness may attend childcare at the provider's discretion.

COMMUNICABLE DISEASE POLICY / HEALTH EXCLUSION POLICY

By Law, you child will **NOT** be permitted to attend if they have any of these symptoms or illnesses until the proper time has passed or a Dr's note is obtained as shown below:

<ul style="list-style-type: none">• Temperature of 100°F or higher without medication even if there has not been a change in behavior. Cannot return for 48 hours after fever has resolved without medication.
<ul style="list-style-type: none">• Uncontrolled or Excessive coughing; Exp: coughing multiple times within 15-30 minutes. Cannot return until cough has been controlled and accompanied with doctors note.
<ul style="list-style-type: none">• Symptoms of possible severe illness, such as unusual tiredness, uncontrolled or excessive coughing, unexplained irritability, persistent crying, difficulty breathing, wheezing, or other unusual signs;
<ul style="list-style-type: none">• Diarrhea; two or more times of loose stool during the past 24 hours, OR One Loose stool if diarrhea is accompanied by fever, exclude for 48 hours after the symptoms end;
<ul style="list-style-type: none">• Blood in stools not due to change in diet, medication, or hard stools;
<ul style="list-style-type: none">• Vomiting; two or more times in the past 24 hours, or one time if accompanied by a fever until 48 hours after the symptoms end or until a health care provider determines the vomiting is not contagious and the child is not in danger of dehydration;
<ul style="list-style-type: none">• Ongoing stomach pain (more than two hours) or off-and-on pain due to a fever or other symptom;
<ul style="list-style-type: none">• Mouth sores with drooling; Cannot return until sores have completely healed and accompanied by a Doctor's note.
<ul style="list-style-type: none">• Rash with fever or behavior change;
<ul style="list-style-type: none">• Pink eye (with white or yellow eye discharge), until 24 hours after starting antibiotic treatment;
<ul style="list-style-type: none">• Scabies, until 24 hours after starting treatment;
<ul style="list-style-type: none">• Head lice, until 24 hours after starting treatment;
<ul style="list-style-type: none">• Tuberculosis, as directed by DPH;
<ul style="list-style-type: none">• Impetigo, until 24 hours after starting antibiotic treatment and sores are dry;
<ul style="list-style-type: none">• Strep throat, until 24 hours after starting antibiotic treatment;
<ul style="list-style-type: none">• Chickenpox, until all sores have crusted and are dry (usually six days);
<ul style="list-style-type: none">• Shingles, only if sores cannot be covered by clothing or a bandage; if not, exclude until sores have crusted and are dry;
<ul style="list-style-type: none">• Pertussis, until completing five days of antibiotic treatment;
<ul style="list-style-type: none">• Mumps, until five days after onset of glandular swelling;
<ul style="list-style-type: none">• Hepatitis A virus, until one week after onset of jaundice, or as directed by DPH;
<ul style="list-style-type: none">• Measles, until four days after arrival of rash;
<ul style="list-style-type: none">• Rubella, until seven days after arrival of rash;
<ul style="list-style-type: none">• Cold sores, until sores have completely healed.
<ul style="list-style-type: none">• Unspecified illness: if the child is unable to participate in activities or the facility cannot provide care for this child and the other children.

This is a ZERO tolerance policy. If you are required to have your child seen by a doctor, you must submit a signed note from their doctor before your child can return to child care. This is to ensure that a child does not return to childcare when he or she may be in danger of exposing someone else to an illness. Some contagious illnesses are no longer contagious after the child has been on medication for 24 hours. DO NOT attempt to cover up your Childs fever with Motrin or Tylenol so that they can receive care, as you will still get a call to immediately pick your child up as soon as I become aware of a fever of 100°F or higher. While having to take off work may be an inconvenience to you or your employer, it will be an even more inconvenience to everyone if I have to close for an unknown amount of time due to not following this policy. Habitual disregard of this policy will result in termination.

Children with a reportable communicable disease as listed on the Department of Public Health's website.(YOUR LOCAL DSS HEALTH EXCLUSION LIST WEBSITE LINK) will **NOT** be admitted for care unless written documentation from the child's health care provider states the child has been evaluated and presents no risk to the child or others or the Department of Public Health has advised me that the child presents no risk to others. If your child is exposed to a communicable disease while in care, you will be notified and given information on the symptoms of the disease.

POSITIVE BEHAVIOR MANAGEMENT

(LOVE AND GRACE LLC uses positive reinforcement and role modeling technique as a means to reinforce positive behavior. We encourage the use of re-direction and child-initiated dialogue as a means of settling issues. It is not the child, but the child's actions that are given the attention. The use of "time-out" is used sparingly and only in cases where the child has the ability to reflect on past behavior and make the appropriate changes. The length of time in a "time-out" will not exceed one minute per year of the child's age.

No child will be denied food as a form of punishment. No child will be punished for not using the toilet. No force-feeding, threatening or physically striking a child. No child will be punished in a cruel, humiliating or abusive manner.

In the event that a child's behavior poses a continual threat to him/herself or the rest of the children, a consultation with the parents to recommend appropriate support services that will aid the child. If issues do not resolve after a reasonable time, termination will occur.

TRANSPORTATION

Transportation to and from LOVE AND GRACE LLC can be provided.

MEDICATIONS

If your child is on medication and it must be administered at childcare, the medicine must be in the original container and labeled with the child's name, doctor, name of medicine, dosage and when it is to be taken. I will also have a form for you to sign giving me permission to administer the medication to your child. Medication will be given at the time or with the meal you specify and a written record kept. *Diaper rash cream & Sunscreen is a form of medication and will need a signed medication form.

DIAPERING

The diapering surface is waterproof and free of cracks. After use, the changing table is cleaned and sprayed with a bleach and water solution for disinfecting and cleaning. Soiled diapers and wipes are immediately thrown away. Hands of the child and caregiver are washed thoroughly and dried with a paper towel. Diapers are changed as needed and are checked often. Creams, ointments and powders are not routinely used. On occasions that these products are needed it will be discussed with parents before applying. We very seldom have a problem with diaper rash. Most cases occur because of the child having been on certain medications. **Cloth diapers are not permitted at LOVE AND GRACE LLC Family Daycare.**

HANDWASHING

Children's hands are washed before eating, after diapering or use of toilet, when coming in from outside, after coming in contact with a sick child and/ or runny nose, after completing messy crafts or projects.

Providers hands are washed before preparing food, feeding an infant or giving a bottle, before and after giving medication, after diapering or assisting a child using the toilet, after touching body secretions and hands are always dried with a single use paper towel.

REST TIME

Infants nap at varying times and their personal schedules take precedence. By the time a child reaches one year of age, they are generally into the same nap routine as the rest of the child care group. We have rest time each afternoon. No child is allowed to be excluded from rest time. Quiet activities are provided for those that wake early from rest time. Cots/mats are supplied for the children, as well as travel cribs for those that still require them. Blankets or sleep companions may be brought for rest time. If you arrive during rest time, please quietly enter and keep your child quiet on your way out as to not disturb the other children.

INFANT SLEEP ARRANGEMENTS

In order to reduce the likelihood of Sudden Infant Death Syndrome (SIDS) the following practices are used and required by the State Child Care Regulations:

- *Infants must sleep on their back
- *Soft mattresses, pillows, sofas and water beds are prohibited as sleep surfaces
- *Crib slats are no more than 2 3/8 inches apart
- *Mattresses are firm and tight-fitting, covered with a non-absorbent cleanable cover directly on top of the mattress or pad along with a tight-fitting sheet.
- *Blankets, comforters, quilts, pillows or stuffed animals are not allowed in crib
- *Swaddling requires written parent/guardian permission. Blankets are prohibited for swaddling when laying an infant down to sleep, however a swaddle-blanket sleeper may be used.
- *Infants shall sleep only in cribs, pack-n-plays and playpens.

SCREEN-TIME POLICY

Children are only permitted to watch TV with written parent/guardian permission, shows will be age appropriate, educational and fun. Video viewing will be limited to no more than one hour per day. Children will not be permitted to use gaming devices or my computer.

SUPPLIES NEEDED FOR YOUR CHILD

- *Bottles and/or pacifiers
- *Diapers / pull-ups & wipes
- *A COMPLETE change of clothing for each child (please label all clothing that will be kept in your child's bin)

PROPER ATTIRE

Child's play is messy. Your child will be painting, playing on the grass and various other activities. Please do not expect me to keep your child's clothes clean and free from stains. The children will participate in all activities regardless of their dress. Please remember to replace your child's clothing in their bins at least every 6 months to assure we have a garment that fits. Children do not wear shoes when inside the home. They must take them off and keep them in their bins along with their coats. This helps keep carpets clean and the floors more sanitary for crawling infants and children.

BOTTLES, DIAPERS AND TOILETRIES

For infants, you must furnish bottles. If your baby requires a special formula or must be on formula past one year of age, you must also provide that. I will coordinate with you when to start the child on solids.

TOYS AND PERSONAL ARTICLES FROM HOME

No toys should be brought from home. They create problems with sharing and well as broken hearts when that toys gets lost or broken. Small toys also create a hazard to our smaller children. I am NOT responsible for lost, broken or stolen objects that are brought from home.

VACATIONS

Each year I will take 1 week **paid** vacation. You will be notified at least 2 weeks in advance as to which weeks I will be closed. Child care payments are to be paid either before closure or online by the due date to not incur late fees. You are required to arrange back-up care during this time. If your child is absent due to a family vacation, please pay tuition prior to leaving or online by the due date to avoid late fees.

PROVIDER ILLNESS AND EMERGENCY TIME OFF

Please have back-up care available to you. I can never know when to expect an emergency or when I may become ill. The moment of notice I can give is never known. Please be prepared so less conflicts occur. You are not charged due to this type of closing. Your fee will be prorated.

POTTY TRAINING

I am willing to assist a child with potty training as long as you are actively doing so at home. Potty training must first begin at home. Only once your child has shown enough readiness and willingness, we will begin the training at daycare as well.

OUTSIDE PLAY

When weather permits, we will play outside. Please send appropriate clothing. When weather is below 32 degrees in the winter children will not play outside.

OPEN DOOR POLICY

Please feel free to drop in and check on your child, however keep in mind a child just adjusting to a new surrounding will want to leave with you when you pop in for a visit which may cause even more distress to your child. You are invited to call and check on your child. I may not always be able to get to the phone (i.e. diaper changing, bottle feeding) but will return your call as soon as possible.

TRIAL PERIOD

The first 2 weeks of your child's enrollment are on a trial basis. During those first 2 weeks either party may terminate this agreement at a moment's notice. After the initial 2 weeks, a 2-week written notice by either party is required to terminate this agreement unless there is a violation of this Parent Handbook or other required forms. ***See below***

TERMINATION

Self Pay Parents: If you decide to remove your child, I require a two-week written notice. You are required to pay for these 2 weeks. If I decide I can no longer provide care for your family I will also provide you with a two-week written notice.

If violation of this agreement occurs, you may be given immediate termination from LOVE AND GRACE LLC and all fees will be forfeited by you. Examples of why I would terminate your child's care include but are not limited to:

- *failure of parents to pay fee or are consistently late
- *failure to complete and sign the required forms
- *Lack of parental cooperation
- *Failure of child to adjust after a reasonable amount of time
- *My inability to meet the child's needs without additional staff
- *Gross misconduct on the part of the parent or child

POC Parents: If you decide to remove your child, I require a 5 day written notice. You are required to pay for that week. If I decide I can no longer provide care for your family I will also provide you with a 5 day written notice and you are still required to pay for that week.

Examples of why I would terminate your child's care include but are not limited to:

- *failure of parents to pay fee or are consistently late
- *failure to complete and sign the required forms
- *Lack of parental cooperation
- *Failure of child to adjust after a reasonable amount of time
- *My inability to meet the child's needs without additional staff
- *Gross misconduct on the part of the parent or child

GOALS

The primary goal of my daycare program is to provide a loving, safe and stimulating environment for your child while you are at work. It is important that we work together as partners and that we feel comfortable discussing your child's needs. I look forward to a long and rewarding friendship with your child and family. As a provider, I reserve the right to make changes in the child care environment without advance notice to parents, as long as any change remains within state licensing requirements and regulations. There may be updates to this parent handbook occasionally. I will give you a separate addendum as the deed arises. Communication is the key. Please feel free discussing your concerns with me.

Welcome to LOVE AND GRACE LLC FAMILY DAYCARE!!!