

ButterFlyLove Daycare Parent Handbook

I am a Professional Child Care Provider. My 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 my 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 ButterFlyLove Daycare you are paying for a specific slot. No discounts are given if your child does not come to care.

The policies listed below are set forth by the Child Care Provider 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

Daycare hours are Monday - Friday between 7AM AND 4:30PM.

There is an extra fee of \$1.00 per child per minute that your child is dropped off earlier than their contracted arrival time (without prior approval) and for children not picked up by their contracted pickup time. If you arrive late without a phone call, I might 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 pickup. 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 me to let me know someone other than you will be picking up your child is fine if that person has proper identification.

Verification of Legal Custody

I must have a copy of the court order recognizing the parent who has legal custody of the child, as well as visitation schedules. Otherwise I have no choice except to release the child to his/her parent.

Deposit

I will require a one week deposit for all families. This will be credited towards your last week of care when proper termination policy is followed. Deposit may otherwise be lost.

PLEASE NOTE: I will not start providing childcare nor will your opening with us be considered saved until this deposit is paid.

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 licencing regulations
- Client & General information forms
- Transportation, Photo and Swimming (summer only) release forms

PLEASE NOTE: All forms must be updated yearly.

Payment/ Late Fees

All payments must be received on the Friday before care. When Friday is a statutory holiday, fees are due on the Thursday before. If fees are not paid I will not watch your child, I will consider your spot to be open and I 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.

I 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. I also have a financial responsibility to my family. When fees are not received a \$10.00/per day charge will be applied to the amount owed. This charge will be in effect until all payments plus late charges are paid in full.

I will take all outstanding accounts to court and collections. Should it be necessary, parent/guardian is responsible for all court costs.

Checks: There will be a \$35.00 charge for all checks returned plus any additional charges incurred to myself and/or by the bank. Parents who have two or more returned checks will be required to pay by cash or money order.

Due to cost of living increases, monthly childcare fees might increase through the year. The weekly fees established in the Financial Agreement will be in effect until January of the following year. I reserve the right to change rates as needed.

Provider Holidays / Sick days

The following are paid days off: New Year's Day, Memorial day, 4th of July, Labor day, Thanksgiving Day and the Friday after, Christmas Eve, Christmas Day and the day after, New Year's Eve care will close at 12p.m.

NOTE: If one of these holidays falls on a Saturday or Sunday, I will take the previous Friday or following Monday off. I will let you know ahead of time which that will be.

I will receive two weeks paid vacation per year. I will provide at least a one month notice of the dates. I reserve the right to take additional days off without pay. I will also be allowed four paid sick days per year to use for myself and my family.

It is possible, but not guaranteed; that I can provide alternate care for any additional time off I take. This will be discussed at the necessary time. You will be responsible to find care for the paid two week vacation and needed sick days.

When I am providing an alternate child care provider in my home and you wish to make your own arrangements for child care you will not be reimbursed as the only way I can afford to provide an alternate is through the parent fees. If all parents agree to find their own alternate care, fees will not be collected for additional time off.

Parent Vacations

Please notify me at least 2 weeks in advance when you plan to take vacations. Each family is allowed one week of vacation for all days and hours your child is normally scheduled to be here at no charge. While you are on vacation I am still holding your child's space. If notice is given within less than 2 weeks you will be responsible for your full weekly rate. For all other days off regular rates will apply.

Arrival and Departures

Children are to arrive clean. I prefer that there are no pickups or drop offs during the designated daily quiet time so as not to disturb resting children. When necessary, arrangements should be made the day before.

Please walk with your child to the door at drop off to greet me. It is also important to make it quick and simple. This gives us both the opportunity to discuss any schedule changes for the day or anything else. At pick up, please do not let your child leave the house until you are leaving.

It helps your child tremendously if he or she is aware that you will be arriving early (or late) in that they come to expect regularity and thrive on it. Please keep me informed so I can in turn keep the child informed. Drop off and pickup times are not good times to discuss serious problems. Topics that concern day to day events or lighthearted discussion are fine. Feel free to schedule a meeting with me, email or call if you have anything you would like to discuss in length as I will do the same.

Cleanliness/Hygiene

I do my best to maintain 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, your child will 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.

Beginning at toddler age, washable nap cots are used. Each child has a separate nap cot with a blanket brought from home to be left at daycare. These are washed weekly (unless soiled, then they are washed as often as necessary). Toys are sanitized with a bleach solution once a week.

Child Abuse/Neglect

It is the law and also my responsibility as a childcare provider to report any and all abuse or neglect performed on a child. I 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, Formula
- Diapers
- A full change of clothing (weather appropriate)
- Any other supplies your child may need.

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.

The children are taught 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. I will let you know when I need more supplies for your child.

Toys

I provide a wide variety of playthings. I 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. Children often have a hard time sharing the toys they bring from home.

The ONLY exceptions to this policy are:

- One or two nap time blankets which will be left here and one extra lovey or stuffed animal to be used during Nap Time. This will be put up and ONLY used for the appropriate time.
- 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

I will provide a nutritious breakfast, lunch and snacks as well as milk with breakfast and lunch. At snack time or any other time of the day the children ask for a drink they will be given water. The meal schedule I follow is listed below. If the Child is here during those times, they will be served. All children will be served the same as everybody else for that day. Only exceptions are allergies to a certain food being served or older babies and younger toddlers. If the child will be arriving after mealtime please feed them before they arrive. Children whom are arriving after 8:00A.M must eat breakfast at home before arriving. The menu plan is posted on my website weekly. Meal hours are as follows:

- 7:15–8:00 A.M. Breakfast
- 9:30-10:00 A.M Snack
- 11:30-12:00 P.M. Lunch
- 3:00-3:30 P.M. Snack

If your child requires a special diet due to allergies, medications, age and/or cultural or religious please let me know in as soon as possible so I can work with you. On special occasions such as birthdays or holidays we may have treats such as cookies, cupcakes etc.

Child Illness

Under no circumstances should you bring your child to care when he/she is sick (fever of 100°f or higher, vomiting, diarrhea, 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. I have 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 you, a \$10.00 charge for every 15 minute period, or portion thereof, will be assessed. If I have to call a parent to pick up a child that has been dropped off for care too ill to participate, 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. I am responsible for the health and well-being of many children so I will closely follow health department regulations when it comes to illness. I 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 cannot 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 Permission to Administer Form. All medication must be in the original, labeled container.

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 to 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. I will not force your child to sleep but they must lie down quietly. Infants sleep in separate cribs/Play Pens. I will follow all guidelines related to SIDS meaning there will be no blankets, loveys, pillows etc. allowed in the sleeping area of infants. Infants will only be put on their backs unless I have in writing a specific request by the parent. Infants will be put down for naps as needed.

Older children will be allowed quiet activities such as coloring, reading, relaxing etc. Everybody takes at least 30 minutes to rest whether they sleep or not. This allows a bit of recharge time.

Damages

It is expected that your child be respectful of daycare property and furnishings. A certain amount of "wear and tear" is normal, but if your child intentionally damages my property through destructive behavior or roughness, you will be liable for 100% of the replacement costs. This reimbursement is due with your next weekly payment.

Potty Training

I 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. Before we start we need to have a discussion regarding potty training and I will have you sign a form as well. 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 might create a problem. I also require that each potty training child have 6 changes of training pants or pull ups. Extra changes of clothing are also necessary, including socks.

Behavioral Goals

While in my care only positive encouragement is enforced. Children will NOT be subject to spanking, hitting, kicking, restraint, or to verbal, emotional, or physical punishment. I believe the most effective ways of enforcing positive behaviors are: Praise, Respect, Re-Direction, and Positive Re-Enforcement. I try not to play "REF"; I try to 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 I am always available to listen and help, not to judge. My goal is to coach the children so they are able to negotiate, compromise, brainstorm and work it out together. I also use time outs. Sometimes a little break from the situation helps them to think and sort things out. They are given a time out for one minute per age of the child. We will talk about why and what can be done differently in the situation when the time out is over. An automatic time out is given for any hurt caused intentionally such as name calling, pushing, biting, kicking etc. We will talk about an apology and forgiveness.

If something of a more serious nature or a persistent behavior should occur that is of concern to me or a threat to the safety of others, I 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.

Field Trips

Children might participate in field trips at various times throughout the year. There can be additional fees with these activities. Notice of field trips will usually be given in the monthly newsletter. It is not necessary that your child attend these field trips, but you will be required to find alternate care for your child if he/she does not attend. Regular child care fees will still apply for field trip days, whether or not your child attends.

Open Door Policy

While your child is in my 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 me and the children, the doors are kept locked except for scheduled drop off and pick up times. Please feel free to drop in and check on your child. Keep in mind, however, that 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 I am alone with the children. Also, keep in mind there might be times when it is not possible for me to run to the phone (diaper changing, bottle feeding, etc.) If the phone goes unanswered, please do not become alarmed, simply leave me a voice mail and I will call you as soon as I am able.

Communication

Communication is very important to me. When I accept a new family into my home I like to be sure that we can share openly any concerns or questions that may arise. I 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. I grow to love each child very much and I am 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.

I welcome questions, feedback, and discussions of any kind that affect a positive outcome for the child. Sensitive issues will be discussed outside of regular hours either by email, phone or a scheduled conference. You may call me between 6:00 a.m. – 6:00 p.m. After hours, please leave a message and I will return your call the following day. I provide a monthly newsletter that will explain our monthly theme, some of the activities we are doing, events that will be happening, my 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/preschoolers will receive a daily email. Some typical things that you might 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 the website 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 me 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 Revisions

Revisions to policies and procedures, contracts and forms I make will be done with a minimum of 2 week notice, UNLESS it is a new regulation. If that is the case, these changes will take place immediately. Policies, contracts, and forms will be reviewed periodically and updated, if necessary (usually every January). I will notify parents in writing of any changes. All previous forms will become obsolete.

Termination

The first two weeks of childcare are to be an adjustment period. It is my 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. Either the parent or I can terminate the contract anytime during the adjustment period in writing on or before the 14th day after care starts.

When you request termination of care I require a two week notice in writing. This allows me time to fill your spot and help the other children with the transition. Termination notice will NOT be accepted while provider or parents are on vacation. Failure to follow could result in a loss of deposit.

In the event that I am no longer able to care for a child, I will provide the parents with one month written notice. You are still responsible for paying the weekly fees during this notice regardless of whether your child attends or not, unless special arrangements are made agreed upon by both parties.

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 to my daycare when that child is ill.