

~*~ Policy Handbook ~*~



I don't wear power suits,make speeches,or drive
a fancy sports car.
I've never talked on a car phone,made a big sale,
or been elected to the Senate.
I don't "do lunch",have a big impressive office
or carry a beeper.
I spend my days wiping away tears,giving hugs,
and serving chicken nuggets.
A good day is when I go through a whole day without a temper tantrum,
bite mark or a toilet training accident.
My "office" is a room full of brightly colored toys and laughing children.
You may not think that what I do is very important
and you may even whisper behind my back
"What a waste of a good mind."
But I know better.
I make a difference because I'm changing the world one child at a time.
Everyday I'm getting the once in a lifetime chance to touch the future.
I'm proud to say "I'm a child care provider".
~ by Marti Doyle

Provider

Address

Phone #

Email

Website

I am a **Professional Child Care Provider**, not a babysitter. 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 _____ you are paying for a specific slot, NOT per hour or per day,
(name of child care)
so 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

I provide childcare from Monday to Friday during your contracted working hours or attending full time school only. We will figure your hours plus fair commute time and this will become your "scheduled hours". Any changes to your schedule have to be discussed and re-scheduled based on my ability to meet your new need with my schedule. For parents not attending work or school, but needing care, we will discuss this together and determine hours based on my present scheduling.

There is an extra fee of \$5.00 per child for every fifteen minutes or portion thereof that your child is dropped off earlier than their contracted arrival time (without prior approval) and for children not picked-up by their contracted pick-up time. If you arrive late without a phone call, I may not be present. It will then be the parent's responsibility to find and finance an alternate for their child for the day. Late arrival does not allow late pick-up. Care will not recommence until such late fees are paid in full. Please be on time daily.

If you have the day off, I expect your child to be with you. Children grow so fast, take this opportunity to spend time bonding with your child. Ultimately the care of the child is the parental responsibility.

To ensure the safety of your child, only you or your designate(s) may pick up your child. Phoning me to let me know someone other than yourself will be picking up your child is fine if I know the person or your child can identify him or her.

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.

Weather

If we are under severe or threatening weather conditions we are closed: tornadoes, blizzards, and severe wind chills and/or temperatures. Typically if the schools are closed then we are closed.

Deposit

I will require a deposit for all families.

For Parents who qualify for subsidy:

The deposit will be the amount of one-month's subsidy portion of your fee's. This will be refunded when I receive the final subsidy payment for your child care, providing you give me proper notice as required before termination of care, and have no other outstanding fees owed to me. If you don't give me proper notice and/or have fees outstanding, this fee will not be refunded.

For Parents who do not qualify for subsidy:

The deposit will be the amount of half of the monthly fee's payable for the care of your child(ren). This will be refunded towards your last month child care providing you give me proper notice as required before termination of care, and have no other outstanding fees owed to me. If you don't give me proper notice and/or have fees outstanding, this fee will not be refunded.

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

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 And Late Fees

All payments must be received on the 1st of each month. When the first falls on a weekend or a statutory holiday, fees are due on the Friday 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. If fees are not received when due a \$5.00/per day charge will be applied to the amount owing. This charge will be in effect until all monies 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.

Cheques: There will be a \$25.00 charge for all cheques returned N.S.F. plus any additional charges incurred to myself and/or by the bank. Parents who have two or more N.S.F. cheques will be required to pay by cash or money order.

Due to cost of living increases, monthly childcare fees will increase by \$5 per child per year. The monthly fees established in the Financial Agreement will be in effect until January of the following year.

Provider Holidays / Sick days

- We are closed on all Statutory Holidays, with pay.
- I will be taking four weeks vacation per year. I will provide at least one months notice of the dates.
- I will cover all other absences. When I do not have an alternate, I will pay back the daily rate less 10% for operating costs.
- 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 alternates, I will reimburse fees upon receipt of services from the alternate you choose, all parents would need to sign a letter agreeing to such.

Parent Vacations

Please notify me as at least 2 weeks in advance when you plan to take vacations. I expect full payment for all days and hours your child is normally scheduled to be here. I expect children to be with their parents during parental vacation times. Payment is due prior to your vacation. Even while you are on vacation I am still holding your child's space.

Extended Absences

In cases of your potential absence due to maternity leave, summer, or extended leave from your job, I will require ½ of your monthly fees for the entire time of your absence to hold your child's position. I must receive at least a 1 month written notice and the leave must be for no longer than a 1 month period during the months September – June and no longer than 2 months from July - August.

Arrival and Departures

Children are to arrive clean and fed (unless arriving before a meal time). I prefer that there are no pick-ups or drop-offs during the designated daily quiet time.

Please do not allow your child to walk to the door by themselves at drop off. It is important to take a minute to walk them to the door and greet me. 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 also.

It helps your child tremendously if your child is aware that you will be arriving early (or late) in that they come to expect regularity and thrive on it. I also have children put their coats and shoes on in preparation for your arrival time. Please keep me informed so I can in turn keep the child informed! Drop-off and pick-up times are not good times to discuss serious problems. Little ears and minds hear and understand everything. I am not comfortable discussing a child in the presence of anyone, but their parents. Topics that concern day-to-day events or light-hearted discussion are fine.

Cleanliness/Hygiene

We do our best to maintain strict cleanliness and hygiene standards. Children's hands are washed before and after meals, coming in from outside and after toileting. If these skills are stressed at

home also your child may remain a good hand-washer when he/she gets older. Please have your child bathed and dressed for play. A clean child is a healthy child.

Infants sleep in separate cribs/Play-Pens with clean blankets, used only by them. Beginning at toddler age washable nap mats or couches are used. Each child has a separate nap mat with blankets. These are washed weekly (unless soiled, then they are washed as often as necessary). Toys are sanitized with a bleach solution once a week (Fridays).

Termination

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

One months written notice (on or before the first of the month, for the following month) is required by the parent to myself. Fees will still be due if the parent withdraws the child before notice is given, or at any given time during the notice. One month's fees may be paid in lieu of one month's notice. Termination notice will NOT be accepted while provider or parents are on vacation.

I will provide the parents with one months written notice if I am no longer able to care for your child. You are still responsible for paying the monthly fees during this notice regardless, whether your child attends or not.

I will terminate our child care arrangements immediately for any of the following reasons (but not solely limited to):

- Failure to comply with the policies set forth in this book.
- Failure to comply with the contract.
- Destructive or hurtful behavior of child that persists even with parent cooperation in stopping the behavior.
- Non-Payment of childcare fees or late and/or recurring late payment of fees.
- Failure to show up for 5 days in a row without any communication.
- Failure to complete required forms.
- Inability to meet the child's needs without additional staff.
- Blatant disrespect towards provider or provider's family.
- If parents knowingly bring their child ill.

Child Abuse/Neglect

It is law and also 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, Baby Food
- Diapers & Wipes
- A full change of clothing
- Any other supplies your child may need.
- Breakfast items including condiments if your child is arriving before 8:15 AM

All personal belongings should be marked with child's name. It is not necessary to bring eating utensils, cups or dishes as they will be supplied.

Donations help me keep costs down, so if you have any of the following items on hand and are willing to donate them, it would be greatly appreciated. This is not mandatory.

- Snack Foods (fruits, crackers, etc)
- Dress up clothing, costumes, jewelry, hats etc.
- Magazines for cutting, especially ones like National Geographic that depict other cultures, or any that have lots of pictures of people, children, or animals. We are looking for pictures that would appeal to children.
- Paper of any kind, brown, white, colored, waxed, foil etc.
- Crayons, water color paints or any misc. art supplies such as fabric scraps, glitter, pipe cleaners, paper plates, etc.
- IDEAS! We welcome any ideas that you may have for fun activities or crafts!!!

I teach the children creativity, problem solving, and pride in their skills. Sometimes these values get messy. Some days we will be painting, so please send your child in appropriate clothing. Please dress your child for real success. Their "work" here is play! If there is an occasion that calls for special clothing please bring this clothing in an extra bag and I will help your child change before you arrive for pickup. Provider is not responsible for your child's clothing or personal items brought into childcare home. 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. Often times children have a hard time sharing the toys they bring from home.

The ONLY exceptions to this policy Are:

- A special blanket OR stuffed animal/Doll to be used during Nap Time. This will be put up and ONLY used for the appropriate time. Please limit your child to one thing.
- Show and Tell. At times we will have a "Show and Tell" period. I will inform you ahead of time when this may occur.

Meals & Snacks

I will provide a nutritious lunch and snack as well as well as 2% milk and fruit juice depending on the hours your child is attending. The meal schedule I follow is listed below. If the Child is here during those times, they will be served. Children who choose not to eat will not be served again until the next scheduled Meal or Snack. If the child will be arriving after mealtime please feed them before they arrive. Breakfast foods and condiments must be supplied by the parent if you choose for your child to have breakfast here. Children arriving after 8:15 A.M. must eat breakfast at home before arriving. The menu plan is posted on the parent bulletin board.

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

If your child requires a special diet due to allergies, medications, age and/or cultural or religious beliefs it will be the responsibility of the parent to provide a well balanced lunch and snack for their child. No junk food, pop, gum etc.

Child Illness

Under no circumstances should you bring your child to care sick (fever of 100°f or higher, vomiting, diarrhea not contained in a diaper, sore throat, continuous coughing, runny nose other than clear, draining eyes or ears, unexplained rash, lice, etc.) If you are not sure your child is well enough to attend child care call and discuss it with me.

Masking your child's symptoms with over-the-counter medications and bringing them to care anyway is not allowed and could be cause for immediate termination. It is also inconsiderate to all families involved. A sick child should be allowed to recuperate fully at home after an illness so that the other children and the provider do not risk unnecessary exposure. If you are unable to stay home with your sick child it will be necessary for you to make arrangements at your own expense. If your child is out ill regular fees still apply.

Your child may be brought to care if they have a common cold (which means a slight cough, clear runny nose, sneezing); however I will call you if your child is just plain miserable (whining, crying, repeatedly asking for you). Your child should not attend if they are not feeling well enough to participate in our daily activities (i.e. a child wanting to sleep all day, lay on the couch and watch TV etc.)

The Health Department regulations prohibit the admittance of any child into a family childcare home that exhibits any of the following symptoms:

- Fever (100°f or higher) – child needs to be fever free for 24 hours without the aid of medication
- Diarrhea – child must be symptom free for 24 hours without the aid of medication
- Vomiting – child must be symptom free for 24 hours without the aid of medication
- Runny nose with coloured 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 a \$5.00 for every 15 minutes or portion thereof charge may 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 in the day the child will also be required to stay at home the following day. Your child may return to care 24 hours AFTER symptoms of illness end. Which means if your child is sent home with a fever, diarrhea, or vomiting they cannot return until they have been symptom free for 24 hours without the aid of medications. 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 can not return to childcare until this time period has passed.

Child care regulations prohibit me from giving your child medication of any kind unless you have filled out and signed a Permission to Administer Form. All medication must be in the original,

labeled container. Blank permission to administer medication forms are kept in your family connection folder.

Medical Emergencies

Minor bumps and scrapes are inevitable, but I make every effort to keep your children safe through supervision and childproofing. Minor injuries will receive appropriate first aid, and if an emergency injury or illness occurs, you will be contacted immediately. If I am unable 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. This is my "coffee break" during the day, my time to re-charge, plan programming and do paperwork.

Damages

It is expected that your child be respectful of my personal 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 monthly 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. You must work with your child at home, either during vacation or over a weekend before I will begin potty training here. Clothing should be easy to manage to encourage self-help skills. Buckles, belts, overalls and suspenders when in a hurry to use the bathroom may create a problem. I also require that each potty training child have 6 changes of training pants (for sanitary reasons I require plastic pants to go over underwear or training pants) or pull ups. Extra changes of clothing are also necessary, including socks.

Behavioral Goals

While in my 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 don't play "REF"; I 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 can negotiate, compromise, brainstorm and work it out together. I do not believe in "adult initiated" time outs, as I feel when used punitively it takes away from a valuable teaching experience. I will only place a child in time out if I feel that they are a threat to the safety and well being of themselves or others. When this becomes necessary I make sure everyone is all right, then I stay with the child.

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 may participate in field trips at various times throughout the year. Parent volunteers are always welcome and appreciated. Notice of field trips will usually be given in the monthly

newsletter. It is not necessary 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.

Policy Revisions

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

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 myself and the children doors are kept locked except for scheduled drop off and pick up times. Please feel free to drop in and check on your child, however, keep in mind a child adjusting to a new surrounding will want to leave with you if you pop in for a visit. I would appreciate your taking into consideration our schedule when dropping in or calling, and remember that visitors usually cause children to react in an excited manner that does not normally occur when I am alone with the children. Please keep in mind there may 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 I keep 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, or discussions of any kind that affect a positive outcome for the child. Sensitive issues will be discussed outside of regular hours either by letter, phone or a scheduled conference. You may call me between 7:00 a.m. – 9:00 p.m. I provide a monthly newsletter that will explain 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/pre-schoolers will receive a daily note. Some typical things that you may find on this note would be daily activities, feedings/meals, diaper changes, naps/quiet time, and things to remember or to bring. All parents should check our board on the door for important information, special announcements, etc. Each Family will be provided a “family connection” folder that will travel between the child care and home each day. This folder will contain the child’s daily notes, newsletters, any artwork, child care information and blank permission to administer medication forms. You can also use this folder to send 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 Handbook Contract

The following contract pertains to the policies set forth in the Parent Policy Handbook governed by the Family Child Care Home. It is the Parent's responsibility to read the Policy Handbook

completely before signing and it is the Parent's responsibility to abide by all the policies stipulated in the Policy Handbook. This is a legal and binding Contract and signing it obligates you to this Contract legally.

By signing each section I (the parent) am agreeing that I (the parent) have read and understand the Policy in the Policy Handbook

Section Title	Parent Initials	Section Title	Parent Initials
Business hours/Overtime		Toys	
Weather		Meals & Snacks	
Deposit		Child Illness	
Admission Paperwork		Medication	
Payments and Late Fees		Medical Emergencies	
Provider Holidays/ Sick Days		Nap/Quiet time	
Parent Vacations		Damages	
Extended Absences		Potty Training	
House Rules		Behavior Goals	
Arrival and Departures		Field Trips	
Cleanliness and Hygiene		Policy Revisions	
Termination		Open Door Policy	
Child Abuse and Neglect		Communication	
Supplies		Miscellaneous	

I (the parent) hereby acknowledge that I (the Parent) am aware of the conditions stated in the Family Child Care Home's Policy Handbook, and agree to abide by the above signed policies and requirements in conjunction with the financial agreement and the Agreement for Child Care Services.

In witness whereof the parties have set their hands the _____ day of _____ 20____ at _____, in _____.

Parent full name _____ Parent signature _____

Parent full name _____ Parent signature _____

Child care providers signature _____

Family Child Care Home Financial Agreement Contract

Deposit

I will require a deposit for all families.

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

I (the parent) have paid a deposit of \$ _____ to _____.

Payment

All payments must be received on the 1st of each month. When the first falls on a weekend or a statutory holiday, fees are due on the Friday before. I will take all outstanding accounts to court and collections. Should it be necessary, parent/guardian is responsible for all court costs.

Due to cost of living increases, monthly childcare fees will increase by \$5 per child per year. The monthly fees established in the Financial Agreement will be in effect until:

January of 200__.

Fees for Childcare

To reduce parent's monthly expenses, I have set up a system whereby parents can choose to take holidays at the same time as myself or make their own alternate arrangements (such as family members, friends, etc). During my vacation time, at their own expense.

These reduced rates are as follows:

Infant (0-18months): \$ _____

Toddler (19-30months): \$ _____

Pre-School (30months- grade 1): \$ _____

School Age (grades one and up): \$ _____

During the summer months the school age fee is: \$ _____

You may choose not to take advantage of these reduced rates. If so you will pay full fees which are an additional \$35.00 per month, per childcare space, so that you receive a lump sum when I take my holidays, to pay for alternate care. For example- \$35.00 x 12 months = \$420.00, divided by 4 weeks vacation = \$105.00 per week. This will be prorated according to the number of months in which the full fee has been paid for your childcare spot(s). I will assist the parent, by providing a list with numbers of alternates that may be available to care for their child(ren).

Please initial the mode of fee payment you have decided on:

_____ I want to pay the reduced monthly fee and therefore will not be reimbursed at the providers vacation time.

_____ I want to pay the Full monthly fee and want to be reimbursed at the providers vacation time.

I agree to pay _____ a monthly fee of \$ _____ to provide child care to my child(ren). (Please make cheques payable to: _____)

I (the parent) hereby acknowledge that I (the Parent) am aware of the conditions stated in the Family Child Care Home's Financial Agreement, and agree to abide by the above requirements.

In witness whereof the parties have set their hands the _____ day of _____ 20__ at _____, in _____.

Parent full name _____ Parent signature _____

Parent full name _____ Parent signature _____

Child care providers signature _____