

Happy Hearts & Faces Daycare Handbook

Thank you for your interest in Happy Hearts & Faces Daycare. We are a licensed home daycare that provides care for children ages 6 weeks to 12 years of age. We are here to help you and your child prepare for kindergarten. We provide care to work around each child's individual needs. Our program encourages children to feel confident in learning and growing in independence. Your little one will learn from a preschool curriculum. In addition, they will learn basic sign language, proper table manners, how to build their fine motor, social skill building, and introduction to reading and phonics for children 3 and up.

Happy Hearts & Faces Daycare Handbook

All children will only be released to parents, guardians, or any other person listed on the children authorized pick up form. If someone not listed on the authorized pick up form is picking up your child, he or she will not be released from our care without direct permission from the parents in writing or via telephone. Identification will be required upon pick up.

After Hours of Operation

If a child is left at Happy Hearts & Faces Daycare after closing hours, we will attempt to contact the parents first. If we are unable to reach the parents, we will proceed to contact the people listed on your child's authorized pickup list. If unable to reach anyone to arrange pickup, we are required, by law, to report to Office of children and family services. There is also a fee applied for any child that is picked up after hours. There will be a fee of **\$25.00** dollar fee after **6:10** and a **\$5** fee every 10 minutes we care for children outside of our hours of operation. Please be prepared to pay all applicable fees. Grace period gives you until **6:10pm** to arrive before fees are applied.

Vacation Policy

Each FULL-TIME child will receive one FREE week of vacation once they have been enrolled in our program Full Time, consecutively, for one year, with no more than a 2-week gap. If you will be having a vacation prior to earning your free week of vacation, please notify daycare provider for further information. Tuition is to be paid if provider is not informed.

Daycare Closings & Holiday

Happy Hearts & Faces Daycare may be closed on some holidays. If we are closed for a holiday, we still require tuition in full. Tuition will not be waived or prorated. Holiday closings are included in our tuition price. Therefore, there are no adjustments made on weeks where there is a closing due to a holiday. Parents will be informed in advanced in order to adjust their schedules. We also take one weeks of vacation each year will be unpaid. We will notify all parents in advanced. If we have to close the daycare due to natural disasters (ex: blizzards, hurricanes) or any other acts of nature, tuition may be prorated and discussed during those times.

Medication

Medication will NOT be administered to the children while in care at Happy Hearts & Faces Daycare. If your child is required to take medication, we ask that you give them the required dose before and after our business hours.

Illness Policy

The health and well-being of all children and staff attending Happy Hearts & Faces Daycare is extremely important to us. It is for the protection of all the children that we must insist on the strict adherence to the following health policy.

Even with all of these health precautions, children do get sick and/or hurt. In some cases, if your child needs to be seen by a doctor, you will be required to submit a signed report from your doctor before your child can return. This is to ensure that your child does not return when he or she may be in danger of exposing other children and staff to the illness. Some contagious illnesses are no longer contagious after the child has been on medication for a 24-hour period. Children with the following symptoms may not attend daycare. If your child develops any of the following symptoms while in attendance, you will be notified immediately and your child will need to be picked up immediately. Please be sure to have a plan in place in the event that your child needs to be picked up unexpectedly. Symptoms that require immediate pick up are as follows:

Happy Hearts & Faces Daycare Handbook

- Diarrhea
- Temperatures of 99 degrees or higher when in conjunction with any other signs of illness
- Vomiting
- Conjunctivitis, commonly known as pink eye or any other eye infections
- Head lice
- Severe coughing
- Difficult or rapid breathing
- Stiff neck
- Exposed or open lesions
- Unusually dark urine and/or white stool
- Yellowish skin or eyes
- Severe pain or discomfort
- Communicable disease that is still in the contagious stages (ringworm, chicken pox, measles, mumps, flu, strep throat, etc.)
- Any other unusual signs or symptoms of illness

Children with any of the above listed symptoms may not return until they have either seen a doctor and provide a doctor's note for a safe return or have been symptom free for a total of 24 hours without medication.

Medical Emergencies

We make every effort to ensure the safety of your child while they are in our care with proper supervision and child proofing the home day care. Unfortunately, accidents still may occur. Minor injuries, such as bumps, bruises and scrapes, will receive the appropriate first aid treatment. In the event that there is a serious injury or illness, 911 will be called and your child will be transported to either the nearest hospital or the hospital listed in your child's file. You will be notified immediately. Your personal insurance will be responsible for any costs that may arise from the medical treatment including emergency transportation if required.

Codes of Conduct

The following actions are not permitted: hitting, pushing, biting, kicking, spitting, pinching, and use of inappropriate language or behavior. We encourage all children to use manners and respect others. We ask that as a parent, you work with us to continue to stress these standards of conduct to your child. Our rules have been set to ensure safety for all children and staff. These rules will be discussed and taught to all children enrolled and will be expected to be followed. Repeated behavioral problems could result in termination. Respect of property and other children and staff is expected at all times. Willful destruction of property by any children will be charged to the parents.

Discipline Policy

We have found that the most effective form of discipline is to redirect children in a positive manner. If any behavioral issues occur with any child, we will work with that child in a positive manner. The following are our methods used for positive guidance:

- Redirection: When a behavioral issue occurs, we will provide alternatives to the child. For example, we may suggest a different toy, a new activity or encourage independent play in order to redirect the child.
- Acknowledgment: Sometimes, negative behavior can be a result of the need for individual attention. The behavioral often discontinues when it does not produce the desired effect. Unless safety is involved, we will ignore such behavior.
- Verbal Intervention: We will explain to the child why his or her behavior is inappropriate and

Happy Hearts & Faces Daycare Handbook

model the appropriate way to handle the situation.

These procedures will be followed if the above methods do not resolve the inappropriate behavior:

1. Observation and documentation of the child's behavior and the steps previous taken to alter the inappropriate behavior
2. A conference will be held to determine a specific plan to address the behavioral issue. This plan will include procedures for both staff and parents.
3. Consideration of outside resources
4. Suspension from the program for a determined period of time
5. Dismissal from the program if the above procedures are ineffective

After all other methods have been ineffective; Happy Hearts & Faces Daycare staff members may request immediate removal of any child whose behavior creates a significant risk of harm to the health and safety of other children or staff, following the above outlined procedures.

The following forms of discipline are NOT permitted for use by staff members at Happy Hearts & Faces Daycare:

- Corporal punishment
- Withholding food, warmth, light, clothing, or medical care
- Ridicule, embarrassment or humiliation
- Physical restraint, other than the necessary restraint required to protect the child or other children or staff from harm.

Personal Belongings

Please do not allow your child to bring personal belongs to our program. These items can be disruptive and can easily get lost or damaged. In the event that personal items are brought, we will kindly ask parents to remove the item from their child prior to them entering the program. Happy Hearts & Faces Daycare will not be responsible for the cost of any personal items that have been brought to our program and have been damaged or lost.

Lunches and Snacks

Breakfast, Lunch and snacks are provided by Happy Hearts & Faces Daycare. It is optional for your child to eat the lunch provided by the Daycare. You may choose to pack your child's lunches and snacks if your child does not choose to eat the lunch provided. Tuition WILL NOT be adjusted if you do provide the food.

Evaluations

Children enrolled in our program will be evaluated throughout the year to monitor their overall development. Our written evaluations are helpful to both the provider and parents in assessing your child's level of development. These evaluations are merely to act as a communication tool between parents and teachers so that we may work together to enhance your child's strengths and further develop weaker areas. Please be sure to take time to review the evaluations that are sent home to you.

Parent Involvement

All parents are welcomed and encouraged to participate in their child's everyday learning experiences. Parents can accomplish this by doing the following:

- Providing treats or other items for classroom parties
- Donating supplies
- Volunteering to help with special events
- Discussing with your child their daily experiences at daycare

Happy Hearts & Faces Daycare Handbook

- Keeping us informed about important events that are occurring in your child's life outside of our program

By staying involved in our program, you show your child that you value his or her learning experiences and help to ensure a stronger working relationship between daycare and home.

Birthdays

We encourage all children to celebrate their birthdays with their friends. If you would like to bring in treats, cupcakes, cookies, juice boxes, goodie bags, etc., for your child on their special day, please coordinate with the provider to ensure that there is a specific time set aside for this event.

Rest Time

There will be a two-two and a half period for all preschool children to rest during the day. Two articles of bedding are required to be brought from home.

Toilet Training

Potty training is an exciting and challenging time for both children and parents. The most ideal setting for potty training is at home with one on one attention for about one to two weeks.

However, we understand that this is not possible with many of our parents due to their work schedules. We have designed the following policy to help us work with you as your child approaches this important milestone.

- Signs of readiness: Your child will not begin potty training until he/she can:

1. Recognize that he/she is wet or soiled
2. Pull pants up and down unassisted
3. Displays willingness to use the toilet

- Frequency: Your child will be helped and encouraged to use the toilet at reasonable intervals throughout the day. This will allow children to learn bladder and bowel control.

- Clothing: While in training, your child must wear training clothes. Training clothes is clothing that is easily removed and is loose fitting. For example, sweatpants, elastic waist shorts, skirts, etc. No buttons, snaps, zippers, overalls or long skirts are recommended. Also please provide at least four sets of changing clothes, including socks, one extra pair of shoes and at least six pull ups each day during the potty-training process.

- Parent Involvement: We will not attempt to work with your child on potty training until a good routine has been established at home first. We require that your child be acquainted with the potty process for at least two weeks, and have successfully used the potty at least three times during this period.

We are more than willing to work with parents on the potty-training process with the understanding that this is a joint effort between home and daycare. Your child can not be successful in potty training if you do not put the required time and effort to continue training at home. If you are not emotionally or physically ready to begin potty training your child, it is best to put off until you can give it your full attention. Potty training is not an easy process, but with a little patience, love, humor and setting good examples, it can be easily accomplished.

Withdraw Policy

In the event that you choose to withdraw your child from our program for any reason, please notify us two weeks prior to his or her last day of attendance. If a two weeks' notice is not provided, you will be required to pay two weeks' worth of your child's tuition prior to withdraw. No documents will be released to you until your balance is cleared with Happy Hearts & Faces Daycare.

Happy Hearts & Faces Daycare Handbook

Hours of Operation

Our hours of operation are 8:00am - 6:00pm Monday - Friday

Enrollment Information and Requirements

We must receive the following information in order to begin the enrollment process:

- Application & Application fee - Application must be submitted for each child attending Happy Hearts & Faces Daycare. The application fee is \$25 per family and is non-refundable and non-transferable. No exceptions.
- Consent form
- Enrollment form
- Medical form and Immunization Records obtained from child's physician.
- Parents are required to keep the provider informed of any changes in address, phone numbers or other information listed on these forms.
- The first three weeks that your child is attending Happy Hearts & Faces Daycare, are considered a trial period to determine whether your child is suitable for our program. This trial period may be extended for no longer than 6 weeks if we feel that the child is slowly adapting.

Tuition / Payments

Tuition is to be paid every week. Tuition is due on Friday for the upcoming week. A late tuition payment fee of **\$25.00** dollars will be applied on the first day late. Each day after will be \$5.00 dollars. Late fees will start to be applied on Monday if tuition is not received. Tuition may be prorated due to vacations if discussed in advance. There will be no adjustments, credits or refunds due to sickness or holidays.

NSF Fee

If your check is returned to us due to insufficient funds, an additional fee of **\$25.00** will be applied. Enrollment will be suspended until full tuition payment and additional fees have been paid in full. After two returned checks, you will no longer be able to pay by check. Other forms of payment accepted are **cash, zelle, or money order**.

Absences

We understand that there are times that your child will be absent due to illness, vacations, holidays, etc. We ask that you please notify Happy Hearts & Faces Daycare if your child will be absent. Tuition will not be waived or prorated due to absences of any kind. If tuition is not paid for any type of absence, enrollment will be suspended, and your child will not be able to attend our program until the balance is paid in full.

Arrivals & Departures

Upon arrival and departure, parents are required to sign their child(ren) in and out every day. Please ensure your child is dressed and ready to start their day at Happy Hearts & Faces Daycare upon arrival. We do not accept children after 10am unless discussed prior to. Children are also required to get their temperature checked and remove shoes upon arrival.

Authorized Pick-Up

Happy Hearts & Faces Daycare Handbook

As a provider, I came up with all of these policies to best fit my business. My policies are strict and nonnegotiable. If I feel that you are having trouble following or understanding my policies, we can sit down and go over the policy. If I feel that you are still contesting and/or violating my policies, your child's enrollment may be at risk for immediate termination depending on the circumstance. Please sign, date, and return last page.

Happy Hearts & Faces Daycare Handbook

Date _____

Signature Here _____