

She Cares Daycare

# Handbook

Of General Policies and Procedures

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# **She Cares Daycare**

## GENERAL POLICIES AND PROCEDURES

### **Our Philosophy**

*We believe...*

- *That children are precious and must receive care from adults who are capable and caring--whose values enable them to be excellent role models.*
- *That children should experience numerous positive learning milestones, leading to an increased sense of competence and independence.*
- *That children's play is extremely vital to healthy physical development, acceptable social skills, and cognitive growth.*
- *That teachers, drawing upon their training and experience, must create an appropriate educational environment which carefully guides children from one developmental level to another.*
- *That parents contribute to, and enhance the quality of care offered at She Cares Daycare.*

### **Enrollment and Tuition**

Children between the ages 6 weeks and twelve years are eligible for enrollment at She Cares Daycare. Children may attend the center for a 12 hour block between 6:00 a.m. and 6:00 p.m., Monday through Sunday.

Documents to be completed and returned before enrollment are:

- Daycare/Childcare Agreement
- Handbook of General Policies and Procedures
- Child Information Record
- Allergy & Medical Action Plan

A registration fee of \$85 is due once the director has assigned a start date. This is a one-time, non-refundable charge. If a child is withdrawn then re-enrolls at a later date, a second enrollment fee will be expected.

Tuition for full or part time child care is based on one of the two following options:

- Monthly Payment-due the 1st day of each month. Late after the 10th day.
- Weekly Payment-due by 6 p.m. child's first scheduled day. Late after 6 p.m. second day.

### **Fees**

A \$15 fee is charged for late tuition payment on the 10th of the month. Special payment arrangements may be made in advance with the director.

A service fee of \$25 will be charged for any returned checks.

Two-week notice required for any schedule change.

Tuition is expected for days your child may be absent due to illness, family emergencies, doctor visits, hospitalizations, vacations, or any other reason.

Please note that tuition rates do not change in the event of a week including a holiday. After extensive research, we have found our policy to be consistent with other schools and child day care centers. Because our costs remain the same throughout the year, we rely on the specified tuition to be paid each week in order to meet our expenses. Consequently, as much as we might like to, we cannot make allowance for any days missed in your regular attendance schedule.

Parents who are receiving DHS child care assistance must pay the full regular tuition rate until the authorizing paperwork is delivered to us for DHS billing. Upon our receipt of DHS payment, your account will be credited towards the following month. You are responsible to directly pay us your DHS co-pay each month. Rate may vary according to DHS disbursement. If DHS billing lapses it is your responsibility to pay the full tuition amount until DHS notifies us otherwise.

### **Withdrawal & Dismissal Policy**

A two-week notice is required before withdrawing a child from our center.

Account must be paid in full before withdrawing—including your child's tuition for that two-week period.

Any account past due at time of disenrollment will be paid thru our electronic withdrawal option.

The director at She Cares Daycare reserves the right to cancel the enrollment of a child at his/her discretion, or for the following possible reasons:

- Non-payment or excessive late payments of tuition and fees.
- Not observing the rules of the center as outlined in the parent agreement.
- Child has special needs that we cannot adequately meet with our current staffing patterns.
- Physical and/or verbal abuse of staff or children by parent or child.

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- Expired or non-immunizations and/or physical.

### Communication

Proper communication between our parents and the teachers and staff of She Cares Daycare is extremely important. Staff will be sending home information on a regular basis. Infant and toddler parents will receive daily reports. You are welcome to call to arrange a meeting with your child's teacher--even just to become better acquainted! Concerns about any aspect of our program, or your child's care, may be expressed to the center director. Each child is provided with a mailbox and/or cubby. Please check these daily for notes, newsletters and daily reports. Remember to communicate in writing any changes in your child's schedule.

We must be informed, in writing, regarding any changes in the person picking up your child. You may add or delete names of authorized adults allowed to pick-up your child on the Child Information Record.

Our main office must be informed of any of the following changes:

- address and/or phone numbers, or e-mail address
- parent/guardian employment,
- health/immunizations up-dates, or;
- other pertinent information related to your child.

### Drop-off and Pick-up

Parents are expected to accompany their child into the center. Staff are glad to assist you and your child at your drop-off time. Staff, however will not assume direct responsibility for your child until you are ready to walk out of the building. It is important for the teacher to keep a watchful eye on all the children in his or her care. You are welcome to stay for a short while and assist your child through this transition. Simply notify a staff member when you are ready to leave and we will assist. Only the individuals listed on the Child Information Record, or on a written permission note from the parent, will be allowed to leave with a child. The *staff is expected to request a picture I.D.* from any unfamiliar person (including grandparents). If there is any concern, the staff of She Cares Daycare reserves the right to deny a person's request to pick-up a child.

### Custody Orders

Until custody has been established by a court action, one parent may not limit the other from picking-up a child in our care. The center must be notified immediately of any changes in custody orders. Certified custody orders must be given to the center director.

### Holidays

She Cares Daycare will be closed on the following holidays: New Year's Day, Memorial Day, Independence Day, Thanksgiving Day, Christmas Eve Day, and Christmas Day. Regular tuition is expected for these days. We close at 4 p.m. on New Year's Eve Day.

### Unexpected Closings

She cares Daycare will be open on public school designated "snow days"--we may open late if necessary. On a rare occasion our center may be forced to close due to a situation beyond our control (e.g., ice storm, electrical outage, no water service). Every attempt will be made to inform parents of an emergency closing.

### Emergency and Disaster Procedure

In the event of fire, tornado or other disaster warnings, the children will be taken innermost area of the facility. Children will remain sheltered until the all-clear signal is sounded. Emergency Evacuation Procedures and Evacuation routes are posted throughout the facility and the center conducts routine fire and emergency drills to ensure that all staff and the children are aware of what to do in cases of emergency. Quarterly tornado and fire drills are conducted. Records are available in the center office. If the center should lose the use of heat, water or electricity before the center is open parents will be contacted and notified with a time period that we expect to be operational.

### Child Abuse and Neglect

Staff members are required by law to report any suspected child abuse or neglect.

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### **Clothing**

Because of the wide range of activities it is recommended that children be dressed in washable, comfortable clothing. The children will play outdoors if the temperature is warm. Children should be dressed accordingly: light jacket, cap, rain boots (for damp days) in fall and spring; heavy winter jacket, mittens, scarf, hat, and snow boots in winter. An extra sweater or sweatshirt at school is recommended for sudden changes in temperature. *All clothing, including coats and boots, must be labeled clearly with your child's name.*

### **Diapers & Toilet Training**

Parents supply all diapers at She Cares Daycare. Wipes will be provided by the center unless the parent makes alternate arrangements. Our staff are experienced in training young children in how to use the bathroom. It is essential that the parent and teacher communicate about the needs of the child and work together to make this developmental milestone positive and successful. We recommend that when in training, your child be dressed in "user-friendly" clothing. Overalls, zippers, and snaps are difficult for small children to manage--especially in a hurry! While toilet training, parents should provide lots of thick training underwear, plastic pants, socks, and outer clothing.

### **Bodies and Boundaries**

There is a natural curiosity among children with regards to their bodies. When situations arise where we have to speak to children about body parts we use the anatomically correct terms. We also teach children that every person has boundaries and that our bodies are private and should be respected. Parents will be notified if situations occur in the classroom that directly affects their child(ren).

### **Bottles, Blankets and Pacifiers**

You may send extra bottles (infant room), a small security blanket and/or a pacifier for your child. Staff will make every effort to keep track of these items but will not be held responsible if lost. When you are ready to wean your child, please communicate with staff so a consistent strategy between home and our center may be established.

### **Field Trips**

Field trips and nature walks are considered an important part of the educational program and will be taken periodically. The center will provide the same adequate responsible adult supervision for these excursions as is provided children while in attendance at the center. Your permission for your child to participate in walking excursions is part of this agreement. You will be notified of all field trips. We will occasionally take classroom field trips to museums, parks, apple orchards, and other community places. Families will be notified prior to any trips involving transportation. A permission slip must be signed and returned-- including emergency phone numbers for that day. Parent volunteers are welcome to assist with field trips (and other special events). A child may be excluded from participation in a field trip for safety, health, or disciplinary reasons.

### **Birthday Celebrations**

Parents are welcome to send in a treat to share with their child's classmates on birthdays or special occasions. Inform our staff in advance about what kinds of treat you plan on bringing. This is for the safety of all of the children. Ask your child's teacher for suggestions. Parents are always welcome at their child's birthday celebration. If a birthday is to be celebrated away from school and the entire class is not invited, please mail the invitations. If the entire class is invited, you may distribute the invitations into the cubbies. Our center will not distribute mailing lists or phone numbers.

### **Photographs and Publicity**

Photographs of the children in our programs may be taken from time to time and may appear in newspapers, magazines, brochures, publicity materials and/or educational trainings. Your permission for photographs of your child, to be used without compensation, is part of this agreement.

### **Meals, Snacks and Food Allergies**

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The center will provide milk for lunch and two snacks with water for each day. Parents will provide formula or breast milk for children up to the age of 12 months. If there are dietary needs, or allergies, it is the parent's responsibility to notify the center director.

Parents will need to supply any special foods required. An Allergy & Medical Action Plan are available in the main office and must be filled out if a child has an allergy or medical need. Parents need to send a lunch with their child each day.

The children participate in preparing snacks as much as possible and are served family style at each snack time. She Cares Daycare offers a hot lunch option depending upon the demand. Check with the director for options. Parents may bring breakfast for their children. Food must be simple and self-serving (e.g., yogurt, breakfast bar, dry cereal, fruit). We ask that you set out your child's breakfast before leaving. We are not responsible for preparing breakfast but will help with the clean-up process.

### Wellness

You are the best judge of your child's health and we trust you will not bring a sick child to the center. However, if while in our care your child becomes ill, displays an unknown rash, or acts out-of-character a member of our staff will consult the director and you may be called to come take your child home. When called, you (or an alternate emergency person) are expected to come immediately. This is to protect the health of your child and his/her classmates. Your cooperation is greatly appreciated.

The following criteria will be considered in determining if your child must go home:

- Unknown rash.
- Fever of 100.5° or higher. For a mild fever, muscle aches, toothache, or headache Tylenol (supplied from home) may be administered. \*See Medicine below.
- Highly contagious condition such as head lice, chicken pox, strep throat, pin worms, mumps, impetigo, conjunctivitis (pink eye), etc.
- Diarrhea or vomiting (more than two loose, watery stools). Consideration will be taken if your child is allergic to certain food/drink products or on medication.
- Persistent cough for an extended period of time (cough suppressants and/or allergy medications are not recommended unless prescribed by a doctor)

***If your child is too ill to play outside with his or her class, or participate in regular classroom activities, then your child is too ill to attend the center. Your child may return to the center after:***

- Obtaining written verification from a doctor.
- Fever-free for 24 hours without the aid of Tylenol, or other fever reducing medications. • In the case of chicken pox, when all the lesions are scabbed over.
- In the case of head lice, following treatment with appropriate shampoo (such as Kwell or RID) so that all nits (eggs) are gone.
- In the case of a contagious illness, your child should take an antibiotic for 24 hours before returning.
- In the case of persistent cough, 24 hours without the aid of cough suppressants, or allergy medication.

***\*If questions arise to the appropriateness of a child's return to the center, the final decision will be that of the Center Director or Assistant Director***

### Immunizations

All children who attend child care programs are required by law to be fully vaccinated. Families must contact their local health department to obtain a signed waiver form for delays and exemptions. Your child(ren)(s) Information Record should include the date of his/her's immunization record and date of last physical and is due prior to enrollment. \*Important: It is your responsibility as parent or guardian, to maintain up-to-date immunizations and physicals for your child(ren). Updates must be reported to the center director in writing.

### Medicine

Non-prescriptive medication (Tylenol, nose drops, etc.) as well as prescription medication will only be administered after a parent completes, signs, and dates the Allergy & Medical Action Plan. The parent must provide all medications.

*Prescription medication must be in the original container and labeled with the child's name. A parent or guardian must administer the first dosage under their supervision; never the center staff. We will not administer cold medications to any child.*

Staff cannot administer medication (prescription or over-the-counter) without the proper dosage for that child listed on the container. If the container reads, "Consult/see Doctor" then a note from the doctor with the child's weight, and the dosage recommended, must be provided.

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### Injuries and Accidents

Every consideration will be taken to ensure the safety of your child while in our care. Should an injury occur, a Minor Incident Report would be completed by the closest adult and signed by the Center Director, Assistant Director or appropriate person. A copy of this report will be sent home. A parent or guardian will be notified regarding any injury that occurs while your child is in our care. In the event of a major medical emergency or accident, the center teacher or director will call 911 first. The child will be transported to the hospital noted on the Child Information Record (or the closest hospital). The parent/guardian will be called immediately.

### Discipline Policy

Children are not allowed to do anything harmful to themselves or others. Hitting, scratching, biting, etc., is not allowed. The children's safety is of utmost importance. All physical and verbal aggression is stopped immediately. Teachers encourage children to reflect on their feelings. The professional staff serves as models for children to follow. Verbal and physical aggression is handled by the redirection skills of the staff; and when necessary with consultation of other professional staff. Withholding of food is never used as a form of discipline. If physical and verbal aggression is reoccurring, a "Time Out" may be used only as a last resort for children age 3 and above. Time out is a removal from the area of aggression. Children in a time out will have direct adult supervision. The amount of time will not exceed 5 minutes. Staff use good language skills, calm voice, and plan ahead to stop and handle aggression. No hitting, shaking, or any corporal punishment is allowed. Children are never shown anything but respect from all adult staff.

The staff informs parents of reoccurring aggression. The following guide is followed:

- a) Parents/guardians are informed of child's behavior (formal or informal conference).
- b) A home-school management plan is set up for the child (consultation with parents and other professional staff) if the aggression is reoccurring often.
- c) Observation notes of child will be kept and findings reported to parents/guardians.
- d) For individual serious situations a time line may be recommended.
- e) Recommendation to parents/guardians for outside evaluation from child development specialists, if HRG-UCLCC staff determines an evaluation would be useful for the child's emotional, social, physical, or cognitive development.
- f) Discharge of child may be recommended if there is no change in situation and center can no longer provide appropriate care for the individual child.
- g) See discharge policy below.

It is the policy of She Cares Daycare to treat all families and children with respect and fair treatment. Each situation that occurs at the center is unique to the individual child or family, therefore decisions are based on individual needs.

### Classroom Rules

Please review the following Classroom Rules at home with your child before your child attends: Rules

- Gentle hands
- Gentle words
- Share
- Clean up
- Listening ears

### Consequences:

1. For all ages: After the child (aggressor) is calm, make sure that you make the classroom rules clear: "I cannot let you hit or use the word 'dummy', we do not allow you to hit or call others 'dummy' at school. We use positive words here." It is hard to talk with a child when he/she is angry. While first stopping aggression, a simple coming between the children with, "I cannot let you hit or call others names", usually works. Try to use verbal skills with the child to find out the source of the anger. Teachers are encouraged to have children reflect their feelings. The professional staff serves as models for children to follow.
2. Time out: (Last Resort) If physical and verbal aggression is reoccurring, as a last resort use "Time Out" for children ages 3 and above. Time Out is a removal from the area of aggression. Children in a Time Out need direct adult supervision. The amount of time should not exceed 5 minutes. Children ages 0-3 are too young for Time Out. This age needs distraction or diversion to correct a given aggressive situation. (See #1)
3. Notes or phone calls each day incident happens \*Positive note for good behavior also
4. Conference with parent
5. Two week reinforcement plan \*For same repeated incidents:

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1. Note
2. Phone call
3. Must pick up from center

### Approaches to Discipline

1. Use positive statements; say "Please do this" instead of "no" or "don't".
2. Use few words in your directions. Ask only once.
3. Be consistent. If you give a definite command, stick to it. Never argue with a child or fuss on his level. A child barraged by many directives that are not supported learns selective inattention.
4. Give a choice only if you mean it. You don't ask a child if he wants to wash his hands, you say, "It's time to wash our hands".
5. Have a friendly and calm manner. Make your voice and words pleasing. Except in a directive, use your full vocabulary. Do not talk down to a child.
6. Be honest and make few promises; when you make promises, make sure to abide by them.
7. Project a child's thinking beyond a tiresome task to something more desirable. "After we pick up the toys, we will have a story."
8. Use prevention rather than cure whenever possible. Anticipate storms. "Let's find something else to do", then give them a substitution.
9. If a child seems full of aggression, try finding some socially acceptable solutions.
10. Praise correct behavior.
11. The word "forgetting" is easier for a defensive child to accept than the words "wrong", "bad", or "ugly". Let a child know how easy it is to forget and make a mistake, he can try again.

Whenever possible, the best discipline method is to encourage children to think of alternative solutions and possible effects of taking those alternatives. Through problem solving, children develop a sense of responsibility for their actions, begin to understand others' needs, and strengthen their decision-making skills. Just as in setting limits, children who participate in the decision-making process are more likely to adhere to their actions. Younger or inexperienced children probably will need adult assistance to think of alternatives that are potentially agreeable. You might ask, "How can you...?" or "What could we do to...?" Children soon learn to generate their own solutions. Problems between children and adults, or between two adults, can also be resolved with this technique- called *negotiation*.

### "Please, Thank You, "I'm Sorry"

We want the children to be kind and courteous to each other and the staff members but we believe proper manners should be imitated not mandated. We expect all staff members will use words like please, thank you, you're welcome, etc. We would like the children to take on responsibility for their actions rather than allow them to simply say "I'm Sorry". First make sure all the children involved in the situation are physically safe and unharmed. If anyone is hurt, give the majority of your attention to that child. Initially, little or no attention should be given to the child who did the hurting. Then, please work with the child to ask them why they hit someone, took something away, or called someone a name. If one child has hurt another child, the child who hurt the first child needs to ask the child if he/she is O.K. Talk about how they feel, why it happened, etc. When you are finished, you can ask the child if there is anything they want to say. If the child does not say "I'm Sorry", please do not make them. Instead, tell the hurt child that you are sorry and act as a model

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I, the parent, by my signature below attest that I have received a copy of these policies. I further attest that I have read and understand these policies, and I agree to abide by them.

Print - Parent/Guardian Name: \_\_\_\_\_

Signature – Parent/Guardian: \_\_\_\_\_ date: \_\_\_\_\_

Signature – Licensee: \_\_\_\_\_ date: \_\_\_\_\_

*Return this page to She Cares Daycare upon enrollment*