

# Tender Heart Daycare Parent Handbook

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First of all, I would like to welcome you to Tender Heart Daycare. I am glad to have you as part of my childcare family. In the following pages, you will discover my philosophy and goals, operating procedures, and policies concerning the care of your child or children. If you have any questions or suggestions, please feel free to contact me about them.

My hours of operation are individualized for each child and listed in your contract. Generally, I am open Monday through Friday, from 6 am to 5 pm. My home is licensed for up to 8 full-time children, ages 13 years old, including my own children.

I believe in taking a professional approach in what I can offer the children. I will provide a licensed childcare home in compliance with the Colorado Child Care Regulations. I work to keep abreast of current information on childcare and early childhood education. I am active in continuing my education through college courses, conferences and in-services through various state and national child care organizations.

This handbook has been prepared for you (the parent or guardian). Please take the time to read this handbook thoroughly, as every parent is expected to be aware of this information.

## Philosophy and Goals

My philosophy is to provide a loving, happy, educational and secure environment for children. I strive to enrich each child with a love of learning, a positive self-image, and a sense of creativity. I also strive to promote mutual respect between the parent, the child, and myself. To accomplish this, I will work:

1. To provide a nurturing atmosphere to promote a child's creativity and positive self-image.
2. To provide the children with many different educational activities and play centers to explore and participate in. I provide developmentally appropriate programs for the children to experience and enjoy. These programs are either developed by myself or purchased through a preschool program. I incorporate walks, music, art, visits to local parks, and stories into my programs.
3. To provide positive methods of discipline to reinforce the strengths of the children and to help develop a respect for others. I try to develop age-appropriate limits to help the child gain a sense of independence and responsibility.
4. To be available to parents for the purpose of daily communication. My doors are always open to parents.

## Trial Period

Your child's adjustment is important to the both of us. There will be a two week trial period before a commitment is made by either the parents or myself. It is appreciated that a child does not always adjust easily to a new situation. This will give the child, myself, and the other children in my home an opportunity to discover one another. In this manner, we can determine if there is a working relationship for all involved. Both parties agree to give two weeks to see if the child/children can bond with other children and the provider. After two weeks, if either Kellie Olson or the parent does not feel the child is adjusting, both have the right to leave without further notice. Childcare services will not be available until the parent can obtain another childcare provider, unless prior arrangements are made with Kellie Olson.

## Rates and Fees

The cost of childcare will vary from child to child. Your weekly rates will be based on the hours and days your child attends. A minimum rate is charged to hold your opening in my home. This rate is subject to change as deemed necessary.

Upon enrollment, the parent shall complete and return all forms with payment for the first week of care.

All services are PREPAID and will be made on Friday for the next week of care. No post-dated checks will be accepted. Parents are welcome to pay multiple weeks if they wish. There will be a \$20 charge for each day the payment is late, including times when a back-up provider is used. Checks returned for insufficient funds, closed accounts, or similar reasons will be rectified immediately by cash payment plus \$30 service fee, and any other damages that are a direct result of the returned check. This includes bank fees incurred from Kellie Olson's bank, which would not otherwise have been incurred if the check was not returned. From that point on, all payments may be required in cash, at Kellie Olson's sole discretion.

There will be an overtime charge for all children dropped off before 6:00 am or picked up after their scheduled time. My intent is not to increase my income, but to have closing times respected so I may follow through with family obligations and other commitments. Overtime is charged at a rate of \$1 per minute after pick up time as indicated by Kellie Olson's clock in the playroom. This is payable at the time you pick up your child. Kellie Olson has the right to waive overtime charges at her sole discretion. If your payment is late, you may be asked to withdraw your child from the Childcare Home.

The rate you pay is based on the hours you have contracted for childcare with, only. Additional time can only be arranged providing an additional fee or late fee is paid and depending on space or availability. I will not watch your child for extended time if it causes me to operate over my license capacity. Contracted hours will be respected.

If your child purposely damages any childcare property, such as toys, books, equipment, or other property, you will be expected to pay full replacement cost for that property, or repair costs.

## Arrival & Departures

If an emergency makes it impossible to pick up your child at your usual pick up time, I need a phone call. You may still be charged overtime. I will expect a phone call if it is necessary for you to be early or late, either in the morning or evening. If your child will not be attending child care for the day, I will expect a phone no later child's normal start time. Parents must notify me if your child will be arriving or leaving at a different time than normal. This will ensure that we do not miss each other during my daily walks or visits to the park.

During drop off or pick up of your child, should the responsible guardian appear to be under the influence of alcohol or drugs, Kellie Olson will be required to notify the authorities, and may discontinue care immediately, at her sole discretion.

## Vacations & Holidays

Parents are required to give at least two weeks advanced notice for vacation time. This assists in preschool/activity planning and avoids over expenditures of food and supplies. Tuition payment for one scheduled week may be withheld, by the parent, for vacation, or sick time, per 365 day year. Should the child be withdrawn from care within the first 180 days of childcare services, and payment has been withheld for one week, the amount must be repaid to Kellie Olson.

Kellie Olson will take 2 weeks (10 days) of paid vacation each year. During the provider's vacation, the must find alternate care for their child. If the parent chooses to use another child care provider, it is the parent's responsibility to pay for alternative care as well as the regular weekly fee, as set forth in the child care contract, for Kelly Olson.

The following days are holidays which I am closed, and are regarded as paid holidays.

- New Years Day
- Memorial Day
- July 4<sup>th</sup>
- Labor Day
- Thanksgiving and the Friday after Thanksgiving
- Two floating days which may be taken consecutively with a holiday listed above. These days may not be taken at Kellie Olson's sole discretion.
- If a holiday listed above falls on a Saturday or Sunday, the prior Friday or following Monday, respectively.

## Absences/Sick Days

I will be fully compensated for any day your child is not in my home due to illness. If I become ill, and unable to care for your child, I will notify you as soon as possible. If I am ill, I will not require payment.

## Emergencies

I must have phone numbers where parents can be reached, plus the phone number of a personal physician or clinic. It is extremely important that these phone numbers be kept current so that I may reach you when necessary, not just during emergencies. The phone numbers may be checked from time to time to verify their accuracy. In case of emergency, I carry a cell phone when I am not at home. My cell phone number is 303-681-4698. Parents must sign an emergency medical treatment release form. This form must be notarized by law. In the event of a medical emergency concerning your child, I will make every effort to contact you. If you cannot be reached, or time does not allow, I will execute actions as permitted by the release form.

## Emergency Situations

**Accidental Poisoning:** Kellie Olson will call the poison center, determine what the child got into, follow the poison center's recommendations, call 911 and alert one of the parents of the incident.

**Blizzard:** During a blizzard, all parents will be notified to pick up their children early, while roads allow travel. Parents unable to reach the home may call and make arrangements for the child to be kept overnight.

**Car Accident:** Should the provider be involved in a car accident, she will attend to the needs of the children, find alternate transportation home if necessary, and notify all parents of the children in care. If the provider is incapacitate, she will have records on file in the vehicle to aid the rescue crew. Note that it is not Kellie Olson's intent to transport children in a motorize vehicle.

**Electrical Storms/High Winds/Hail:** During electrical storms, children will be kept away from windows and electrical devices. All electric devices not required will be turned off. Children afraid of thunder and lightning will be calmed to the best of my ability.

**Fire:** We have four exits from the basement, two windows, one walk out door, and the stairs. In case of a fire, the children will be taken through the rear of the home or out the front door. If necessary, windows on the main level may be used as well.

**Flood:** In the case of flood, all children will be moved to the highest level of the home. The master bedroom closet will be used. This area is free from windows and potential broken glass and well equipped with a first aid, water, battery operated radio and blankets.

Home Evacuation: Should it become necessary to evacuate my home for whatever reason, Kellie Olson will transport children in her care to the Wal-Mart in Parker, CO. She will also do her best to notify parents of the situation.

Lost Child: If a child is lost, all children will be gathered in one area while the provider checks the remainder of the area for the child.

Tornado Watch/Warning: Once we're aware of a tornado watch or warning, the children will be moved to the basement, under the stairs. We keep necessary emergency supplies there.

## Health/Accidents

The state of Colorado requires that every child in a Child Care Home maintain a current physical exam. The parent is required to provide the Child Care Home with a physician's statement certifying the child's health PRIOR to the first day of enrollment and must be updated annually. Additionally, the State of Colorado requires written permission from a physician to allow a Child Care Home to administer any drugs to your child. These regulations apply equally to both prescription and over the counter drugs. Written permission from the doctor may be sent to the childcare home via e-mail or the U.S. Postal Service. Until the written authorization to give medication is received, no medication will be given per Colorado Law. All drugs and medications must be provided in their original containers and display their prescription labels. The child care home reserves the right to determine when a Sick Child Re-admittance Form must be signed by the child's doctor indicating the diagnosis and when the child is not contagious to return back into child care.

Please inform me of any allergies your child has. I will accept children with runny noses, and minor ailments, that are NOT CONTAGIOUS and may decide whether or not to provide service at my sole discretion. The following rules apply to illness your child may get during his/her stay at the childcare home.

Children who have an IEP plan need to give the childcare home a copy at enrollment and each time it is updated.

Children who are on daily medication must get a medical health plan from their doctor for the childcare provider to keep at the childcare home.

Children with the following conditions may not be allowed into the daycare home:

- Runny nose or cough for more than 5 days.
- Diarrhea
- Vomiting – If child is vomiting, please don't bring the child.
- Temperature – no temperature over 100 degrees.
- Ear infection / Sinus Infection – child must be on medication at least 24 hours before admittance.
- Pink Eye / Conjunctivitis – Child must be on medication at least 24 hours before entering home.
- Childhood illnesses such as chickenpox, measles, mumps, etcetera.

If you are in double, please call me and we will make a joint decision. Please be honest to limit illness being spread throughout the childcare facility and all student families.

If a child should become ill during the day, you will be notified immediately. The child will be isolated from the other children and you will be expected to pick up your child immediately (within 60 minutes from conclusion of the phone call). Failure to pick up your child within 60 minutes may result in immediate termination. Please notify me at once if your child has a contagious illness, so that I may respond appropriately. I will notify you if your child has been exposed to any contagious illness.

## Meals

I provide nutritious breakfast, lunch and snacks as outlined by the USDA guidelines for your children. Parents should inform me of any allergies or special diets needed for their child.

Special arrangements will be provided for birthdays. You may bring cake or special treats to help celebrate. Please let me know of any special plans you may have and I will try to schedule them.

## Clothing

The parent will provide the following A change of clothes, diapers, plastic underpants, sunscreen, diaper ointments, infant formula, bottles, and pacifier to be kept at the child care provider's home. Parents will dress their children in clothing appropriate to the season and the weather. A swimming suit and sunscreen is needed during hot summer months. I also ask the children to be dressed in clothes that can get dirty so that the child is free to play outside or on the floor. The childcare home is not responsible for misplaced or mislabeled articles of clothing or personal belongings. Also, the childcare home is not responsible for cloths getting soiled during child care.

## Field Trips

I do not typically provide field trips which require transportation with a motorized vehicle. I may ask to take your child to surrounding activities from my home. In this case, I will inform you of my activity plans in advance.

## Activity Policies

Television Viewing: The television is typically only used when I am not able to attend to the children directly. Examples of these times are during meal preparation or during drop-off and pick-up times. During these times, I must tend to you and other parents, while also assisting in preparing the children for departure. I make a point however, to minimize the use of television, and when doing so, I will only permit viewing of age-appropriate programming acceptable to all parents with children in my care.

Computer Usage: The computer is limited to one hour per day, per child. Software will be limited to age-appropriate educational, non-violent games. This software will be used in conjunction with preschool curriculum or used to develop fine/gross motor skills, hand-eye coordination, and cognitive (thinking) skills.

## Miscellaneous

- I ask that you let the child bring a security blanket if the child feels that they need one for naptime. Please do not bring other toys to the child care facility, as I will not be responsible for the loss or damage of those items. Should these items cause issues with other children in the home, I will place the item in a safe place until pick-up, out of use from everyone.
- Please do not bring food that is not able to be distributed to the rest of the child care children, this tends to cause problems.
- Please only give medication to me. Never place medication in backpacks or diaper bags, and never in your child's possession.
- For my childcare home to exist peacefully, please do not park in or in front of my neighbor's drive ways.
- During and after snow storms, if my driveway has not been cleared of snow, please do not park in it. It's hard to clear the packed snow.
- Childcare is a legally deductible expense and I will be happy to provide you with receipts or a year-end statement for your income tax purposes.

## Discipline

I believe in positive discipline first. I try to reward children for correct behavior. If the child's behavior is not acceptable however, I use "time out" and discussion. Other methods of guidance include logical and natural consequences, redirection, substitution, and role modeling. The child may be required to sit away from the activity for a short period of time. If needed, a conference may be required to discuss ongoing problems. As changes in a child's life may affect his or her behavior, I ask that you inform me of any major changes. Examples include divorce, death of a loved one or pet, unemployment, etc. You, as a parent, are expected to back me up at all times for misbehavior. Failure to do so will result in immediate termination.

## Child Abuse/Neglect

By Colorado Law, I am required to report any signs of abuse or neglect of children in my care to Social Services, and will promptly do so. I am liable, as a childcare professional, for this responsibility and can be fined or jailed for failing to do so.

## Termination of Contract/Service

Termination of this contract must be in writing and the intent to terminate must be given to the childcare home no less than two weeks before the child is to leave the childcare home. Failure to give a two week notice will result in the normal fee being due and payable to cover the two week period that I am not able to advertise for. A two week notice will also be given if I am no longer able to provide care for a child, under circumstances that does not threaten the health of those in the child care home, property, or the state of my child care business.

## Closing

I am a self employed child care provider. I have tried to be fair in setting up these guidelines to help us both see what we can do for each other. The financial arrangements are there for my family to maintain a monthly balance we depend on and you can budget. I do expect the respect and consideration you would give any other professional. Please remember my business is necessary for the support and well being of my own family. Changes in the agreement form should be fully discussed and agreed upon.

Your child's well being is very important to me, and I want to keep communication open. Please ask for a conference at any time. If necessary, I will ask the same of you. Please feel free to bring me any complaints or compliments. As required by regulation, I am listing the number of social services. You may reach them at 303-866-5860. My case worker has not been assigned as of this time, but will be provided when it has been.

Sincerely,

Kellie Olson  
Tenderheart Daycare