

Little
BIG
kids
FAMILY DAYCARE

PARENT POLICY HANDBOOK

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Parent Policy Handbook

Table of Contents

Section 1: <u>Introduction</u>	
Welcome	3
Equal Opportunity and Non-Discrimination	3
Note to Parents	3
Section 2: <u>Getting Started</u>	
Enrollment Procedures	4
Initial Visit	4
Welcome to the Program	4
Transition Plan	4
Your Child's First Day	4
Section 3: <u>Daily Routines</u>	
Arrival and Departure	5
Daily Communication	6
Managing Behavior	6
Lunch and Snacks	7
Rest Time	7
Clothing and Diapers	8
Toilet Training	8
Toys	9
Traditional Holidays	9
Transitions	9
Section 4: <u>Health and Safety</u>	
Good Health	10
Illness	10
Medication Policy	11
Accidents and Emergencies	12
Field Trips	12
Section 5: <u>Families' Rights</u>	
Children's Records	13
Confidentiality	13
Termination of Enrollment	13 & 14
Section 6: <u>Tuition Policies</u>	
Payment	15
Late Pick-up Penalty	15
Returned Checks	15
Termination for Non-Payment	15
Section 7: <u>Attendance Policies</u>	
Absence	16
Schedule Changes	16
Holidays	16
Vacation/Leave of Absence/Absence due to Illness	16
Withdrawal	16
<u>Acknowledgment and Agreement</u>	17 & 18

Parent Policy Handbook

(508) 987-2765

Section 1: Introduction

Welcome

New beginnings are exciting for children, their parents and daycare providers. At Little Big Kid's, I am committed to helping your family make an easy, comfortable transition into my child care by clearly communicating my policies, procedures, and philosophy. I hope these guidelines provide an easy understanding of my program and serve as a handy reference throughout your child's enrollment here.

I know from experience that I cannot provide quality care and learning for children unless it takes place within the context of their family. In order to do so, I need your insights, your personal involvement, and both a personal and professional relationship with you. Together, Little Big Kid's and your family make an excellent team.

Equal Opportunity and Non-Discrimination

Little Big Kid's is firmly committed to the concepts and practice of equal opportunity and non-discrimination. I, Sarah Fournier, administer quality childcare for children without regard to race, gender, religion, age, cultural heritage, marital status, sexual orientation, political belief, veteran status, national origin, disability, or any other characteristic protected by Federal, State or local law.

Supporting equal opportunity goes beyond my obligation to the law. I work toward the cooperation of everyone to achieve a constructive learning and working environment for all who enter my home and business. Discrimination or harassment in any form is not tolerated. I am responsible for upholding this policy (and expect the same from families who are enrolled), which, simply stated, requires that we all treat each other with respect at all times.

Note to Parents

Many years of experience running my family child care program within my home has given me valuable insight and first-hand knowledge as to what boundaries and expectations need to be in place in order for me to continue to operate my program to the best of my ability. I assure you that everything you are reading here came about because one or more families gave me a reason to include a policy that avoids similar events from reoccurring in the future. I have the unique ability to take on multiple children of all ages, provide exceptional care and guidance, with an unbelievable amount of patience, however, this ability does not mean that I am super human. Having chosen this career path is as challenging as it is rewarding and often times can lead to provider burn out if these policies are not followed as they are written. Please keep in mind that while you are raising your littles, I am also raising 6 of my own children while providing care for upwards of 4 to 8 additional kiddos alone. Therefore, I am unable to accommodate individual family requests and/or the expectation to follow the routines which are practiced at your homes. I need to follow my own standards for every child enrolled. Without the support and understanding of you parents, I'm afraid my program will not be a good fit. If you find any of these policies uncomfortable or unreasonable you may want to consider a commercial child care program or nanny.

Section 2: Getting Started

Enrollment Procedures

The choice you make about your child's early care and education is one of the most important decisions you will ever make. Children have different personalities and needs. At Little Big Kid's, my enrollment process is designed to allow you time to visit, to ask questions, to observe your child at play in his or her prospective classroom and to assess whether your expectations of the daycare are a good "fit."

Initial Visit

Your first visit to the daycare will provide you with an opportunity to gather information about what my program has to offer and to discuss your family's needs and expectations. This initial visit will either be at a scheduled open house or by appointment only. For the safety of the children enrolled, drop in visits are not permitted. All parents and/or guardians as well as the child you wish to enroll should be present at this visit. It is important for the provider to meet your family and get acquainted with the child for which care will be provided.

Welcome to the Program

Congratulations! Your child has been accepted into Little Big Kid's Family Daycare! This means you received a personal acceptance letter and enrollment packet via USPS or email (chosen method at initial visit). Please keep in mind that interest in enrolling at Little Big Kid's far exceeds the available daycare slots to be filled, therefore, once you receive an acceptance letter, you will have 24 hours to accept or decline enrollment before the slot is given to another candidate. Payment for your child's last week of care is required in order to secure the slot but is not refunded should you change your mind for any reason.

Transition Plan

Once the decision to enroll has been made, you will need to make another appointment to enroll your child. At the second scheduled visit, we will review specific policies and procedures, sign an enrollment agreement, and plan for your child's smooth transition from home to the daycare. Due to the nature of this visit I request that you find alternate care (if possible of course) for your child. All enrollment forms and required items from home are due at this visit in order to provide a smooth transition on your child's first day. I will provide care for a probationary period of 4 weeks (Mon-Fri). This trial period offers your family (and provider) opportunity to ensure a good fit without having to adhere to the policy withdrawal procedures.

Your Child's First Day

Children react differently to new situations. Your child may cry when you leave, but in most cases, the tears will end as soon as you turn the corner. Try to relax. When you leave, please go with a smile and a cheerful good-bye. You are welcome to call later in the day to speak with me. Many parents keep going back for one more kiss, reassuring their children over and over. Uncertainty on your part, however, can hinder your child's adjustment. In all probability, your child will love the daycare and will look forward to coming each day. Please be assured that I will not allow your child to suffer prolonged unhappiness. You will be kept informed of your child's successes or any adjustment difficulties as they occur.

Section 3: Daily Routines

Arrival & Departure

Drop off

Parents must accompany children directly into Little Big Kid's premises and sign them in and out of the daycare each day, without exception. This is to maintain accurate daily attendance records, which include specific drop-off and pick-up times verified by parents. Under no circumstances may a parent leave a child at daycare: (1) prior to opening, (2) prior to the child's scheduled arrival time, without my approval, or (3) without making sure that the child has been properly received by me.

Maintaining a routine with a group of young children is important. In order to provide the best quality care while implementing a daily schedule it is imperative for those enrolled to be dropped off prior to the 9:00 AM cut off. LBK will not accept children into the classroom after 9:00 AM for it has in the past proven to be disruptive and becomes unmanageable for the rest of the routine as the day progresses. Occasionally exceptions may be allowed. Talk to me first.

Pick up

Please remember that I have a family, personal life, and scheduled appointments so please take under consideration how important it is for you to come on time when picking your child up from my care. If you are going to be late and cannot make proper arrangements with me for late pick-up, it is your responsibility to contact your emergency pick-up person to make arrangements for timely pick-up of your child. (See also Late Pick-Up Penalty on page 14)

Other than parents, only persons with prior written authorization will be allowed to pick up a child from Little Big Kid's Family Daycare.

To ensure the security of the children, I will adhere to the following procedures:

1. Check pick-up authorization form in child's file. A child may be released to a person who is not on the authorized list only if the parent has provided a verifiable dated and signed note authorizing a specified person to pick-up the child at a specified time. The note must include the person's full name.
2. Before releasing a child to someone other than a parent, I will check the driver's license to make sure it matches the authorization form or special authorizing note.
3. Parents may not give oral authorization for pick-up of children via telephone or fax.
4. Under no circumstance will a child be released to a person who is not on the list or for whom the parent has not written an authorization note, even if the child is familiar with the person. This includes parents of other children enrolled in the daycare.

Parent Policy Handbook

(508) 987-2765

5. I will never force a child to leave my care with someone he or she is unfamiliar and/or uncomfortable to go with.

6. Occasionally, I might be put into a difficult position by parents who are involved in a custody dispute. In the absence of a court order, I cannot deny a parent access to his or her child. Even with a court order, my ability to deny access is limited to notifying promptly the custodial parent and the proper police authority, should unsanctioned contact be attempted or occur at the daycare. Difficulties of this type must be discussed so that we can clarify procedures and limitations. I will not place myself, my family or other children enrolled in jeopardy to mediate a family dispute or to attempt to enforce a court order. If a parent chooses to leave a child in my care, with a court order in force, the custodial parent will be required to sign a waiver acknowledging my inability to physically obstruct a hostile effort to take the child from my care.

Daily Communication

Little Big Kid's Family Daycare is the place where your child will be spending many hours each week. I strive to make that place warm and cozy, a place of growth, challenge and friendships. I hope you will speak to me daily to keep me informed about the small but important changes that can affect your child's ongoing development. It is also your right to stop in at any time during the day without notice. All I ask is that you be considerate of my routine and especially our daily nap schedule between 12pm-3pm. Getting multiple children to sleep during the same schedule is challenging and once achieved, a much needed respite. I use the Remind App to send pictures and communicate with parents of their child's activity throughout the day.

Managing Children's Behavior

To varying degrees, young children will require assistance from their child care providers in controlling their own behavior. It is critically important to remember that it is my role to provide children with the appropriate words and actions to assist them in regaining control (sign language has proven to be very successful and I will be using it for words like help, more, please, thank you, finished). Many issues can be anticipated and the child can be distracted or redirected prior to misbehavior occurring. Whenever possible, children should be encouraged to resolve conflicts independently.

When children act out by hitting, pushing, biting, yelling or cursing, a brief change of scenery will enable the child to regain control. I can also ask a child if he or she needs some time alone to regain control, or the child may be removed from the group until he or she has calmed down. Of course these disciplinary intervention actions will only be used for age appropriate children. The above stated are the only forms of disciplinary actions taken **at no time whatsoever will a child be spanked, shaken, hit, pushed, pinched, pulled or any other forms of corporal punishment. No child is subjected to severe punishment, humiliation or verbal abuse. Food is not denied as a form of punishment or behavior control, nor should food be forced. Children will never be punished for not using a toilet, for toileting accidents, or for wetting or soiling clothing.**

Parent Policy Handbook

For the child who is endangering the safety of themselves, myself and/or other children, I will need to fill out an incident report. A copy will be given to the parent and one placed in the child's file. It will need to be signed by a parent before departure. Three incident reports could be cause for termination if improvement is not seen in the child gaining control over his or her actions within a timely period. At Little Big Kid's I am committed to the overall safety of the group *and* to the success of each individual child. There will be rare occasions when I might need to terminate the enrollment of a child due to severe harmful behavior. *(See "Termination of Enrollment" under "Section 5: Families' Rights", for further information)*

Lunch & Snacks *(Things to bring from home are listed in bold)*

Due to cost efficiency and lack of participation, LBK no longer provides breakfast (served at home prior to drop off) or lunch (provided from home and brought to the program daily). However, LBK does provide two snacks (AM & PM), milk, and drinks every day. **Parents will need to provide 2 sippy cups labeled with their child's name** to keep in the daycare.

Parents are required to bring all foods for infants. This includes **formula, baby food, infant cereal, baby cookies for snack and whatever else your infant eats at home**. As well as **two each of bottles, nipples and covers. Labeled with your infants name on them**. To keep in the daycare. **Binky and binky clip for your child's shirt**.

Birthdays are important. If you would like to bring in a special snack on your child's birthday please let me know the day and time so I can have the children prepared.

Rest Time

A rest period is required for all children who spend most of their day with us. This generally occurs during the first part of the afternoon, following lunch. Rest time will always be implemented with regard for the individual needs of the children. No child will be forced to sleep or be expected to rest for an inappropriate amount of time. After a reasonable amount of time, alternative quiet activities will be available for children who have finished resting until all children have awoken.

With all of that said, I need to address my policy regarding children who do not nap or refuse a quiet rest period (keeping other children awake by preventing them from falling asleep and/or waking them up to soon). If your child falls into one of those two categories, I will try my best to work with your family, however, your tuition rate will be increased to accommodate those hours that I am unable to take care of my own needs as a provider (using the rest room, cleaning up, curriculum prep, lunch for myself are just to name a few). As mentioned many times throughout this handbook, providing care for little ones is as draining as it is rewarding and rest time is not only important for my own wellbeing (and those enrolled) but necessary in order for me to run my program to the best of my abilities. Should rest time continue to be an interruption, unfortunately my program will not be a good fit for your family and your child will be unenrolled.

When your child is at the daycare during a rest period a special blanket or stuffed animal may be brought in only for rest time purposes and will be put away after rest is over or taken home at the end of the day. I provide each child with appropriate sleeping items which may include: portable crib or sleeping mat (depending on age), sheet, mattress pad, and blanket. I wash and sanitize all rest items every Friday.

Parent Policy Handbook

(508) 987-2765

Clothing & Diapers *(Things to bring from home are listed in bold)*

At least one change of clothes, including underwear and socks, should be kept at the daycare at all times. Please make sure you keep up with your child sizes and the change of the weather.

(Infants and Toddlers may need two complete sets of clothing.) Please make sure to label all clothes sent or worn to the daycare. Each child will have a specially designated space to hold personal belongings. The children are expected to wear shoes at all times. When a child wears heavy boots to school in place of shoes, other shoes or hard soled slippers must be sent for use indoors. This is to help encase of fire so all children will be clothed properly. **Parents are responsible for providing diapers, diaper wipes, and bibs for their children.**

Please also remember that Children will play outdoors daily, weather permitting. Please make sure to **bring hats, mittens, snow pants and warm coats** in the winter and **an extra pair of clothing encase a child gets wet.**

Toilet Training

Potty-training is an exciting and challenging time for children, parents, and child care providers. The most ideal setting for potty-training is at home with one on one attention for about one to two weeks since there are a lot of distractions and multiple children requiring care within a child care setting. However, I understand that this ideal may not be possible for parents due to conflicting work schedules. Therefore, I have designed the following policy to assist parents in this important milestone:

#1. **Communication is a must** - Parents are required to inform me well in advance (at least two weeks) of when potty-training will begin at home so I will have time to prepare my schedule and routine around training in the classroom. I will not attempt to work with your child on toilet training until a good routine has been established at home first. I require that your child be acquainted with the toilet process for at least two weeks and have successfully used the toilet at least three times during this period.

#2. **Signs of Readiness** - Your child will not begin potty-training in my program until they can: 1. communicate that they need to go, 2. Pull pants up and down unassisted, 3. display a willingness to use the toilet.

#3. **The Process - To Start:** parents will supply me with Pull-Ups. Once the child has successfully gone 2 consecutive weeks without accidents, I will transition to normal underwear. If at any time there are accidents during the training process, the 2 week in Pull-Ups will start over. These measures are in place for sanitary reasons, to prevent body fluid exposure to the other children and the facility. Once the child has successfully transitioned to underwear, I will continue to use Pull-Ups during nap time only until they are consistently waking dry.

Frequency: Your child will be helped and encouraged to use the toilet at reasonable intervals throughout the day. This will allow them to learn bladder and bowel control, however, they should also be learning to communicate their need to go. I assist in potty-training and not potty-catching. This means that if your child is avoiding accidents only by me placing them on the toilet every 20 to 30 minutes then they are most likely not ready to begin the toilet training process.

Clothing: While in training, your child must wear training clothes. Training clothes are items that are easily removed and are loose-fitting. For example, sweatpants, elastic waist shorts, skirts etc. No buttons, snaps, zippers, overalls, or long skirts are recommended. Please provide at least four sets of changing clothes, including socks and underwear, 1 pair of shoes, and a minimum of 6 pull-ups each day during the potty-training process.

#4. **Temporary Tuition Increase** – Since the process to toilet train a child within a classroom setting is time consuming (especially when there are multiple children present who require the providers care) there will be a temporary tuition increase of \$50 per week while your child is toilet training. Your signature on the toilet training agreement will implement the temporary increase. Once your child is fully trained your tuition amount will return to your regular agreed upon rate.

#5. **Team Effort** - I am more than willing to work with parents on the toilet-training process with the understanding that this is a joint effort between parent and provider. Your child can not be successful in toilet-training if both parties are not putting in the required time and work to continue training. If you are not emotionally or physically ready to begin toilet-training your child, it is best to put it off until you can give it your full attention. Toilet-training is not an easy process, but with a little patience, love, humor and setting good examples, it can be accomplished successfully.

Parent Policy Handbook

Toys

Although a small “snuggly” for naptime is welcome, we ask that children do not bring other toys from home. I cannot be responsible for loss or damage to children’s personal belongings.

Traditional Holidays

I am aware the children in my care represent many different religious and ethnic groups. However, please remember that this is not only a daycare facility it is also my home. I will not force my beliefs on any child, however, some of my own biological children will be present and we do participate in the following U.S. adapted holidays: Valentine’s Day, St. Patrick’s Day, Easter, Independence Day, Halloween, Thanksgiving, and Christmas. This means decorations will be hung and activities may be completed for each holiday in celebration, however, no religious connotation is taught. In addition to the above holidays, I encourage parents to share, introduce, and educate our little’s on their family traditions. Remember it is your choice as a parent whether or not to send your child to Little Big Kid’s Family Daycare. Although this is a very loving environment for your child to spend his or her days, if any of the above stated are a concern for you, my program may not be a good fit for your family. Little Big Kid's will provide parents with an updated holiday time off schedule each New Year.

Transitions

All transitions involve change and they impact children, parents, and providers. Your child’s age and level of development influence how they will respond to and experience these changes. Transitions are most successful when families are engaged in planning and decision-making. Families should take the lead on identifying what is most important for their children as they progress in each milestone (some examples of these milestones are as follows: food (formula to solids or whole milk), stop use of pacifier, transition from bottle to sippy cup, sippy cup to open cup, toilet training, just to name a few). With that said, it is absolutely necessary for me to be given at least 2 weeks’ notice of any change or transition that you would like to implement in my home program.

It is important for parents to remember that I am providing care for multiple children. I appreciate the understanding that with each milestone/change/transition requires your provider to prepare for significant behavioral changes that will impact the routine. For this reason, I cannot allow parents to request these changes suddenly and without notice. For example, telling me to return a child’s pacifier or bottles at drop off one morning when the child is used to using these items on a daily basis is not ideal. Realistically, I would slow down the use of these items to better prepare for the change rather than taking these items away “cold turkey”.

I’ve added this particular “transition” section to my policy after experiencing one specific situation that consisted of sudden and unexpected transitions within one week by 3 different families to include: a toilet training request, removal of pacifier from use at nap time, and transition from bottle to sippy cup. In all of these instances, parents took the items from my program without any understanding of what sort of chaos these sudden demands would cause (forcing me to deal with avoidable behavioral changes) despite my objections or explanations of why I would struggle to accommodate them so suddenly. I understand that families raise their children as they see fit, however, all I ask is that we work together for the benefit of all involved.

Section 4: Health and Safety

Good Health

Only children who are in good health may be brought to daycare. When a child develops signs of illness during the day, parents will be called and will be expected to pick up their child as soon as possible. In the meantime, the child will be made comfortable in a quiet, supervised location away from other children.

Children will play outdoors daily, depending on the weather. Parents are responsible for sending children in adequate clothing and footwear to maintain good health during outdoor play in all suitable weather conditions, including normal winter temperatures. Please do not ask me to keep all the children inside because one child doesn't have proper clothing. Please also don't ask me to keep the children inside if your child has a cold or other illness. A child who is too sick to go outside is usually too sick to be in a social situation with other children (meaning they probably shouldn't be in daycare that day either)

Illness

Parents must understand that any new social setting offers exposure to illnesses and germs. Although I take precautions to prevent the spread of illness, children entering a new child care setting may seem to catch everything that goes around for several months. Please be prepared to stay home with your child or make arrangements for someone who can. Whenever your child has experienced any of the following symptoms within the previous 24-hour period, you will be expected to make other child care arrangements for the comfort of your child and the health of the other families whose children attend.

1. Fever of 100—Children sent home with a fever in the middle of the day may not return to school until they have been fever-free for a full 24-hour period.
2. Diarrhea—2 or more instances close together may be assumed to be contagious unless determined by a doctor not to be so.
3. Vomiting.
4. Pronounced or persistent coughing.
5. A contagious condition of any kind, including but not limited to the following: strep, flu, respiratory infection, conjunctivitis, infectious rash, hepatitis, chicken pox, measles, mumps, scabies, lice, hand foot and mouth etc.

When children are sick and they are kept at home, then all of the children and their families at the daycare benefit from better health. Please remember that all symptoms must have disappeared at least 24 hours before returning to daycare. In some instances, a physician's certificate of good health may be required before a child will be allowed to return, however, even with said Doctor's note, I the provider have the right to refuse care based on what I feel comfortable with in my home.

Parent Policy Handbook

(508) 987-2765

Medication Policy

Parents must fill out the necessary authorization form for handling and administering medications. This form is called a Medication Permission Form and must accompany each medication given whether it is prescription or non-prescription (over-the-counter). Each dose administered is recorded on the Medication Permission Form by the person who administered it. The record indicates the name of the child, medication, dose, time, term and is signed. Little Big Kids Family Daycare will follow the below stated rules for the administration of medication:

1. **Prescription medications** will only be administered when delivered to the daycare in the current prescription container, labeled by the pharmacist with the child's name, physician's name, name of medication and dosage instructions. I must also receive a Medication Permission Form with specific instructions for administration, including length of course, any allergies and possible side effects. The physician's name and telephone number must be provided.
2. **Over-the-counter medications** (e.g. Tylenol, Dimetapp, etc.) will only be administered or stored by me with a Medication Permission Form filled out and signed by a physician with specific instructions as to dosage, schedule and term. I cannot dispense over-the-counter medication on an "as needed" basis.
3. The Initial dose of medication, whether prescription or over-the-counter, must be given at home or by the doctor in order to evaluate effectiveness and observe possible side effects. It is recommended that children not return until they have completed two doses of the prescribed medication.
4. Parents must supply any special device such as a dropper or a calibrated cup for the proper administration. Any special requirements for measuring or administering medication must be specified.
5. **Sunscreen** will be reapplied once before going outdoors in the afternoon. Parents who want their child to wear sunscreen are asked to put on the first application before coming in each day. Parents also need to supply their own bottle with their child's name clearly marked. A Medication Permission Form is also required for sunscreen applications with instructions for application.
6. All medications must be handed to the daycare provider. No medication will be accepted when left in a diaper bag, lunch box, cubby, etc. No medication should be mixed in a child's bottle or into other food, unless specified by the physician and labeled as the proper form of administration. In that case, the medication must be mixed at the daycare. The daycare is not responsible for replacement of spilled medication or for those left beyond the expiration date. Unused medication will be returned to the parent.

Parent Policy Handbook

7. All medication should be clearly labeled with the child's name and /or current prescription label and will be stored in a specific location in a locked box or cabinet away from children. Refrigerated medication will be kept in the fridge.
8. When administering medication, no attempt will be made to restrain a child or to use unusual force if the child is upset or uncooperative. A parent will be called immediately if such a problem occurs.

Little Big Kid's recommends that parents keep several Medication Permission Forms at home to have handy for trips to the doctor. Additional forms are available from me upon request, and they are suitable for use by the doctor as a physician's order to the daycare.

Accidents & Emergencies

All daycare providers are required to receive first aid and CPR training for infants and children. All incidents and injuries will be reported to parents on an Incident Report Form (*see "Managing Children's Behavior", under "Section 3: Daily Routines", for more information.*) or Accident/Injury Report Form, within 24 hours of any such occurrence (*both needing to be signed by parent and provider. The original goes in child's records and a copy goes home*). Minor accidents, such as cuts and scrapes, will be treated with soap and water; bruises and bumps treated with ice.

In the case of a more serious accidental injury, I will make an immediate attempt to contact a parent. If I cannot reach a parent or the designated emergency contact, I will call an ambulance and your child's physician. I will accompany your child in the ambulance to a hospital and remain with your child until you arrive (my emergency back up person will be called to come and sit with the remaining children). You will be expected to assume responsibility for any resultant expense. In the event of an emergency with the actual daycare facility (ex. Fire, pipes burst, furnace break, etc.) I will remove the children from danger by following the emergency evacuation procedures that will be practiced once a month (*for more information, see "Plan for Meeting Potential Emergencies", in the EEC's Parent Handbook*) I would then call all the parents to let them know that we had an emergency and had to move the children and that they need to come and pick them up immediately.

Field Trips

On occasion weather permitting it is nice to get outside and go to different places. Every time I plan on taking your child off the premises of the daycare I will let you know that day. If you haven't given your child signed permission (under the "Permissions" section of your Family Child Care Enrollment Packet), I have a Field Trip Permission Form on hand for you to sign that states what we will be doing, when we will be leaving/returning, where we are going, and how we will get there. When walking or using a vehicle I want to assure you that your child's safety is my number one concern. Car seats will be used when using motor vehicle transportation. Holding hands or strollers will be used when walking.

Section 5: Families' Rights

Children's Records

Information contained in a child's record is privileged and confidential. The daycare does not release the information in a child's record to anyone not directly related to implementing the child's program plan without the written consent of the child's parent or guardian. Parents shall have access to their child's record at reasonable times with no delay of greater than two business days following such a request. Occasionally, a duly authorized licenser will review children's files to substantiate proper record-keeping by the provider. However, no material is removed, and confidentiality is always maintained.

A child's parents may add information to the child's record at any time. The parents may request to have information in the record deleted or amended. If I feel that the information needs to remain in the record, then I will have to meet with the parents to discuss the issue. If, after the conference, I still choose to deny the request, I will provide the parents with a written explanation. The parents can then file an appeal with the child care licensing agency (EEC Department of Early Education and Care).

Upon written request of the parents, I will send a copy of the child's record, at the parents' expense, to any other person or agency so designated.

Confidentiality

I believe in protecting the confidentiality of all families who choose to use my services. I will not discuss the affairs of one family with another family without prior mutual consent, nor will I release family information to parties outside the daycare or to the general public without written consent. I will also ask for written consent when requesting outside records from other agencies or families. It is also against my policy to discuss the affairs of families in casual conversation within the daycare or in any inappropriate way at any time. I expect all families to follow the same principles of confidentiality with respect to all other families.

Photographs of children or samples of children's work will not be displayed outside the daycare, nor will copies be used for promotional purposes without the prior approval of the parents.

Termination of Enrollment

There may be circumstances which warrant termination of a child's enrollment at Little Big Kid's. Although every effort will be made to avoid taking this step, the following situations may necessitate discontinued enrollment:

1. Excessive biting.
2. Parent's refusal to seek professional help if a child needs it.
3. Physical or emotional problems that require constant one-on-one attention.
4. Severe behavioral problems which cannot be controlled and may endanger the child or other children.
5. Physical or emotional impairment which I cannot reasonably accommodate.

Parent Policy Handbook

(508) 987-2765

6. Failure to pay tuition on time (twice within a few weeks and/or 4 within a year).
7. Failure to provide health forms and other paperwork required for enrollment.
8. Failure to cooperate with the daycare policies.
9. Parent's disrespectful behavior toward other parents, children, and myself.
10. Discriminatory, humiliating, intimidating, or harassing behavior of any kind which contributes to the creation of a hostile environment.
11. Three incident reports.
12. Non nappers and/or refusal for quiet rest time.
13. Perpetual early/late drop off/pick up outside of contracted hours listed on tuition agreement.
14. "Dose & Drop" Bringing your child to the program (medicated) and/or knowing they are ill and should not attend. This happens often, we do find out.

Before a decision to terminate enrollment is made, the following steps will be taken:

1. Written documentation and/or communication via text, Remind, or verbally at pick up/drop off will have been shared with parents regarding the concern(s) more than once.
2. If parents have sought outside help and the child's behavior has not improved and the daycare cannot provide an appropriate environment, the parents will be given two weeks to find alternative care whenever appropriate. The child will be told approximately one week before termination, in a manner consistent with his or her ability to understand. The child's separation from the center will be treated in the same manner as a child who is moving; i.e., a party, good-bye card, etc.
3. Under no circumstance will the child's termination be treated any differently than the usual routine for other children who leave the daycare.
4. If a child's departure from the daycare must be sudden, for whatever reason, and the child and the daycare do not have a chance to say good-bye, the teacher will write a simple note addressed to the child. Photos, drawings, and other mementos may be included.

Section 6: Tuition Policies

Payment

Tuition is always due by 11:59pm on Friday. If payment is not received come Monday morning, the provider has a right to refuse care until the balance is paid in full. A late payment fee and cumulative service charge of \$25/day will be added to the weekly tuition for all payments received after that time and for all outstanding balances. Refunds are not given for care which has been scheduled but is not utilized. Checks, money orders, & Venmo are accepted for payments; no cash.

Late Pick-Up, Late Drop-Off, Early Drop-Off Penalty

Definition of "Late Pick-Up" – *picking up your child from the program after the time you listed on your tuition agreement.* Definition of "Early Drop-Off" – *dropping off your child to the program prior to the time you listed on your tuition agreement.* Definition of "Late Drop-Off" – *dropping off your child to the program after the time you listed on your tuition agreement.*

If a child is left at Little Big Kid's past your child's scheduled pick up time, a \$10 late fee plus a late penalty of \$1 per minute will be charged per child for all age groups. This fee will also apply to early/late drop-off. Parents who are perpetually late (or early) will be asked to find alternate care. This fee will be applied to your tuition payment statement and the \$25/day late payment charge will be added to all outstanding balances.

As previously stated in "Section 3: Daily Routine's", the cut off time for dropping off your child is 9AM. This means your child will not be provided care for the entire day if they are brought after this time (without having contacted me first to make the arrangement for an occasional exception) and you will still be responsible for payment for that day. If you have signed the tuition agreement and agreed to an earlier drop off time (prior to the 9AM cut off) you are responsible for dropping off at the time you chose and will be held to that time. I understand how this policy may seem excessive when you are paying for care. Some parents assume they should be able to in the very least drop off their child when it is convenient for them. In a larger facility this may be easier to accommodate, however, in MY family child care program, I plan my entire day (family appointments, errands, morning routine) around the schedule that we agreed upon. If a parent isn't consistent with the schedule they chose for their child in my care then I am unable to take care of the needs of my own family as well as the other enrolled. That is just not okay. It's all about respect for me as a provider and for my time.

Returned Checks

If a check is returned due to insufficient funds, the check must be replaced in addition to the penalty charged by my bank. Upon notification of a returned check, the parent will have 24 hours to replace the payment. If this amount is not paid after 24 hours it will result in a cumulative late payment fee of \$25/day. Two returned checks will be cause for accepting future payments by money order only.

Termination for Non-Payment

Non-payment or late payment of fees is sufficient cause for termination of service. If service is terminated for non-payment, I will pursue collection of the full amount due.

Section 7: Attendance Policies

Absence

When your child is going to be absent, please call me and let me know as early as possible. If your child has a contagious illness, let me know so that I can alert other parents to look for symptoms in their children. Parents are still responsible for tuition on days their children are absent.

Schedule Changes

All Children must have a regular schedule on file with me. I require two weeks' written notice in advance of a schedule change. Extra time is negotiable. Schedule changes will not be accepted for legal holidays for which the daycare is closed.

Holidays

The daycare is closed for certain holidays which are specified on the "Schedule of Child Care Closing" that you received within your enrollment packet and will be updated each New Year. Tuition is charged on a weekly basis, without credit for those holidays for which I am closed. For example, if your child is regularly enrolled for Mondays, you will be charged the same tuition for a week in which the daycare is closed for a Monday holiday as you would be otherwise charged.

Vacation/Leave of Absence/Absence Due to Illness

You are responsible for payment of weekly tuition to maintain your child's space within the program, even when you choose not to send your child for any reason. Children removed from the active roster for non-payment of tuition will lose a guaranteed space and will not be allowed to re-enroll. Tuition is not refunded or credited for days missed due to illness, family vacation, or holidays. You are not responsible for your child's tuition for Provider scheduled vacations or days the provider needs to close for any reason, however, keep in mind that I am a licensed Family Child Care Provider. As such I am the only person providing care, therefore, you will need backup care for those unforeseen sicknesses or emergency situations for which the provider needs to close. I try my best to avoid these situations as I will be missing out on income for my family and to my knowledge I am the only provider in the area for which doesn't require payment for provider sick/personal/vacation days so it is most important for parents to be understanding on the rare occasion these closures do occur.

Withdrawal

If you have already completed your 4 week probationary trial period and have decided to withdraw from Little Big Kid's, a two-week written notice is required for withdrawal. Following such notification, tuition will be charged for two weeks or until the date specified, if beyond two weeks. Your initial deposit to secure your child's slot within the program will be applied to their last week of care.

Parent Policy Handbook

(508) 987-2765

Acknowledgment and Agreement

Parent/Guardian #1

I _____ have read and acknowledge all the terms and policies of
(Print your name here)
the Parent Policy Handbook. I _____ have agreed to follow all the
(Print your name here)
rules and regulations that are listed in the Policy and agree that everything written in the Parent
Policy Handbook is fair and reasonable.

By my signature below I have acknowledged and agreed to all the above statements.

Parent or legal guardian Signature

Date

Parent/Guardian #2 (if a two parent household)

I _____ have read and acknowledge all the terms and policies of
(Print your name here)
the Parent Policy Handbook. I _____ have agreed to follow all the
(Print your name here)
rules and regulations that are listed in the Policy and agree that everything written in the Parent
Policy Handbook is fair and reasonable.

By my signature below I have acknowledged and agreed to all the above statements.

Parent or legal guardian Signature

Date

Parent Policy Handbook

(508) 987-2765

There are significant differences between a family child care program (what I offer) and other similar care services such as a babysitter, a nanny, a family member/friend/neighbor, or a commercial child care facility/center. It is important for families to understand these differences before deciding which route is right for them. Family Child Care Providers are not only licensed by the state of MA but required to comply with rules and regulations and complete yearly training to maintain licensing. The benefits of a home daycare setting is that families are able to split the high costs of one on one/commercial care while the provider assumes all the financial risks if/when enrollment is low. A nanny charges upwards of \$30/hour for one on one care, babysitters around \$15/hour for one on one care, commercial child care centers tend to have higher rates along with larger classroom ratios and difficulties keeping teachers employed. Family child care providers are charging an average of \$6/hour, licensed to care for 6-10 children alone, and assume all financial risks should enrollment become low. I offer a unique child care experience in that I have a dedicated classroom space within a home setting as well as the rare ability to patiently care for multiple children at one time while keeping my ratio between 4-6. I have provided the following link for more information regarding the above stated:

<https://www.childcareaware.org/families/types-child-care/>

Once the decision to enroll your child at Little BIG Kid's Family Daycare has been made, I will appreciate you choosing and trusting me with the care of your little one and thank you for allowing me the privilege to be a part of their young lives. Rest assured that all children in my care feel at home and are treated as if my own.

Family Child Care
 is not **Babysitting**.
 It's not **comparable**
 to any **child care center**.
 It's **FAMILIES** in
relationships
 with a **PROFESSIONAL** care provider
 in an **environment**
 that becomes, **BY DESIGN**
a second home,
 and a whole **BUNCH** of **PEOPLE**
partnering, trusting, caring
and educating each other.

By my signature below I have acknowledged and agree to the above stated.

 Parent or legal guardian Signature

 Date