



# LEARNINGPLAYGROUND OC

## **PARENT HANDBOOK**

### **HOURS OF OPERATION**

Monday - Friday

8:00 a.m. - 5:30 p.m.

We will be closed on the following Holidays. These are paid days-

Memorial Day

Independence Day

Labor Day

Thanksgiving (Thursday & Friday)

Christmas Eve & Christmas Day

New Years Day

### **ENROLLMENT/PAYMENT POLICY**

Weekly fees are per child and are based on booked days not attendance; therefore, parents are responsible for fees whether a child attends or not. No refunds or credits are given for late arrivals/early departures, parental vacations or exclusion due to illness. You are not required to pay for the holidays LPOCD closed.

Parents shall agree that all weekly fees (full time and part time attendance) will be paid each Friday (or last day of attendance that week) in advance for the following week. Drop-in fees are payable per

occurrence. A late fee of \$20 per day will be enforced if payment is not received on time. Unpaid fees are subject to immediate suspension or termination of care unless reasonable arrangements are made and accepted by both parties. A fee of \$20.00 plus additional bank fees will be charged for all returned checks. Upon a second occurrence of a returned check, all subsequent payments must be made in cash.

You are required to keep me informed of any change in job, addresses, telephone numbers, additional childhood immunizations, or other pertinent information as it arises.

### **HOLDING FEE**

If more than two weeks is requested to reserve a spot for your child I may request partial tuition until your child starts. I may not be able to hold a child's spot over the summer without requesting partial tuition. We are a smaller daycare with limited availability but I will make considerations upon request.

### **LATE ARRIVAL/PICKUP POLICY**

Please notify the daycare immediately if your child will be arriving or picked-up earlier or later than the pre-arranged time. If you are not able to pick-up your child, then alternate arrangements must be made.

In the event that a parent cannot be contacted, it is the policy of Learning Playground Daycare to call an emergency contact should a child remain in care after 6:30 pm.

I will only release your child to you or someone else you designate. If someone else is to pick up your child, a verbal notice is fine on that day if this person is on the list of people who are authorized to pick up your child. I will not let a child leave without a parent's verbal permission even if it is a relative. If the person is NOT on that list, I MUST have written permission to release your child. Please inform emergency contacts, or people designated to pick up your child, that they must provide photo ID.

A late fee of \$1.00 for every minute (per child) will apply if a child remains in care after 6:00 p.m. or the pre-arranged pick-up time unless prior arrangements have been made. This late fee is due and payable with the next week's tuition.

### **PROVIDER VACATION/ILLNESS POLICY**

I may take up to one week of vacation but you will be given at least six weeks of notice. You will not be required to pay unless we remain open and care is provided by one of my assistants and/or alternates providers.

If we close due to provider sickness and/or personal emergency you will not be required to pay unless one of my substitutes is able to provide care in my absence. Parents will be notified immediately of any changes in caregivers and/or emergency closings.

### **ILLNESS POLICY**

Please contact the daycare prior to 7:00 am if a child will not be attending daycare due to illness. Parents agree that a child who is ill (e.g. fever, infection, diarrhea, communicable disease or any other type of illness that may be passed on to others, with the exception of the common cold) will be kept at home to protect the well being of the other children.

***Communicable Diseases:*** Not permitted by law in childcare. Some of those illnesses are but not limited to: Infectious Conjunctivitis (pink eye), Impetigo, Hepatitis A, Scabies, Ringworm, Infectious Diarrhea, Chicken Pox, Scarlet Fever, Lice, Strep Throat. If your child is thought to have a communicable disease, you will be notified and asked to pick him/her up. Your child will be accepted back into care when no longer contagious. All other parents will be notified of the possibility of a communicable disease and symptoms. I may require a doctor's note, at my discretion, for return to childcare.

***Fever:*** Not permitted. A child needs to be fever free for a minimum of 24 hours before returning to childcare without the aid of any fever reducing substance.

***Diarrhea:*** Not permitted. Infants and toddlers with fevers and/or diarrhea pertaining to teething will only be accepted into care with a doctor's note stating that these symptoms are due to teething.

***Vomiting:*** Not permitted. If your child vomits while at childcare, you will be expected to come within the hour to pick up your child. The child must stay home until 24 hours have passed with no vomiting episodes.

***Runny Nose & Cough:*** Your child may be brought to childcare if he/she has a common cold (slight

occasional cough, clear runny nose, occasional sneezing). If your child has a clear runny nose which lasts longer than a week and you suspect it may be due to allergies, I will require you to bring a doctor's note stating the same.

**Rashes:** Not permitted. Any rash other than a mild diaper rash must be assessed by a physician. A note is needed from the doctor stating it is not contagious.

**Runny and/or Crusty Eyes:** Not permitted. Watery, matted, and/or red/pink eyes are not acceptable in childcare under any circumstances. A period of 24 hours must pass after symptoms before returning to care.

**Lice:** Not permitted back to childcare until after the second hair treatment and no nits are present. Your child will be inspected by me upon arrival at child care before you leave.

**24-hour Rule:** Your child must be free from any of the previous symptoms for a minimum of 24 hours before you can return to childcare. No exceptions.

Please take the above rules seriously. Please call me and ask if you are unsure whether or not you may bring your child/ren. Please have a backup plan available to you in the event your child is ill and you feel you cannot miss work. Regular childcare fees apply for all children.

### **MEDICAL EMERGENCIES**

I am trained in Infant & Child CPR and First Aid. In the case of an emergency, I will administer the necessary first aid required. If necessary, an Ambulance Unit will be called and your child will be transported to the hospital. You will be notified ASAP.

### **IMMUNIZATIONS**

We are required by law to have up-to-date records of immunizations on file for the children in our care. Parents are required to complete the immunization form prior to the child's first visit in the program. The child will not be accepted in the program until this form is complete. If you choose not to immunize your child due to religious belief or a medical condition there is a separate form for you to complete. Please notify us of any new immunization your child may receive.

## **ACCIDENT REPORTS**

If your child has an accident while in our care, an accident/incident report will be filled out for you to read and sign when you arrive to pick up your child. These reports are kept in your child's file.

## **OPEN DOOR POLICY**

We maintain an open door policy for parents during your specific contracted childcare hours. Our front door is kept locked for the safety of the children. Please take into consideration our schedule when dropping in or calling, and remember that visitors (even parents) may cause the child/ren to react in an excited manner that may not normally occur when I am alone with them. Please keep in mind that this may be upsetting to children who are adjusting to childcare.

## **HOUSE RULES & GUIDANCE POLICY**

No running, jumping, or screaming permitted inside the house. We use "walking feet" and "inside voices." All food & drinks must be kept in the dining area. No children out front door or gate at pick up time without an adult. No name calling, teasing, swearing, bad language such as 'shut up', tattling, or potty talk. No gun or violent play allowed.

We respect each other and keep our hands to ourselves- no roughhousing, hitting, pushing, biting, grabbing, kicking, pulling, pinching, spitting, climbing, or sitting on other children.

We respect our belongings and our environment- no standing on, hitting with, pounding with, throwing toys or other household items. No standing on or jumping off of furniture.

We approach discipline with a positive attitude. I offer guidance by encouraging children to solve problems themselves as well as intervention, discussion, and re-direction to another play area and/or loss of privileges with the opportunity to simply earn back those privileges. If I feel there is a chronic behavioral issue that needs attention, I will let you know. As a result, you and I will communicate so that we are handling it in the same manner and there is continuity in discipline between our homes.

## **REST TIME**

It is necessary for all children to have some time to rest from the day's activities. All children (except infants who nap on their own schedules) must lay down in the afternoon for a quiet period of time. Even older children need a break from the day to rest and rejuvenate.

Children are not required to sleep. They may simply rest quietly. You may bring any "special stuff" (blanket/binky) from home to offer comfort. Children will not sleep are encouraged to read books quietly.

### **TOILET TRAINING**

Children generally achieve toilet training between the ages of 2 1/2 to 3 years old and sometimes even earlier. If potty training is begun when your child is ready, the task is easy and quick. Some signs to look for include appropriate language skills to communicate the need to use the potty, staying dry for long periods of time, the ability to dress and undress self, and an interest in staying dry or clean. Parents must begin the toileting process at home. If successful and I'm in agreement that your child is ready, I will follow up with toilet training here. Please keep in mind that the activity level here can distract your child from responding to an urge to use the potty, more so than at your home; therefore, I will offer more gentle reminders and offer more potty time. Please dress your child in cloths that make practicing easier.

### **FIRE SAFETY**

I have a written fire evacuation plan. My husband will lead us in a practice drill at least once each month. We have smoke alarms on each floor of our home and two fire extinguishers. My home will be inspected regularly for fire safety.

### **TERMINATION/WITHDRAWAL POLICY**

I reserve the right to terminate for the following reasons (but not limited to):

- Failure to pay fees
- Failure to abide by policy
- Chronic lateness in picking up child from daycare.
- Child's inability to adapt to daycare routine
- Child is not able to get along with other children
- Provider and parent unable to communicate

I appreciate as much advance notice as possible when withdrawing/terminating, and will give the same courtesy in return. Ample notice allows me the opportunity to fill the slot and provide the incoming family time to prepare their child. You are required to give two-week's written notice in person when you decide to withdraw your child from care. The two weeks will be paid in full, regardless of whether or not your child is in attendance. If you withdraw your child without a two-week notice you forfeit the deposit fee. No exceptions will be made.

Likewise, I will give two-week's written notice of termination, for which full tuition is due, whether or not your child is in attendance. If you do not show up for your regularly contracted day of care, I reserve the right to give you two-weeks notice via telephone, voice mail, and/or email. Termination notices will not be accepted while provider or parents are on vacation.

I reserve the right to suspend or terminate care of any child without notice, should it be deemed necessary for the overall safety and well being of my family and/or other children in my care. In this situation, the two-week's payment of tuition is still required and your deposit is forfeited. You may pay two-week's fees in lieu of two-week's notice.

### **REGISTRATION/DEPOSIT**

A deposit equal to one week's tuition is required upon completion of registration to secure your child's placement in our daycare. Should you decide not to enroll your child after the deposit has been received you agree to forfeit the deposit.

The deposit fee will be applied to the final tuition payment when your child leaves the program, provided a two-week notice was given. Spaces will not be held unless the deposit fee is paid in full. If registration is not complete, care will not commence until all the paperwork is submitted. In the event your child does not start care by the agreed upon date, your position will be forfeited and your deposit to hold the position will become non-refundable. I will hold a future spot for your child with a deposit and signed contract for no longer than two-weeks. Beyond that, full childcare tuition is due. Learning Playground Daycare requires that all the necessary paperwork be done one week prior to the start date of care for each child:

- Registration Form
- Immunization Records
- Signed Fee Agreement Form
- Signed Parent Handbook/Policy and Care Agreement
- Identification and Emergency Information Form
- Parent Notification Form (additional children in care)
- Parents Rights Form
- Consent For Emergency Medical Treatment Form
- Deposit Fee (non-refundable)

Please note that parents and the childcare provider must complete both of the follow pages. One page will be kept at the daycare in your child's file and one will be returned to the parent.



**PARENT COPY**

This is to verify that I, \_\_\_\_\_ have read, and fully understand, and agree to comply with the Learning Playground-OC Daycare Parent Policies and Procedure Handbook.

Child's Name \_\_\_\_\_ Date of Birth \_\_\_\_\_

Parent's Name (please print) \_\_\_\_\_ Date \_\_\_\_\_

Parent's Signature \_\_\_\_\_ Date \_\_\_\_\_

Child Care Provider Signature \_\_\_\_\_ Date \_\_\_\_\_

**DAYCARE COPY**

This is to verify that I, \_\_\_\_\_ have read, and fully understand, and agree to comply with the Learning Playground-OC Daycare Parent Policies and Procedure Handbook.

Child's Name \_\_\_\_\_ Date of Birth \_\_\_\_\_

Parent's Name (please print) \_\_\_\_\_ Date \_\_\_\_\_

Parent's Signature \_\_\_\_\_ Date \_\_\_\_\_

Child Care Provider Signature \_\_\_\_\_ Date \_\_\_\_\_