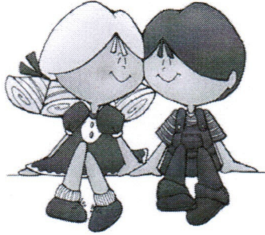


# Heaven's Little Treasures

## ~\*~ Policy Handbook ~\*~



I don't wear power suits,make speeches,or drive  
a fancy sports car.  
I've never talked on a car phone,made a big sale,  
or been elected to the Senate.  
I don't "do lunch",have a big impressive office  
or carry a beeper.  
I spend my days wiping away tears,giving hugs,  
and serving chicken nuggets.  
A good day is when I go through a whole day without a temper tantrum,  
bite mark or a toilet training accident.  
My "office" is a room full of brightly colored toys and laughing children.  
You may not think that what I do is very important  
and you may even whisper behind my back  
"What a waste of a good mind."  
But I know better.  
I make a difference because I'm changing the world one child at a time.  
Everyday I'm getting the once in a lifetime chance to touch the future.  
I'm proud to say "I'm a child care provider".  
~ by Marti Doyle

Michelle Henton

41582 Corte Pergamino Temecula, CA 92592

808-341-5634

heavenslittletreasures1@gmail.com

I am a **Professional Child Care Provider**, not a babysitter. My goal is to provide your child with a clean, safe, comfortable environment where they can play and learn with guidance and loving care while you are at work or attending school. In order to make our relationship as enjoyable as possible the following are some mutual beneficial requirements that are necessary to assure that there are no misunderstandings between either party, that each party is aware of the requirements, and that these requirements are carried out in a businesslike manner. There is a lot of information here. Please read all of it. If any of my policies seem unfair or unnecessary, please take a moment to think about that policy and how it would apply to your current working situation... I'm sure it will make sense in that light. These policies are enforced for the same reasons policies are enforced in any job situation - for fairness and respect. If you have any questions please ask.

At my daycare you are paying for a specific slot, NOT per hour or per day, so no discounts are given if your child does not come to care.

The policies listed below are set forth by the Child Care Provider and are in accordance with the Child Care regulations. These policies and accompanying contracts become effective upon acceptance by the parent/guardian and the Child Care Provider.

## **Business Hours and Fees**

### **Hours:**

Monday through Friday from 6:30 am to 5:00 pm.

### **Fees:**

Late Payment Fee                      \$10/day

- After 5:30pm Friday until paid in full, including late fees
- Full payment must be received prior to care on Tuesday for your child to attend
- If payment, including accrued late fees, is not made by Friday at 6pm, one full week late, position will be considered abandoned, terminated, and available

Early Arrival/Late Pick-up                      \$5/15 minutes

- Available with a minimum 48 hour advance notice and agreement

Returned Check Service Charge \$25 + bank fees

In order to provide my family with a reliable income, I cannot offer a discount for days when your child is unable to attend due to his/her illness or vacation.

Please do not place me in a position to have to ask for payment of fees. If you are late with a payment or pick-up, please include the amount due in your next payment.

### **Late Pick-up**

Please remember that my childcare ends at 5:00pm. There will be a \$5.00 late fee per child for every 15 minutes past this time, unless prior arrangements have been made.

To ensure the safety of your child, only you or your designate(s) may pick up your child. Phoning me to let me know someone other than you will be picking up your child is fine if I know the person or your child can identify him or her.

### **Deposit/ Enrollment Fee**

There is a \$100 Non-Refundable deposit due per child at time of enrollment. This fee serves as the deposit for your spot for two weeks and also covers cost of consumable materials and supplies put in place for your child's use on an ongoing basis. If spot needs to be held longer than two weeks it is half the weekly rate till spot is filled.

**\*Due to cost of living increases, weekly childcare fees will increase a percentage per child each year as I see fit.**

## Admission Paperwork

Before I will assume responsibility of caring for your child I MUST have the following:

- Supplies Fee
- Signed Policy Handbook Acknowledgement
- Signed Contract/Financial Agreement
- Child Care Registration Form
- Health History Form
- Copy of Current and Complete Immunization Card
- Emergency Medical Consent Form
- Transportation Agreement
- Photo Release Form
- Parents & Personal Rights Disclosure Forms
- Copy of shot record

This enrollment packet must be completed and in our possession before we can assume the responsibility of caring for your child. This is to ensure that your child will get the very best care possible and satisfies the record keeping requirement of state licensing guidelines. All forms will be reviewed annually. If there are changes to any of the forms in the enrollment packet, please notify us to update your records. If you have any questions regarding the completion of these forms, please feel free to ask us.

PLEASE NOTE: All forms must be updated yearly.

## Payment Terms

Payments are payable in advance and are due no later than 5:30pm on Friday prior to care each week, unless another arrangement has been agreed upon. Payments can be made by check, cash, money orders, Zelle, Venmo, or Kidkare.

**\*There are no refunds in tuition for absences due to a child's illness or any other reason. Full tuition is required regardless of whether or not your child attends. If I close for sick days, vacation, personal reasons or forced to close**

due to things beyond my control. Tuition is due no matter what to guarantee your child's spot.

There will be a late fee of \$10 for each day that payments are received late. (This includes weekend days). Repeated late payments may be grounds for termination. Parent agrees that if payment is not received within 3 days at drop off time, including all late fees; the child will not be accepted into child care. Parent agrees that if 7 days pass without payment made, childcare services will be terminated and a collection process will begin.

I ask you to consider how you would feel if your employer came to you on your expected payday and told you that your paycheck would be delayed.

The success of our daycare depends upon the prompt payment of tuition/fees in order to take care of day-to-day expenses that are encountered. Tuition and fees are computed with the following factors in mind:

- Food, health supplies, craft/activity/curriculum supplies, toys, play equipment and books provided for the children
- Employees
- Outside play equipment
- Building rent, heat, electricity, telephone, maintenance

Additional time spent, each day, on record keeping, parent-provider communication; clean up from day care, and shopping trips for food and supplies

I will take all outstanding accounts to court and collections. Should it be necessary, parent/guardian is responsible for all court costs.

There will be a \$25.00 charge for all returned N.S.F. plus any additional charges incurred to me and/or by the bank. Childcare services may be halted until full payment of tuition and NSF charges has been made, in cash or money order. In addition, upon the second returned check within 6 months, only cash or money order will be accepted for 3 months.

A receipt is available weekly or monthly. Childcare reimbursement forms are welcome. In January of each year I will provide an annual summary of all fees paid for the previous calendar year. This summary is gratuitous and not legally required, as it is the payee's responsibility to track expenditures for tax purposes.

## Termination/Trial Period

A two-week trial period will be in effect starting on the first day of care and ending on \_\_\_\_\_. During this trial period either party may choose to discontinue services with written notice. Parent will only be charged for day(s) child actually received care during trial period.

If for some reason you decide to stop bringing your child to my house I require a **two-week written notice**. This will give me time to find a child to fill your child's spot. Payment is due for the two-week notice period whether or not the child is brought to daycare. Any outstanding fees must be paid on or before the child's last day.

If it becomes necessary for me to resort to legal action to collect fees, the parent(s) will be responsible for legal fees incurred on my part.

If I can no longer watch your child for one reason or another, I will give you a two-week notice, if possible. There might be a time when immediate termination could be warranted, and as we both understand it is not easy to find day care, it is important for policies to be understood and abided by.

Examples of why I would terminate your child's care with or without notice include (but may not be limited to):

- \*\*Lack of payment
- \*\*Routinely late picking up your child
- \*\*Failure to complete required forms.
- \*\*Lack of parental cooperation.
- \*\*Failure of child to adjust to daycare after a reasonable amount of time.
- \*\*Lack of respect for the provider or other children, by the parent or child
- \*\* Violence upon any person or child
- \*\*Lack of compliance with handbook regulations

Parent agrees to complete all forms required and given by (Michelle's) Daycare. Parent agrees to update personal information as it occurs. Parent understands that child cannot remain in care without proper documentation on file.

## Provider Holidays / Sick days

Although I will do my very best to be available every business day, it is conceivable that I may be forced to close occasionally due to vacation, illness, or other emergency. If you cannot ever tolerate rare, but possible lapses in care, you should consider placing your child in a daycare center, or make other arrangements for backup coverage. I realize your need for reliable daycare and will attempt to give as much notice as possible if I must close my home to care for any reason.

In order to spend quality time with my own family, I will be closed on the following major holidays with pay:

Martin Luther King Day	Presidents Day
Independence Day (4 <sup>th</sup> of July)	Memorial Day
Labor Day	Veteran's Day
Thanksgiving (Wednesday, Thursday, Friday)	Juneteenth
Columbus Day	

And I will also be taking with pay:

- 2 days Spring Break
- Winter Break: 2 weeks over Christmas and New Years for end of the year bookkeeping and cleaning.
- Summer Break: 2 week
- I also reserve the right to be closed for 10 paid sick/personal days per year

I work an average of 60 hours per week. With all the behavioral, teething, sleeping, developmental and home issues the children bring in, it is rare that everyone is happy and well behaved. Handling these issues brought in by the children and families can be very stressful. I need time away to re-charge and come back with a fresh perspective and renewed love for my job. Like everyone else. Working with exposure to many families and especially children, it is expected that I will become ill occasionally. Additionally, there may be family or

daycare business that I must personally attend to during the week. I will always attempt to give as much notice as possible when I am forced to close my home.

**PLEASE NOTE: Parents are responsible for providing their own back up care for child's illness, holidays, provider's vacations, provider's illnesses, emergency and personal days. Provider will not be responsible for providing back up caregivers.**

## Parent Vacations

Parents are allowed 1 week vacation per year without pay. Any other extended vacation or leave you are responsible for the hours we have agreed upon. I would like at least two weeks' notice if you are going to use any of your vacation days. I will keep track of your vacation days for you. Even while you are on vacation I am still holding your child's space.

**\*Parents can not take their vacation days on the same days I am closed for vacation, Thanksgiving break, Winter break, or summer break.**

## Extended Absences

In cases of your potential absence due to maternity leave, summer, or extended leave from your job, To hold a spot you must continue to pay while you are on maternity leave, Illness, Holiday, Etc.: Childcare fees are based on enrollment (a reserved space), not on attendance. To maintain a reserved space, fees must be paid during the absence of a child due to illness, holidays, vacation, or for any other reason.



## Cleanliness/Hygiene

We do our best to maintain strict cleanliness and hygiene standards. Children's hands are washed before and after meals, coming in from outside and after toileting. If these skills are stressed at home also your child may remain a good hand-washer when he/she gets older. Please have your child bathed and dressed for play. A clean child is a healthy child.

Infants sleep in separate cribs/Play-Pens. Beginning at toddler age each child has a separate cot with sheet, blanket and pillow. These are washed weekly (unless soiled, then they are washed as often as necessary).

## Daycare Rules

There are certain daycare rules that all children will be taught and expected to follow. This is for the safety and well-being of everyone. In addition I realize that I must expect a certain amount of wear and tear where children are concerned, I do not want to have our daycare "demolished".

There will be no running permitted in the daycare. Hitting, pushing, biting, grabbing, kicking, spitting, or pinching other children/infants/adults will NOT be allowed. No standing or climbing on chairs or tables. There will be no use of obscene, derogatory or disrespectful language.

Children may not walk around the daycare with food, cups or bottles. Respectful treatment of other people and all property, toys, and furniture is expected. Please support us in the enforcement of these rules, in order to create a better environment for all.

## Damages

It is expected that your child be respectful of my personal property and furnishings. A certain amount of "wear and tear" is normal, but if your child intentionally damages my property through destructive behavior or roughness, you will be liable for 100% of the replacement costs. This reimbursement is due with your next monthly payment.

## Discipline

We maintain a positive discipline policy, which focuses on prevention, redirection, love, consistency and firmness. We stress two main patterns of behavior: respect for other people and respect for property. The children are explained the rules of the daycare frequently, so they are all familiar with the guidelines. Please keep in mind that there WILL be disagreements between children. Young children have a hard time expressing their feelings. Sometimes they hit, throw toys, bite, etc. We will try to prevent problems, redirect when appropriate, discuss inappropriate behavior, encourage making amends when offense involves another person, and sometimes withdraw privileges based on the principle of "natural consequences". An example might be where a child is misusing a toy then he/she will not be allowed to play with the toy for a period of time. The use of 'time outs' will be rare, except when a brief cooling off period is needed. Sometimes when children are fighting or throwing toys, we will put the toy in a short time out, and then bring it back into circulation a little later. Often this works better than giving the child a time out. Under no circumstances will there be any spanking, physical abuse, verbal abuse, name calling or isolation used. Neither food nor sleep will ever be withheld from children as a means of punishment.

## Supplies

Parents are responsible for supplying:

- Bottles, Formula
- Diapers & Wipes
- A full change of clothing
- Sunscreen and Bug repellent
- Any other supplies your child may need.

Donations help me keep costs down, so if you have any of the following items on hand and are willing to donate them, it would be greatly appreciated. This is not mandatory.

- Snack Foods (fruits, crackers, etc)
- Dress up clothing, costumes, jewelry, hats etc.
- Magazines for cutting, especially ones like National Geographic that depict other cultures, or any that have lots of pictures of people, children, or animals. We are looking for pictures that would appeal to children.

- Paper of any kind, brown, white, colored, waxed, foil etc.
- Crayons, water color paints or any misc. art supplies such as fabric scraps, glitter, pipe cleaners, paper plates, etc.
- IDEAS! We welcome any ideas that you may have for fun activities or crafts!!!

I teach the children creativity, problem solving, and pride in their skills. Sometimes these values get messy. Some days we will be painting, so please send your child in appropriate clothing. Please dress your child for real success. Their "work" here is play!

## Toys

I provide a wide variety of playthings. I ask that no toys be brought to daycare from home. Anything brought will be put up safely until the child is picked up. This policy is for the concern of all children in my care. Often time's children have a hard time sharing the toys they bring from home. It is not my responsibility if they get lost or broken if they are brought.

The ONLY exceptions to this policy are:

- A special blanket OR stuffed animal/Doll to be used during Nap Time. This will be put up and ONLY used for the appropriate time. Please limit your child to one thing.

## Meals & Snacks

I will provide a nutritious lunch and snack as well as well as Skim milk and fruit juice depending on the hours your child is attending. The meal schedule I follow is listed below. If the Child is here during those times, they will be served. Children who choose not to eat will not be served again until the next scheduled Meal or Snack. If the child will be arriving after mealtime please feed them before they arrive. Children arriving after 8:30 A.M. must eat breakfast at home before arriving.

- 7:30-8:30 A.M. Breakfast
- 9:30-9:45 A.M. Snack
- 11:30-12:00 P.M. Lunch
- 3:00-3:30 P.M. Snack

If your child requires a special diet due to allergies, medications, age and/or cultural or religious beliefs it will be the responsibility of the parent to provide a well balanced lunch and snack for their child. No junk food, pop, gum etc.

## Child Illness

Under no circumstances should you bring your child to care sick (fever of 100°f or higher, vomiting, diarrhea not contained in a diaper, sore throat, continuous coughing, runny nose other than clear, draining eyes or ears, unexplained rash, lice, etc.) If you are not sure your child is well enough to attend child care call and discuss it with me. Masking your child's symptoms with over-the-counter medications and bringing them to care anyway is not allowed and could be cause for immediate termination. It is also inconsiderate to all families involved. **\*If child is staying home for the day because of sickness or other reason I ask that you please text me right away in the morning to let me know.. Because I have parents that want to use drop in.**

**If your child is unable to participate in the normal activities of the daycare (including being able to play outside), then your child MUST stay home.**

A sick child should be allowed to recuperate fully at home after an illness so that the other children and the provider do not risk unnecessary exposure. If you are unable to stay home with your sick child it will be necessary for you to make arrangements at your own expense. If your child is out ill regular fees still apply.

Your child may be brought to care if they have a common cold (which means a slight cough, clear runny nose, sneezing); however I will call you if your child is just plain miserable (whining, crying, repeatedly asking for you). Your child should not attend if they are not feeling well enough to participate in our daily activities (i.e. a child wanting to sleep all day, lay on the couch and watch TV etc.)

The Health Department regulations prohibit the admittance of any child into a family childcare home that exhibits any of the following symptoms:

- Fever (100°f or higher) - child needs to be fever free for 24 hours without the aid of medication
- Diarrhea - child must be symptom free for 24 hours without the aid of medication
- Vomiting - child must be symptom free for 24 hours without the aid of medication
- Runny nose with colored discharge -check with doctor
- Rash - check with doctor
- Discharge from eyes or ears
- Lice - child needs to be treated and nits removed before return
- Communicable diseases - chicken pox, measles, mumps, conjunctivitis (pink eye), influenza etc. The child may return when the incubation and contagious period is passed and the child is well enough to resume normal childcare activities.

I have the right to refuse to care for a sick child. If your child develops any of the above symptoms while in my care, you or your alternate will be required to pick up your child immediately

Your child may return to care 48 hours AFTER symptoms of illness end. Which means if your child is sent home with a fever, diarrhea, or vomiting they cannot return until they have been symptom free for 48 hours without the aid of medications. I am responsible for the health and well being of many children so I will closely follow health department regulations when it comes to illness. I understand and respect your need to be at work, but your cooperation is extremely important on this.

## **Medication**

If your child is on antibiotics he/she continues to be contagious for 24 hours after the first dose of medication and can't return to childcare until this time period has passed. Child care regulations prohibit me from giving your child medication of any kind unless you have filled out and sign a Permission to Administer Form. NOTE: All medicines must be in their original container with pharmacist's or manufacturer's label, child's name, dosage instructions, current date, name of medication, and times to be administered clearly written.

## **Medical Emergencies**

Minor bumps and scrapes are inevitable, but I make every effort to keep your children safe through supervision and childproofing. Minor injuries will receive appropriate first aid, and if an emergency injury or illness occurs, you will be contacted immediately. If I am unable contact either parent, I will call the emergency contact numbers supplied to me to make the medical decisions for the child. If necessary your child will be transported by ambulance to the nearest hospital. Parents are responsible for costs involved in emergency medical treatment, including transportation if required.

## **Nap/Quiet Time**

All children will be required to lie down for a nap/quiet time each day. I will not force your child to sleep but they must lie down quietly.

## Pets

I have four dogs in my home, which are current on all vaccinations. And one guinea pig. The children will only be around the pets with supervision.

## Potty Training

I will assist in potty training with the understanding that it will only work if we work together. Your child will not learn if they do not do it while in my care and at home. You must work with your child at home, either during vacation or over a weekend before I will begin potty training here. Clothing should be easy to manage to encourage self-help skills. Buckles, belts, overalls and suspenders when in a hurry to use the bathroom may create a problem. I also require that each potty training child have 6 changes of training pants (for sanitary reasons I require plastic pants to go over underwear or training pants) or pull ups. Extra changes of clothing are also necessary.

## Child Abuse/Neglect

It is law and also my responsibility as a childcare provider to report any and all abuse or neglect performed on a child. I cannot turn my head on a child that has been abused or neglected.

Therefore, I will notify Children's Protective Services and the Police Department when it appears that a child in my care is being physically, sexually, or emotionally abused, neglected, or exploited.

## Non-Discrimination

As a Licensed Childcare Provider, I shall not discriminate in relations to admissions on the basis of race, creed, color, national origin, religion, sex or handicapped.

## Smoking

No one in my home smokes. It is a smoke free home.

## **Policy Revisions**

There will be a yearly revision to this handbook and the accompanying contract. We reserve the right to make changes in rates and policies as we deem necessary throughout the year. You will be notified, in writing, of any changes that may occur. Every attempt will be made to give at least two weeks' notice of changes.

## **Privacy Policy**

We recognize the importance of protecting your privacy. We assure you that this information will only be used by our childcare professionals in order to deliver your child's care to the highest standards. It will not be disclosed to anyone without your written consent.

## **Open Door Policy**

While your child is in my care, you can always be assured that the door is open to you. Open Door does not mean that we keep our doors unlocked. For the safety of me and the children doors are kept locked except for scheduled drop off and pick up times. Please feel free to drop in and check on your child, however, keep in mind a child adjusting to a new surrounding will want to leave with you if you pop in for a visit. I would appreciate your taking into consideration my schedule when dropping in or calling, and remember that visitors usually cause children to react in an excited manner that does not normally occur when I am alone with the children. Please keep in mind there may be times when it is not possible for me to run to the phone (diaper changing, bottle feeding, etc.) If the phone goes unanswered, please do not become alarmed, simply leave me a voice mail and I will call you as soon as I am able.

## **Communication**

Communication is very important to me. When I accept a new family into my home I like to be sure that we can share openly any concerns or questions that may arise. I feel that we are a team raising your child. If we can work together then your child can feel secure in knowing they have two families who love them very much. I grow to love each child I keep very much and I am always glad to have a chance to be a part of their lives. It is important that there is a similar childcare philosophy between us.

Parents of infants/toddlers/pre-schoolers will receive a daily note. Some typical things that you may find on this note would be daily activities, feedings/meals, diaper changes, naps/quiet time, and things to remember or to bring.

# Policy Handbook Contract

The following contract pertains to the policies set forth in the Parent Policy Handbook governed by the Family Child Care Home. It is the Parent's responsibility to read the Policy Handbook completely before signing and it is the Parent's responsibility to abide by all the policies stipulated in the Policy Handbook. This is a legal and binding Contract and signing it obligates you to this Contract legally.

**\*By signing each section I (the parent) am agreeing that I (the parent) have read and understand the Policy in the Policy Handbook.**

Section Title	Parents Initials	Section Title	Parents Initials
Business Hours/Fees		Child Illness	
Late pickup		Medication	
Deposit		Medical Emergencies	
Admission Paperwork		Nap/Quiet Time	
Payments and Late Fees		Daycare Rules	
Termination/Trial Period		Pets	
Provider holiday/Sick Days		Damages	
Parents Vacations		Potty Training	
Extended Absence		Child Abuse/Neglect	
Cleanliness and Hygiene		Smoking	
Discipline		Non-Discrimination	
Supplies		Privacy Policy	
Toys		Open Door Policy	
Meals and Snacks		Communication	

I (the parent) hereby acknowledge that I (the Parent) am aware of the conditions stated in the Family Child Care Home's Policy Handbook, and agree to abide by the above signed policies and requirements in conjunction with the financial agreement and the Agreement for Child Care Services.

\_\_\_\_\_  
PARENT/GUARDIAN SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
PARENT/GUARDIAN SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
CHILD CARE PROVIDER/SIGNATURE

\_\_\_\_\_  
DATE



