

Panda Bear Child Care
Parent/Provider Policy Handbook
This Handbook was last updated: 11/3/2008

HOURS OF OPERATION: Your hours of care are determined when enrolling your child and are stated on your admission form.

NON-DISCRIMINATION PRACTICES: I shall not discriminate in relation to admissions on the basis of race, creed, color, national origin, religion, gender or disability.

ENROLLMENT PROCEDURE: To enroll your child in my daycare program, the full enrollment packet, holding fee, first week's tuition, and the Provider/Parent Contract must be signed and in my possession prior to the first day of care.

CURRENT ENROLLMENT: I am licensed for 12 children and have the following ages enrolled in care (my own children included):

0	Infants (<i>under 12 months</i>)	2	Toddlers (<i>12 – 24 months</i>)
1	Preschoolers (<i>24 months to Kindergarten</i>)	5	School Aged

HOLDING FEE: Before your child is admitted into child care (or to hold a future spot) a holding fee must be paid. This fee is equal to two weeks of child care and will be credited towards your last week's fees. In the event your child does not start care by the agreed upon date, your position will be forfeited and your fee to hold the position will become non-refundable.

FULL-TIME TUITION CHARGE: I charge a weekly rate for full-time families: Full-time childcare is contracted for a minimum of 4 days per week and no more than 10 hours daily: **Infants through Kindergarten:** \$160/week. **Before and After School Care:** \$5/hour during school year and \$160/week during winter break, spring break, and summer vacation.

PART-TIME TUITION CHARGE: I charge a daily rate for part-time families: Part-time childcare is contracted for a minimum of 2 days per week and no more than 10 hours daily: **Infants through Kindergarten:** \$40/day. **Before and After School Care:** \$5/hour during school year, and \$40/day during winter break, spring break, and summer vacation.

DROP-IN TUITION CHARGE: Drop-in care does not require a deposit and is provided as space permits. Drop-in care must be arranged a minimum of 24 hours in advance. Drop-in tuition is charged the daily rate listed in the part-time tuition paragraph above.

Late pickup: I charge a late fee of \$10.00 per 15 minutes that the children are picked up beyond contracted care and this is enforced with a bill for the parent to pay with their tuition the following week. This applies to bad weather days also – when parents need to allow extra travel time.

PAYMENTS: Payments are due the first day of the week your child attends -- i.e. first day of their week is Monday; payment for the week is due on Monday when your child is dropped off for care. Payments will be accepted in the form of cash (receipt will be given), check, or money order. (If you choose to pay by cash, please note I will not have change). You are welcome to call me before arriving to ask for your total payment for the week. A late fee of \$5.00 per day, including Saturday and Sunday, will be added to any payment not received by the end of the first day of the week your child attends. If payment is not made by Wednesday morning, your child may not return to daycare until tuition and all late fees are paid in full. There is a \$20.00 bank fee for any returned checks and no checks will be accepted thereafter.

ATTENDANCE: You (or another family member) MUST call me by 9:00 a.m. if you are not planning on attending. Please inform me as soon as possible if your child will be absent or arriving late. This will allow me to adequately prepare for the child's meals and activities. If you plan on arriving late, please let me know an approximate drop-off time, so I can plan accordingly. Consistent violators will be subject to termination warning. When choosing Family Child Care, it is imperative that you have reliable back up care available. **In the event of my vacations, a holiday in which you must work that I am closed, an illness, or personal emergency in my family, it is the responsibility of the parent to have alternate care available.**

PICK UP: Children are allowed one drop-off and pick-up per day. Only the persons listed on the Emergency Form will be allowed to pick up your children and positive ID will be required. NO EXCEPTIONS--this is to protect the safety of your child. If you have any legal documents showing who's allowed/not allowed to pick up your child (i.e. restraining orders, etc) I MUST have a copy on file. The provider reserves the right to decide who may or may not come into my home at any time. I also reserve the right to give notice of termination, without a two week notice period. **Parents ONLY** at drop-off and pick up times -- please do not bring grandparents, older siblings, aunts, uncles, cousins or your friends into the house/yard as this causes much disruption for your child and the other children in my care. Please be very brief at departure time also. This is a time of testing when two different authority figures are present and all the children will test to see if the rules still apply. I do expect you to back up my rules, but if you do not, I will remind your child that their behavior is inappropriate and take action to correct it, if needed. **Please be in control of your child during these times.**

TERMINATION: Either parent / legal guardian or provider may terminate this contract by giving two weeks written notice in advance of child's enrollment ending date. **Payment by parent / legal guardian is due IN FULL for the notice period at the time notice is given**, whether or not the child is brought to the provider for care. Failure by the provider to enforce one or more terms of this contract does not waive the right of the provider to enforce any other terms of the contract.

Examples of Reasons for Termination include:

- 1) Children who are considered an endangerment to themselves or other children.
- 2) When parents have not fulfilled payment requirements.
- 3) Parents that are constantly late and do not take the time call and inform me, or any other breach of this contract.
- 4) Children that I feel are showing signs of not having adapted to my program e.g. excessive crying at drop-off time.

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REFERENCE CALLS: I will call previous providers prior to enrolling new families. In the event that another provider calls for a reference on past families, I will release any pertinent information that may help the provider in the enrollment process with that family.

COURT FEES: Should it become necessary to go to court over non-payment of fees owed, court & attorney fees will be added to your bill. It will be your responsibility to pay me your entire bill.

HOLIDAYS AND MY VACATION LEAVE: I plan to take approximately 2 weeks vacation per year. I will provide at least two weeks notice of my vacation plans, and payment is not required during my personal vacations. In addition, I am closed for the following paid holidays and special events (and will provide a closure schedule at the beginning of each year): New Year's Day, March 8 (my birthday), Memorial Day, July 4, Labor Day, First Day of School, Thanksgiving and day after, Christmas Eve, and Christmas Day.

CLIENT VACATIONS: If parents take vacation at a time other than the provider's planned vacation time, full payment for your child's slot is required. Fees will be due on the last day of attendance prior to the vacation. I will accept post-dated checks to be deposited on your regular payment day. Please notify me as far in advance of any vacation as possible so I may plan activities accordingly.

CHANGES: Families frequently have changes—new homes, new jobs and telephone numbers. Please keep me informed at all times. Accurate information is critical for efficient, professional handling of any emergencies. You are required to inform me if you are at any other location than what is listed on your Enrollment Form and to provide a phone number for that location.

MEALTIMES: I provide meals and snacks, please do not send food items from home unless it is a special occasion (or you have an infant in care; see below). On occasion, toddlers & preschoolers may help me prepare special snacks or meals. 2 meals and 2 snacks are provided daily for your child. I provide *Target Brand Iron Fortified Infant Formula* for infants to 12 months. If you have another brand of formula or prefer to use a lactose-free/gentle formula, you are responsible for providing this. Breast fed infants - please provide an adequate supply of expressed milk (labeled with the child's name and date pumped). If your infant is eating "jar baby food", please provide me with a current list of foods that you would like fed to your child. This is an approximate schedule for meals:

BREAKFAST 7:30 – 8:00 SNACK: 9:15 – 9:45 LUNCH: 12:15 – 1:00 SNACK: 3:15 – 3:45

If your child will be arriving after a meal or snack is served--please make sure your child has eaten at home before arriving. If they have not eaten and the meal/snack has already been served, they will have to wait until next meal/snack time to eat. For children under 2 years old, meals are on a more flexible schedule as they are not yet ready for certain meal times. Infants, of course, will be fed as they require.

INFANTS/POTTY TRAINING: Parents of Infants should purchase disposable diapers to be left at the daycare. This also applies to parents of toddlers and preschoolers still in diapers or Pull Ups. I will inform you when I am running low on supplies. I will be glad to assist you when your child is ready to enter the "potty training" phase. This is an important period for your child and is most successful when we work together. I ask that you provide at least **three complete** changes of clothing, including socks and an adequate supply of training pants or Pull-Ups for your child. **Pull-Ups are required until your child is completely toilet trained.** Clothing for this stage should be selected for easy on/off—no buckle overalls, etc. This makes it much easier for your child.

SHOES AND EXTRA CLOTHES: Children **MUST** wear close toed shoes (**NO SANDALS**). Slip on shoes or those with Velcro are strongly encouraged to promote independence of the children. Please send one extra set of clothes (including extra socks!) for your child to be kept in their cubby. These clothes should be appropriate for the season. These clothes will be used in case your child has an accident, spills something on their clothes, or gets very dirty playing outside or while doing crafts.

RELIGION: I do include religious practices in my daily activities. I have various Christian children's books and videos, and may also have Christian music playing in the background throughout the day. In addition, when celebrating the major Christian holidays, Easter and Christmas, we may have activities planned that are religious in nature.

INSIDE ACTIVITIES: I provide all toys—**please NO TOYS (other than a consistent comfort item) from home.** Children tend to be very interested in the "new toy" and the owner is usually less than happy to share his toy with everyone. I can't be responsible for lost or broken toys. Please don't make me the bad guy! Age appropriate toys, games, videos, books, and tapes are available for the children to use. However, please feel free to bring a special toy, pacifier or blanket your child needs to sleep with. These items will be kept in their "cubby" until naptime. Playing with play-dough, finger painting, drawing pictures, simple cooking, singing songs, daily story time, etc, are typical activities that we do. I provide limited TV viewing consisting of PBS, and "Disney Channel." On a rainy/snowy day, I let the children pick a children's movie to watch, but children are never required to sit and watch TV. Computer access with educational software is provided for the children if they're interested. I create and use a preschool curriculum that provides theme based hands-on activities and arts and crafts, providing a balance of important preschool skill experiences for 2 1/2 to 5 year old children.

OUTDOOR ACTIVITIES: On warm, sunny days, we may spend most of the day outside in the front yard or at the park and in the hot summer--wading in the pool. Even on cold winter days, we will try to get outside even if just for a few minutes to run off "excess energy" and to play in the snow. We also try to take walks whenever possible so please make sure your child wears "weather appropriate" clothes each day.

TRANSPORTATION: Each parent will complete a permission to travel form upon registration. This form provides permission for me to transport your child. Circumstances which require me to transport children include: transporting a child to/from school or other activities (swimming lessons, sport practices, etc); medical emergencies; field trips (listed on our monthly activity calendar). Children will not be permitted to remain unattended in any vehicle and are securely fastened in an appropriate passenger restraint system as required by MN state law.

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NAPS/REST TIME: Infants nap as needed, and the toddlers/preschoolers sleep after lunch. Even if children do not go to sleep, I will ask that they sit or lie down for rest time and look at books or color quietly. I provide a "pack and play" for the Infants/Toddlers and nap mats for Preschoolers to rest on. All infants will be placed to sleep on their backs.

PARTIES: A birthday is a special event in every child's life. Children enjoy sharing this exciting day with their daycare friends. I will provide a cake or cupcakes and we are happy to have you participate with us on that day. I will also provide party activities and a balloon for your child. We will also have parties at Halloween, Christmas, Valentine's Day, etc.

GUIDANCE AND DISCIPLINE: There is NO physical punishment at my daycare at any time. When they are doing something that is not appropriate, I simply redirect them to a more suitable activity and explain why they cannot do that. When children are out of control and will not listen, I will insist on a "time out" of 1 minute for every year in age (i.e. a 2 year old gets 2 "time out" minutes, etc.). If I feel there is a chronic behavioral issue that needs attention, I will let you know so that you and I are handling it in the same way so there is continuity in discipline between our homes. These types of behaviors might include such things as biting, use of bad words, chronic hitting, etc. Together, we will try to find a solution. You may be called to remove your child if his/her behavior prevents me from being able to properly care for the other children. In the event of siblings, all children will be sent home at the same time. If the problem continues, other arrangements for the care of the child will have to be made, for the safety and well being of all.

TOUCH POLICY: It is my belief and practice that children need nurturing, adult physical contact for their care and healthy development. This contact can be described in three ways:

- 1) Nurturing: This includes hugs, hand holding, gentle tickling, caring and cuddling. This type of contact is never made against the expressed wishes of the children.
- 2) Safety and Guidance: This includes restraining children from harmful situations, separating physically conflicting children, directing children by gently leading or guiding them and administering 1st aid to injuries.
- 3) Hygienic: This includes face, hand washing and teeth brushing, assisting with bathroom duties (as appropriate to the age of the child), diaper changes, examining rashes or unusual marks, nose blowing and assisting with or conducting necessary clothing changes.
- 4) It is also my belief that it is normal and healthy for children to express affection with their peers. This includes hugs and hand holding. This type of contact is never made against the expressed wishes of the children.

ILLNESS: I operate a "well-child" day-care. This strict policy will protect all involved. Your compliance is appreciated, and you will be compensated with the assurance that all ill children will be kept home. Please keep in mind that healthy children are demanding and sick children even more so. Please be fair to your child, the other children who come to my day-care and to myself and do not leave your child with me when they are ill. If you are unsure, please call prior to bringing your child. I understand that you need to work or go to school, job hunt, etc but it is extremely important that we work together in keeping our children healthy. One child's cold or runny nose may be another child's bronchitis, asthma attack, or worse. We all must be over-cautious to protect all the children. **Due to recent FDA recommendations, any over the counter cold medication other than Tylenol or Ibuprofen will not be administered at child care.** Children with a **mild** cold may attend. If at any point symptoms become excessive, child becomes extremely irritable, child is unable to participate in our regular activities, or I believe that I am unable to provide quality care to ALL of the children with the sick child present; parent(s) will be called to pick the child up. Parent(s) understands that if a child is ill with any of the following, the child WILL NOT come to my home that day:

- ~ Fever (Any fever higher than 100 degrees within the past 24 hrs.)
- ~ Vomiting (Any vomiting within the past 24 hrs.)
- ~ Diarrhea (2-3 loose diapers/stools within 6 hrs)
- ~Any contagious diseases (Including, but not limited to: pinkeye, conjunctivitis, lice-- must be nit-free for 48 hrs, strep throat, chicken pox, & flu.)

Parent(s) will be called to pick up a child that becomes ill while in my care. Please pick up your ill child within the hour. In the event of a family with siblings, all children in the family will be sent home with the ill child. If you are unable to pick up your child within the hour, you are responsible for finding someone that can. I cannot properly care for an ill child and still take care of the other children in my care. Please note: This illness policy applies to my family as well. If my own child is sick, I will inform you and you will have the option of bringing your child or finding alternate care. If it will be impossible to keep my child isolated, I will be forced to close for the day. If I am unavailable due to my own illness, I will give you as much notice as I possibly can. You will be responsible for finding alternate care. I require five (5) **paid** sick/personal days per calendar year to use for myself and family, and **payment is still required when your child is out ill.** Thank you for your cooperation & understanding! Stay Healthy!!

INJURIES: I will make every effort to ensure the safety of your child while in my care. Unfortunately, minor bumps and other "boo-boo's" may occur. I will notify you via my incident report of any accident that requires my first aid treatment. In compliance with MN State Licensing, I keep current on CPR and First Aid certifications.

FIRE AND SEVERE WEATHER DRILLS: Fire drills are performed and documented each month. Severe weather drills are performed and documented each month from March to October. This may make quite an impression on your child the first time a drill is held, but your child will soon become accustomed to it and know just what to do in the event of an emergency.

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PETS: I have two cats. My cats' shots are current and shot records are available for review at any time. I do not contain my cats during the day and they have free roam as they would when children are not present. My cats are not permitted in cribs/playpens with infants and toddlers, but will occasionally sleep with children resting on mats. If any bite or scratch occurs that breaks the skin, you will be notified per my injury policy.

SMOKING/CHEMICAL USE: I do not smoke, nor do I permit any smoking in my house or on my property. All caregivers, including myself, assistants, substitute caregivers and helpers, are prohibited from abusing prescription medication or being under the influence of a chemical that impairs the individual's ability to provide care. I will provide notification and training of said policy to all caregivers.

FRONT DOOR: My home maintains an open door policy for parents during the hours in which daycare is provided. This means that parents are always welcome to call or drop in to see their children. Due to safety reasons, I keep the front door locked at all times. Please ring the doorbell (unless it's naptime) and give me a few moments to respond as I may be in the middle of an issue with a child (ie: changing a diaper or potty training).

GRIEVANCE PROCEDURE: If you are dissatisfied with some aspect of the services being provided in my licensed program, please bring the concern to my attention in a timely manner.

MANDATED REPORTING: I am legally required to report suspected abuse or neglect. Please read the attached policy.

MN CHILD CARE RULE: A copy of the complete MN State Child Care Rule is available on request.

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Parents

I/We have read and understand the policies and guidelines as stated in the Panda Bear Child Care Parent's Handbook. I/We hereby agree to comply with the guidelines and regulations of Panda Bear Child Care regarding fees, attendance, health, clothing, and other items specified in the Parents' Handbook. I/WE are aware of the scheduled child care holidays.

The information contained in the Parent Handbook as well as the rates are subject to change. You will be notified in writing of any changes before they go into effect.

Signature (Parent/Guardian) Date

Signature (Parent/Guardian) Date
