

# Early Learning Home Child Care & Preschool (ELHCC)

## Parent Handbook

We are so glad you have chosen our home child care to provide for the needs of your child/children. You and your family are encouraged to visit prior to the first day of enrollment. This gives our staff and your child the opportunity to meet and become better acquainted. It will make separating on the first day a bit easier.

This parent handbook has been written to describe our program, philosophy, policies, and all the practical details that go into making each day as happy and successful as possible. Please read this handbook closely and keep it as a reference. We are always happy to answer any questions or discuss any concerns you may have. Once again, we here at Early Learning Home Child Care (ELHCC) would like to say welcome.

## State Licensing Requirements

**Early Learning Home Child Care & Preschool (ELHCC)** is licensed by the state of California and complies with all applicable licensing regulations and standards. These standards relate to our home, staff, health, safety procedures, nutrition, care giver to child ratios, and record keeping. We believe that these standards are in the best interest of the children. Our home is subject to inspection by state and city health, fire, and licensing officials.

## Goals

Our goal is to help children develop:

- \* A curiosity and love of learning;
- \* Self-confidence with peers and high self-esteem
- \* Learning skills and understanding to prepare them for kindergarten.

## Admissions

Early Learning Home Child Care (ELHCC) does not discriminate on the basis of religion, race, or sex. A waiting list is maintained to fill any openings that become available during the year. Placement is at the discretion of the Director.

## Enrollment

The following forms are required by the state of California and need to be read, completed and/or signed prior to enrollment:

- 1) Parent Handbook (read)
- 2) Parent & Provider Contract/Enrollment Application (complete/sign/date)
- 3) Deposit & Start Date (complete/sign/date)

- 4) Child's Preadmission Health History-Parents Report (complete/sign/date)
- 5) Permission To Administer (complete/sign/date)
- 6) Consent For Emergency Medical Treatment (complete/sign/date)
- 7) Identification And Emergency Information (complete/sign/date)
- 8) Parent Notification Additional Children in Care (sign/date) 9) Advance Notice (sign/date)
- 10) Payment Policy and Attendance (sign/date)
- 11) Caregiver Background Check Process (read)
- 12) Guidelines for Illnesses Requiring Exclusion (read)
- 13) Building and Maintaining a Positive Relationship with Your Child's Provider (read)
- 14) Supplies Needed at Child Care (read)
- 15) Immunization Record (complete/supply)

### **Advance Notice**

If you will no longer be needing our childcare services, **30 Days advance notice is required.** Failure to give of the required 30 days notice will result in forfeiting your initial deposit. This advance notice is applicable to only those children who have been with us for more than two weeks.

Whenever possible even more notice is better. This helps us tremendously. Reason being, unlike childcare centers, we can only care for a limited number of children. So, when we are full, we are forced to say NO to all incoming requests for childcare. If we have advance notice of discontinuation of needed services then it is possible for us make future arrangements with new family's inquiring about daycare for their child. This helps to keep our open spots fluctuation to a minimum, and helps us be able to focus more on being the best childcare providers we can be, instead of worrying about "the bills", and putting food on the table.

### **Child Care Hours**

The daycare is open Monday through Friday **7:30am to 5:30pm**. Even though we are open for 10 hours each day, we request that parents strive to have their children with us for **no more than 9 hours each day.**

### **Holidays 2022**

We will be closed on all Federal Holidays and a few additional days as follows:

- January 1 - New Year's Day – Federal Holiday
- January 2 – Day after New Year's Day
- January 17 – Martin Luther King Birthday – Federal Holiday
- February 21 – Presidents Day – Federal Holiday
- May 30 – Memorial Day – Federal Holiday
- June 20<sup>th</sup> – Juneteenth Observed – Federal Holiday
- July 4<sup>th</sup> – Federal Holiday
- September 5<sup>th</sup> – Labor Day – Federal Holiday
- October 10<sup>th</sup> - Columbus Day – Federal Holiday

November 11<sup>th</sup> – Veterans Day – Federal Holiday  
November 24 – Thanksgiving – Federal Holiday  
November 25 – Day after Thanksgiving  
December 23 – Christmas Eve observed  
December 26 – Christmas observed – Federal Holiday  
December 30 – New Year’s Eve observed

**Note:** If the holiday falls on a Saturday child care will be closed the Friday before. If the holiday falls on a Sunday child care will be closed the Monday after.

### **Arrival and Departure**

Please be advised that any supplies needed to care for your child while in our care must be received PRIOR to the first day of care. Parents are expected to bring their children on time, bathed, and properly clothed in clean, weather, and size appropriate clothing and diapers. It is encouraged that back up clothing is provided in case of soils or climate changes. If your child will not be in attendance, arriving late, or going to be picked up early, please notify us ASAP.

### **Release of Child**

Under no circumstances will your child be released to anyone other than those listed on your Child Emergency Form. Any changes in personal address or phone number will be given to the provider as soon as possible. Names and emergency phone numbers will be kept current. In case of an emergency, if someone other than you will be picking up your child, you will need to call us ASAP. An advance written authorization is required for persons picking up your child other than those on the registration forms. We will ask the individual for a picture ID to validate identity and require their name to be printed and signed on the roster. Designated persons allowed to pick up must be 18 years of age or older. Any person picking up your child in an impaired condition (in our estimation of inebriation or on drugs) will not be allowed to pick up and will be asked to contact an alternate person. We cannot legally withhold a child from a legal guardian but if we feel a child is in jeopardy, we will not hesitate to contact the police.

### **Sick/Personal days**

As strong as our immune system has become over the years, we unfortunately still get sick from time to time. Because of this we allot ourselves 7 sick/personal days per year. We also use these days for our continuing education classes (CPR, Pediatric First Aid, etc) in order to keep our childcare license in good standing. Of course, we will give you as much of an advance notice as possible.

### Parent Vacations

As your child care provider, we are also a business and our expenses, including for our paid assistants, continue even when you are on vacation. For three weeks each year we will reduce your weekly tuition cost by 50%. Vacations must be for at least one week to receive the discount. After three weeks each year, vacations or time away from child care will be at full price. We request that parents notify us at least two weeks in advance of your planned vacations. Children not remaining with us for at least one year will need to reimburse us for the 50% vacation reductions out of their initial deposit.

### Provider Vacations

Just as we allow three weeks' vacation for our families each year at a 50% price reduction, we also allocate ourselves three weeks' vacation each year. During these three weeks we require weekly tuition to continue at a 50% price reduction to hold your child's spot at ELHCC. We will always provide at least a one month notice prior to our vacation time.

**Note)** Parents are responsible for finding back-up care for their children during provider vacations, holidays, and sick/personal days resulting in ELHCC closing.

### Deposit

**A nonrefundable deposit equal to two weeks of child care costs is due at time of enrollment.**

However, do not give us the deposit until you have signed the Parent Handbook and Application. The deposit will be credited towards the last two weeks of your child's enrollment if your child has been with us for at least one year.

**Note: We prefer parents use ZELLE for all payments. If you prefer to use checks, please make checks payable to Early Learning Home Child Care (ELHCC).**

### Payment Policy/Attendance

When paying weekly, payment is due every Monday. When paying Monthly, payment is due on the first business of each month.

Payment is based on Parent Handbook requirements and Application, not attendance. Your child care tuition will remain the same through your child's first day of enrollment to their last except in the following scenarios.

1. When graduating from Infant/Young Toddler class (0~2 yrs.) to Older Toddler/Preschool class (2 Yrs. +)
2. When there has been a yearly rate change and you have been with us for one year.
3. Stopping and then restarting paid attendance in our daycare.

In all scenarios your new payment will default to the current price for a newly enrolled child.

### Non-Sufficient Checks & Late Payments

Due to the inconvenience of NSF checks, a \$50 fee will be charged for NSF checks. The provider reserves the right to terminate this agreement for late payment of fees.

### **Late Pickup Policy:**

If your child is picked up after 5:30pm there will be a late charge assessed of \$15.00 for every 15 minutes (unless prior arrangements have been made). Please be courteous and arrive on time.

### **Health Matters**

For the health and safety of your child and all of the children in our daycare, **please do not bring your child to child care sick.** If you do, we in turn may become sick making it difficult to care for the children at the high standards that we have set for ourselves. We can only care for children with mild cold like symptoms that are otherwise feeling and acting well. Mild cold like symptoms are clear runny nose, slight cough, and a slight or no fever. If you are not sure if your child should be brought to daycare, then please call and check with us. If a child becomes ill during daycare hours the parents will be contacted to pick up their child. Parents need to pick up their children within one hour of being notified. If parents are not available, the emergency contact person will be notified.

**Note:** Once the child is removed from daycare due to illness, **they may not return to child care until symptoms requiring removal are no longer present.** The child must also be void of any contagious disease, unless accompanied by a doctor's note stating the illness in question is not contagious, and the child is otherwise feeling well enough to participate in our daily schedule.

### **Guidelines For Children Requiring Exclusion from Child Care**

A child with any of the following illnesses must be completely free of any symptoms before returning to daycare. If the child is taking antibiotics for an illness, the child may return to daycare after the initial 24 hours of beginning antibiotics as long as he or she has a slight to no fever (under 100F under the arm), no longer contagious, and is otherwise feeling well enough to participate in our daily schedule. Signs of illness include the following; unusual lethargy, irritability, persistent crying for no reason, runny nose (more than clear), cough (more than slight), difficulty breathing, diarrhea, vomiting, mouth sores, rashes (note from doctor stating non-contagious is ok), pink eye, chicken pox, mumps, measles, roseola, hepatitis A, impetigo, lice, ringworm, scabies, strep throat, scarlet fever, tuberculosis, shingles, and any other contagious disease or rash. **Any child with a fever of 100 degrees or above, orally (in the mouth), or axillary (under the arm), may not attend child care.** State law requires that we notify parents of children who have been exposed to certain contagious diseases. Please notify us if your child becomes infected, so a note can be posted.

**Note:** A fever in and of itself is not all bad (given that it is not too high). A fever is your body's natural way of trying to protect itself against whatever virus or bacteria is attacking it. Illnesses that cause fevers cannot live in our bodies' abnormally hot environment. **However, a fever is an obvious indicator that the child is sick and possibly contagious, therefore requiring exclusion from child care.**

### **Child's Absences and/or Vacations**

If your child will not be attending daycare due to illness or other, **please let us know as soon as possible so the day's activities won't be held up waiting for your child to arrive.** Also, we need to know how many children we need to prepare meals for. No discounts will be given for your child's absences due to illness. If your child will not be attending child care for whatever reason, you are still required to pay.

### **Medication**

**At Early Learning Home Child Care (ELHCC), we do not give medications to the children.** If your child needs to be medicated in order to get through the day, and be able to comfortably participate in our classroom activities, then it is quite possible he or she may be too sick to attend daycare. We will however give certain doctor prescribed medications to the children, of course given that they are no longer contagious, and only if the medication consent form has been signed. Examples of these would be; antibiotics for ear infections etc. and Tylenol for teething or pain associated with bumps or bruises (not to bring down a fever). If you're not sure if we will administer a certain medication or not, please feel free to ask.

### **Reporting Child Abuse**

We are required by law to report any suspected incidents of possible child abuse or neglect. Your child can be questioned by child protective services at any time without your consent.

### **Medical and Dental Emergency Procedures**

Emergency information is kept on file at the child care. In case of illness or injury this information will be used to notify you or the person designated by you, of your child's status. If your child is injured while at the child care, first aid will be administered. If treatment by a doctor is necessary, we will make every effort to contact you or the doctor you have chosen to treat your child. In all cases, an injury report is completed, and a copy is given to the parents as well as the Department of Social Services. Authorization for emergency treatment must be signed at the time of enrollment to ensure that in the event of an emergency, we can make sure your child receives the necessary emergency treatment he or she needs. **It is very important that all emergency contact information is kept up to date and correct. Please inform us immediately of any changes to keep your information current.** Parents are responsible for all costs involved in emergency medical treatment, including emergency transportation if required.

**Note:** In case of a serious accident or sudden illness requiring immediate medical attention, the following procedures will be followed.

- 1) A phone call to 911 is made.
- 2) Child's parents (or emergency contacts) are called.
- 3) Child is separated from the other children and appropriately cared for.
- 4) Parent, provider, or ambulance takes the child and health records to the doctor or hospital.

### Diaper Policy

It is the parent's responsibility to provide diapers, wipes, and diaper cream for your child. **It is also the parent's responsibility to check periodically to see if or when your child needs more diapers, wipes, and cream, (not the providers).** Each child has his or her own clearly labeled diaper bin. Diapers are checked frequently, and changed every three hours or more often if required. Diapers containing #2 are changed immediately. The diaper changing tables are cleaned and disinfected between each diaper change, and hand washing of childcare provider and child is performed after each diaper change.

### Toilet Training

We are more than happy to encourage potty training as long as the child is ready (typically between 2 and 3 years old). The initial start needs to be done at home for at least two weeks with success before it can be effectively started at daycare. Parents will be required to supply pull-ups and wipes. **Children will be allowed to come to child care in cotton training pants/underwear after they have been accident free for at least two weeks in pull-ups.** Communication between parents and the child care provider is imperative for a successful transition from diapers to toilet.

### Infant Meals

Breastmilk, formula, and Baby Food are provided by parents. Parent provides infant meal needs daily during drop off. As an infant grows their appetite changes, we strive to make mealtime fun and comforting. Bottle feeding and burping is done with love and care

### Bottles and Pacifiers

Pacifiers are permitted. Bottles are given to the children only at snacks and meal times. If your child uses a bottle, you must bring a different bottle for each feeding as bottles will not be rinsed and re-used.

If you plan to use the formula, please be sure and bring prepared bottles for your child (with their name on it) to be stored in the refrigerator.

### TV Viewing

Television viewing is only done occasionally. Children are never required to sit and watch TV, and TV is not offered in place of free play or learning activities.

### Toys from Home

Children may bring only a limited number of toys from home to avoid the chance of being lost or broken. ELHCC will not be held responsible for any item brought from home that may be damaged or go missing. We usually ask the child to put the item in their cubby for safe keeping.

### Hand Washing Policy

We will practice hand washing before and after a meal or snack. We will wash hands after using the restroom, as well as after clean up times and outdoors play.

### **Nap Time**

All children will be given a mat or a crib for nap or rest time. Younger infants can be given a third nap in the later afternoon if needed, and older infants no longer requiring two naps a day will just take a single nap. The State of California requires that all children under the age of five have at least a two-hour rest period every day. No child will ever be forced to sleep, however good and regular sleep schedules are encouraged. Any child that does not fall asleep after resting quietly for 30-45 minutes may look at a book quietly on their mat. Children who nap are encouraged to bring a special blanket and small pillow to sleep with (please no stuffed animals or other toys).

### **Shoes Policy**

We try not to wear outside shoes inside to maintain cleanliness. Parents are encouraged to bring a pair of inside shoes (labeled and kept at child care) otherwise children will use socks.

### **Supplies**

Parents are required to supply the provider with size appropriate diapers, baby bottles, baby wipes, special creams and ointments, training pants, and one changes of clothing including shoes, jackets, toothbrush with cover, socks, and sunscreen. Not maintaining your child's cubby box could be cause for conference. One blanket for rest/nap time labeled and a pillow acceptable for children but, please remember we will not be held responsible for any lost or damaged items while child is in our care. Please label all items with your child's first and last name; ELHCC will not be responsible for lost items. Keep in mind that we will be going outside daily when the weather permits so , please be sure to send appropriate clothing for outdoor activities and/or dress according to the weather.

### **Birthdays**

Your child is very important to us, and we are happy to acknowledge their birthdays as it is a very special occasion. You are welcome to plan a celebration. You will be responsible for all of the paper goods and food. Please contact us in advance so that we can help in your planning.

### **Miscellaneous**

- Here at **Early Learning Home Child Care**, we do not transport any child by car or any moving vehicle, unless a medical emergency requires us to do so.
- Understand that your child may be included in pictures and/or videos connected with our daycare program, unless otherwise specified by you the parent.
- **This is a NON SMOKING home** It is our policy that smoking is prohibited.



## Behavior Management & Discipline

We believe that the discipline of a child is achieved through patience, consistency, and positive reinforcement. We also try and teach the children in our care manners, kindness and to be respectful to others. One of the ways in which we do this is by the example we as providers set. We understand that our actions and reactions speak much louder than our words. The children are explained the rules of the daycare frequently, so they know what's expected of them. Once a child is old enough to understand the rules and disobeys them by, exhibiting inappropriate behavior (hitting, aggression, etc.), hurts others, or property, the following developmentally appropriate guidance techniques will be used. These techniques are as follows:

- 1) **Positive Reinforcement:** The child will be encouraged when he or she is demonstrating acceptable behavior.
- 2) **Redirection:** The child is redirected to another activity and given an opportunity to try again at another time.
- 3) **Time-Out:** The child is separated from the group for an age appropriate amount of time (one minute per one year of age). This technique is only used when a child repeatedly will not follow our directions or listen to our words, is exhibiting temper tantrum type behavior, or hurting one's self, others or equipment. When the child shows that he or she is ready to demonstrate acceptable behavior, they are encouraged to join the rest of the group to try again.
- 4) **Last Resort:** When a child's behavior is continually upsetting or dangerous to others, a conference will be called with the parents. If the problems cannot be resolved, arrangements will have to be made for the child to go elsewhere for care.

**Note:** Sometimes if both a parent and a provider are both in the same area (examples would be during drop-off and pick-up times) a child may forget the rules or test the boundaries. **Please help show your child that you respect us, the rules of our house, and our property by reminding them that the rules still apply when you are around.** We will also remind them of the rules and correct them if needed.

## Social Media

Early Learning Home Child Care maintains a Facebook site that is used for promoting our business and communicating some of our activities with parents and potential clients. In addition, from time to time, we may place advertisements online. These online sites may contain images of your child. If you do not wish to have your child's images included in any of our online sites or ads, we will provide a separate form for you to sign at enrollment in which you can request your child's image not ever be included.

- **Contents of this Handbook are subject to change. Please consult with the website for latest version**

## Parent Handbook Acknowledgment

Thank you for choosing Early Learning Home Childcare as your childcare provider. This parent handbook was created to give you a detailed outline of what we feel is needed to provide a warm, positive, and nurturing environment for your child. Please complete the bottom portion of this page and return it with your enrollment paperwork. By signing you acknowledge receipt of the parent handbook and take full responsibility of the information that you have read.

I \_\_\_\_\_, have received the Early Learning Home Childcare Parent Handbook and will abide by all procedures as written.

\_\_\_\_\_ Print (Parent 1/ Guardian's Name)

\_\_\_\_\_ (Parent 1/ Guardian's Signature)

\_\_\_\_\_ Print (Parent 2/ Guardian's Name)

\_\_\_\_\_ (Parent 2 / Guardian's Signature)

\_\_\_\_\_ (Date)