# Parent Handbook



# Dear Parent/Guardian:

# **Welcome to The Child Care Learning Academy**

I believe that quality childcare & education is a partnership between parents and providers. At The Child Care Learning Academy, it is my mission to partner with parents to provide quality care with age developmentally appropriate activities and use materials in a safe loving environment where they are free to explore and learn.

I believe that at the developmental stage, children need more than just a teacher to help them learn. They also need a loving responsive relationship with caregivers based on respect for the child and his or her family. At The Child Care Learning Academy your child will have the opportunity to explore and grow, create and discover, build relationships with his or her peers, and become confident learners!

As you know, the early years of your child's journey, through these stages, never ceases to fill me with awe & wonderment. I'm looking forward to joining you on your child's amazing journey!

Thank you for choosing The Child Care Learning Academy!

Sincerely,

Melanie Rivera

Owner/Provider

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#### STATEMENT OF NON-DISCRIMINATION

The Childcare Learning Academy welcomes all families, regardless of, race, religion, national origin, sexual orientation, gender, ancestry, marital or parental status and physical, mental, emotional or learning disability.

The following is a list of rules and regulations governing our childcare agreement. Please read this handbook thoroughly, as it contains many important policies and procedures that pertain to the care of your child. If you have any questions or need clarification, please contact Melanie Rivera.

#### ENROLLMENT PROCEDURE

All necessary forms, listed below, are required. They must be completed and returned to me ASAP and before or on your child's first day at The Childcare Learning Academy in order for me to resume the responsibility of caring for your child, no exceptions. Please inform me immediately of any changes. The forms & items that need to be returned are as follow:

- \*Set of extra clothes
- \*Box of Pampers/Box Wipes
- \*Contract Completed/Sign & Notarized
- \*1 Blue Card
- \*Medical Consent to enter Childcare \*Immunization Record
- \*Food Program Form
- \*Permission for pick up
- \*Photo Agreement Consent \*Diaper/OTC Agreement
- \*Health Plan Care (If Needed) Ex:Asthma, Allergy
- \*Feeding Agreement for Infants
- \*Napping Agreement
- \*Indirect Supervision for School-agers
- \*Transportation Agreement

#### **AGES SERVED**

The ages of the children I care for are: 6 weeks to 12 years of age.

#### HOURS OF OPERATION

Childcare is open Monday - Friday from 7:00 am-9:00 pm

Except on the following Holidays that we are Closed:

- \*New Year's Day
- \*Good Friday
- \*Memorial Day
- \*Juneteenth
- \*Independence Day
- \*Labor Day
- \*Columbus Day
- \*Veteran's Day
- \*Thanksgiving Day
- \*Day after Thanksgiving
- \*Christmas Day

If days are added, they will be sent to you via email or text upon enrollment.

Drop-off and pick-up times are at the times discussed & agreed with your Provider & staff. Your time is a fixed time and therefore you will be charged for any time over your scheduled pick up time. A late fee of \$2 per minute will incur. Please understand that the providers and staff will be going into overtime if this occurs. I can/will prorate the fee accordingly as I deem necessary at my discretion. Late fee payments are due with your parent fee or weekly payment.

Also, late drop-offs do not constitute late pick-ups.

CHILD:	DOB:
Drop off Time:	Pick Up Time:
Effective Enrollment/ Start D	Date:
Tuition Data.	

\* Here at The Child Care Learning Academy, staff is very understanding and flexible. We understand that incidents beyond the parents control can occur. We take into consideration that random, occasional, and unexpected events may happen, such as getting out of work late, traffic, car trouble, etc. Staff will greatly appreciate a notification via text or call when these emergencies take place in the event a parent will be late. Provider and staff's primary concern is the safety of our families. As long as these incidents do not become a routine pattern and/or habit, the provider should use discretion as deemed necessary.

#### **FEES & PRICING**

Childcare fees are as followed:

#### GROUP FAMILY DAYCARE MARKET RATES NEW YORK STATE:

#### OFFICE OF CHILD CARE FAMILY SERVICES

	Y CARE HOME AN	ID GROUP	PAIVILLE DAT	CARE HOME	
Age of Child					
	Under 2 yrs	2 yrs	3-5 yrs	6 - 12 yrs	
Weekly	\$300	\$285	\$269	\$240	
Daily	\$60	\$60	\$57	\$50	
Part-Day	\$40	\$40	\$38	\$33	

- \* Part time care is 3-4 days. The Child Care Academy does not provide care plans for less than 3 days of enrollment.
- \* NYS Child Care regulations recommend that child care NOT exceed 10 hours per day. The tuition rates above are for 10 hours of care per day. We understand some families work 12 hour work shifts and are flexible in accommodating those schedules at an additional fee of \$5.00 per hour per day, NOT to exceed 12 hours.

#### Before & After School Care Price Varies (We accept Private Pay/DSS/WDI Payments)

Please remember that your fee is based on a weekly fee for childcare and the hours discussed. Regardless if your child is absent (sick/vacation), the fee will remain the same as they are holding a spot. In the event the daycare is closed or lands on a Federal Holiday, and the day falls on a scheduled day in which childcare is usually provided, standard rates still apply and are expected to be paid even though the facility is closed in recognition of the observed holiday. In the event the child is sick, does not attend a scheduled day or family goes on vacation, standard payment is still expected to be paid, as rates apply for your child's spot and not attendance. All payments, including parent copayment fees, are due weekly. Pre-payments are due at morning drop off on the first day of care for the week in which care will be provided. Late fees will apply if payment is not received on the first day of care for the week in which care is being provided. A late fee of \$20/day will have to be sent along with your payment. If your childcare grant seizes or the Department of Child Care Services forfeits your childcare costs, you (the parent/guardian) who signed the contract will be responsible for full payment of what is owed. When fees are not current, your child(ren) will not be admitted. Also, in the event that a court appearance has to be set for collection of childcare costs, the Parent/Guardian will be

responsible for any and all fees associated with the court. This includes but is not limited to: late fees, loss of wages & any legal and court fees.

#### TRIAL PERIOD/WITHDRAWAL

I require two weeks' notice if and when you intend to withdraw your child from The Child Care Learning Academy. If child(s) does not attend those two weeks of withdrawal notice you are responsible to still make those weekly payments. In the event, during the first two weeks, we observe that our program is not suitable or requires more attention than staff can accommodate for your child, we reserve the right to terminate child care services and refer your family to the Child Care Council for recommendations.

#### CANCELLATIONS

If I shall become sick or have an emergency, during childcare hours, you will be notified to pick up your child as soon as possible, unless I have an approved assistant or staff member on duty and we do not exceed the staff to child ratio. In this event we will prorate the weekly rate for that week.

#### **SCREEN TIME/ ELECTRONICS:**

At the Child Care Learning Academy we believe children should be learning, developing and growing. Although television networks and tablets can provide educational material and relevance, it limits social interaction and skills. We do not use the television programing in our daily program or throughout the day. Nor do we use tablets or electronic devices. Children are not allowed to bring in their own tablets or electronic devices. We worry about the risk of damage to these devices and they are prohibited. Our focus is geared more towards lecture and lesson planning with engaging activities and materials to provide your child with an enriched educational experience. In the event screen time is allowed, for a special occasion (Holiday) or we believe there is a learning correlations and educational reference to our lesson plan and curriculum, Screen time will be limited to no more than 10 minutes a week for ages 3-5 years old. Screen time will not be made available to infants under the age of 2. Otherwise, we will save the television and tablets for fun at home!

#### **ILLNESS & SICK CARE**

The health & well-being of all children are the utmost importance to me. It is for the protection of the children that I must insist on a strict adherence to my health policy. In some cases, if your child needs to be seen by a doctor, you will be required to submit a signed report from the doctor for clearance for acceptance back to childcare. Your cooperation is greatly appreciated. In the event that The Child Care Learning Academy experiences an outbreak of cases of any viruses, providers will notify all parents. There are also some illnesses that, by law, exclude the child from attending childcare. Some of these illnesses are but not limited to:

- \*Infectious Conjunctivitis
- \*Infectious Diarrhea
- \*Impetigo
- \*Chicken pox
- \*Hepatitis A
- \*Scarlet Fever
- \*Scabies
- \*Ringworm
- \*Strep Throat

## The Following Symptoms require your child to stay at home as well:

- \*Vomiting
- \*Rash
- \*Lice or nits
- \*Diarrhea
- \*Eye infection
- \*Sore Throat
- \*Fever and in general just not feeling well.

#### Some protocols that will help to ensure your child's health are as follows:

- -Assuring Zipper is all the way up on coat/jacket & wearing a warm hat
- -No smoking on premises
- -The strict adherence of my Health Policy
- -Current Immunizations are required
- -Good Hygiene is always stressed
- -Every attempt is made to keep toys & play areas sanitized
- -Napping Mats cleaned after each use
- -Blanket assigned to each child & washed weekly
- -Food preparation is done in a safe & Hygienic Manner
- -Menu follows federal nutritional guidelines
- -Hand Sanitizer applied outside before entering
- -Handwashing upon arrival, before & after diapering, after use of toilet, outside play, touching body secretions, messy crafts or projects etc.

#### **MEDICATION**

The Child Care Learning Academy does not administrate medicine, no exceptions. Parents are allowed to come in & give medicine to their child(ren) if needed but must sign a medication log. We are not responsible for any side effects of medication.

#### **TRANSPORTATION**

The Child Care Learning Academy does not transport children unless only during field trips or the Parent/Guardian has an emergency & the child needs transportation.

#### **MEALS:**

To meet the nutritional needs of your child(ren), we serve well-balanced meals and snacks that meet the guidelines of the Federal Government Food Program. If your child is allergic to age appropriate milk, (Whole Milk for 12-24 months or 1% for 2yrs+ old) parents will be responsible to bring another source of milk with a doctor's note. If your child has any particular dietary need, you must provide meals or milk weekly. Meals are prepared fresh daily.

#### **NAPTIME**

All children are required to lie down for a rest period in the afternoon. Even older children will benefit from a short period of "quiet time". The Child Care Learning Academy provides mats, play pens & blankets for each child enrolled. School-agers will be allowed to bring their tablet & use during this time but must also bring headphones to not interrupt the other children attending the program.

#### **BIRTHDAYS**

Parents are allowed to bring a store-bought cookie cake to celebrate their child's birthday with friends. No candles are allowed to be turned on for the safety of all. If you do not celebrate birthdays, please inform your provider.

#### DIAPERING

Please ensure a fresh/clean diaper is on during drop off of your child(s). Staff will do the same before an authorized individual picks up your child(s). Latex gloves are used when changing diapers and/or pull-ups. After each use, the changing pad is cleaned and sprayed with a bleach and water solution for disinfecting and cleaning purposes. The hands of both the child and provider are washed after each diapering. Parents are responsible to bring one new **box of diapers**/pull-ups & one new **box of wipes** as communicated and needed.

#### PROPER ATTIRE

We recommend strapped shoes to be worn in the daycare. Absolutely no open toes sandals or shoes. Your child will not be allowed to stay at childcare and will need to return with appropriate shoes. Exceptions only apply to children who must wear special shoes; prescribed by an Orthopedic. All children must wear shoes at all times in case of an emergency where we would need to leave the daycare.

Child's play is messy work. Your child will be painting, playing on the grass, in the sandbox, playing with chalk & participating in other various activities. Please do not expect me to keep your child's clothes clean & free from stains. Also, please dress your child appropriately based on the weather. I will not be responsible for "cute" clothes getting ruined. The children will participate in all activities regardless of how they are dressed. \*At least one set of clothing (shirt, pants, underwear, socks) is required to keep at daycare in case of any wet spills.

#### **TOYS & PERSONAL ITEMS**

Absolutely **NO** toys, book bags, change of shoes or other objects will be brought to Childcare. It is for the safety & health of all.

## **Confidentiality**

Unless we receive your written consent, information regarding children, family and staff will not be released, with the exception of that required by our regulatory and partnering agencies. All records concerning children, family and staff at our program are confidential.

## **Emergency Substitute Provider**

In the rare case of an emergency situation, I will call my emergency substitute provider (see list of names posted on the bulletin board). S/he will come to the facility to stay with the children during my absence. In the event that I cannot secure a qualified substitute during an emergency, you or your emergency contact will be asked to make arrangements to pick up your child (ren) and the program will close for the remainder of the day. Should this need arise, you or your emergency contact shall pick up their children within of receiving the call.

I will provide my emergency substitute provider with a brief orientation that will include the names and ages of children present, arrival and departure information for each child including the names of people authorized to pick up your child, the location of the children's files including emergency contact information, consent for emergency medical treatment and any special health care needs. The emergency substitute provider will have appropriate credentials and clearances. Names of approved substitutes will be provided to you and a list will be posted on the bulletin board.

# A TYPICAL DAY AT THE CHILD CARE LEARNING ACADEMY

6:30am- 7:30am Children arrive/ Drop offs

7:30am- 8:30am Individual Play Time/ Toys of choice

8:30am-9:00am Breakfast is being served/ Hand Washing

9:00am-9:30am Morning Circle Time/Read a book

9:30am- 10:00am Exercise/Dancing/Physical Movement

10:00am-10:30am Learning our ABC's, shapes, numbers, etc.

10:30am-10:45am Outdoor Playground (15mins Minimum)

**Free Play Indoors:** 

(Magnetics, Water Table, Blocks etc.)

Preparing for Lunch

12:00pm-1:00pm Lunch Time

11:00am-11:30am

11:45am

1:00pm-2:00pm	Nap Time (please knock softly or text for pick ups).
2:00pm-2:30pm	Snack Time
2:30pm-5:30pm	Dismissal/Arriving - Activities vary daily
5:30pm-6:00pm	Dinner
6:00pm-6:30pm	Homework/Coloring/Table Toy or Games/ Outside Play
7:00pm-8:00pm	Evening Craft Activity
8:00pm-	Brush Teeth, Prepare for evening Nap

<sup>\*</sup>Please Note: Diaper changing, Potty training, Washing Hands are frequently happening during every step of our program day.

#### DISCIPLINE

My philosophy is that you use discipline to teach a child. I achieve this through love, consistency and firmness. I stress two main patterns of behavior: Respect of/for other people & respect of property. The children are explained the rules of the childcare facility frequently, so they are all familiar with the guidelines. Please keep in mind that there WILL be disagreements between children, young children especially, who are not adept at communication; have a hard time expressing their feeling's.

#### METHODS OF DISCIPLINE

- \*Encourage children to solve problems themselves
- \*Let Our Yes be Yes & Our No be No
- \*Intervention & discussion
- \*Redirection to another play area
- \*Loss of Privileges

If there is a chronic behavioral issue that needs attention, I will inform the parent/guardian of the observations and behaviors. You may be called to remove your child if his or her behavior prevents me from being able to properly care for the other children at our program.

#### FIRE DRILL PROCEDURE

The children are instructed to go outside immediately in the event of a fire. We practice fire drills and procedures throughout the year with the children. In the event of a fire, our safe relocation is 100 Cherry Rd or 3557 Lake Av (Public Library).

#### **EMERGENCY**

In case of an emergency, we are all trained to administer necessary first aid and CPR steps. The Rochester Police Department or Paramedic Unit will be called and your child will be transported to the hospital. You will be notified immediately. If an ambulance is called to transport a child(ren), the cost of the ambulance will be covered by the parent/guardian who signs the acknowledgement.

#### PARENT/CAREGIVER COMMUNICATION

Communication is very important for all staff members and Parents/Guardians. All communication should be called in (585) 747-0647 or texted to (585) 270-5329 pertaining absences, running late or illness. Sensitive issues will be discussed in private outside of regular business hours with the owner. In the event you need to contact Owner of this business email thechildcarelearningacademy@gmail.com and Melanie will call you ASAP. Please communicate all important information that the provider should know, quickly either in the morning during drop off or during pick up. If you have notified staff that your child will have an early pick up please arrive at the time you advised. This will help not make your child inpatient as they will have their coat on & will be waiting at the table for arrival as we must continue our program.

#### **TOILET TRAINING**

Children should begin toilet training no sooner than 18 months. Forcing your child to train before he/she is ready, can result in bedwetting, frequent accidents, constipation or regression, in times of stress. Some readiness signs to look for are: language skills, the ability to say "potty", or some other term which indicates that your child needs to use the toilet. Please dress your child with comfortable clothing. It would be frustrating for your child if they have overalls, onesies or difficult fasteners. Toilet training should be a good experience. Punishment for accidents is very inappropriate.

#### **HYGIENE**

All Children should be practicing at home how to brush their teeth before childcare. Bathing and assisting your child(s) to maintain a clean body is essential.

#### **MISCELLANEOUS**

#### ~NO PARKING ON DRIVEWAY OR BLOCKING THE DRIVEWAY

~No physical or speech therapy allowed at Daycare Only authorized pick up individuals are allowed to pick up a child (Bring ID)

#### **CONCLUSION**

Please remember that we are your providers and we are here to help in any way we truly can. If you need assistance, of any kind, please reach out to Owner Melanie Rivera so we can find a solution if possible. If you or your child are in imminent danger, you must communicate this with a staff member. We are required by law to report any suspected incidents of possible child abuse and neglect.

Following all policies and rules will result in a friendly and stable relationship with your Provider. You can work more productively, if you have complete confidence in your Provider. Providers can concentrate on providing quality childcare and experience for each child enrolled. Best of all, your child will be able to thrive in an emotionally supportive environment.

#### PROVIDER-PARENT AGREEMENT FOR THE CHILD CARE LEARNING ACADEMY

The purpose of this Parent Handbook/Contract is to outline the policies and procedures under which The Child Care Learning Academy operates. Signing this contract means you understand the handbook & policy to this program. In the event the individual who signs is not cooperating with rules/policy frequently we reserve the right to terminate the contract & no longer provide Childcare Services.

This contract, on this date	is between
	<del>,</del>
hereinafter "client", and Melanie River	
for childcare services provided for the	child(ren) listed below:
1) Name of Child:	DOB:
Name & Address of responsible Parent	t/Guardian:
D.O.B/	
Home Phone:	
Cell Phone:	
Email:	
Employers Name & Address:	
Parent Signature:	Date:
Provider Signature:	Date:

Notary

# DAYCARE PHOTO RELEASE FORM:

#### THE CHILD CARE LEARNING ACADEMY

Dear Parent/Guardian,

We, at the Daycare Center, would be from time to time taking photos of students during their activities within the premises. In this regard, we seek your consent for the publishing or use of photos which your child may be included.

The photos will be used for bulletin boards, marketing or advertising, and/or marketing updates posted via the facebook page, website, and/or within the walls of the daycare premises.

Should you decided to take back your authorization later on, you may do so by writing to us.

For protection of privacy of the child, we guarantee that names will not be included.

- I hereby grant and authorize the daycare to make use of photos involving my child;
  - I do not allow the use of the photos taken involving my child

CHILD NAME:	
PARENT SIGNATURE: _	
DATE:	