

## **Hours of Operation**

Our hours of operations are 6:00am – 6:00pm Monday – Friday

## **Enrollment Information and Requirements**

We must receive the following information in order to begin the enrollment process:

- Application must be submitted for each child attending **Ada's Learn Play and Grow Childcare**
- Photo consent
- Certification of Immunization Records (blue form) obtained from child's physician (within 30 days)
- Child Health Examination Form obtained from child's physician (within 30 days) ● Parents are required to keep the provider informed of any changes in address, phone numbers or other information listed on these forms. The first two weeks that your child is attending **Ada's Learn Play and Grow Childcare .Inc**, are considered a trial period in order to determine whether your child is suitable for our program. This trial period may be extended to no longer than 4 weeks if we feel that the child is slowly adapting.

## **Tuition / Payment**

Tuition is to be paid every week. Tuition is due on Friday for the upcoming week. A late tuition payment of \$5.00 will be applied each day tuition isn't paid. Late fees will start to be applied on Monday if tuition is not received. Tuition is never prorated. There will be no tuition adjustments, credits or refunds due to sickness, holidays, vacations, closings due to natural disasters, or any other acts of nature.

## **NSF Fee**

In the event that your check is returned to us due to insufficient funds, an additional fee of \$35.00 will be applied. Enrollment will be suspended until full tuition payment and additional fees have been paid in full. After two returned checks, you will no longer be able to pay by check. Other forms of payments accepted are cash, Zelle or money order.

## **Absences**

We understand that there are times that your child will be absent due to illness, vacations, holidays, etc. We ask that you please notify **Ada's Learn Play and Grow Childcare .Inc** if your child will be absent. Tuition will not be waived or prorated due to absences of ANY kind. If tuition is not paid for any type of absence, enrollment will be suspended, and your child will not be able to attend our program until the balance is paid in full.

## **Arrivals & Departures**

Upon arrival and departure, parents are required to sign their child (ren) in and out every day. Please ensure your child is dressed and ready to start their day at **Ada's Learn Play and Grow Childcare .Inc** upon arrival. We do not accept children after 8:00 AM. Children are also required to remove their shoes upon arrival.

### **Authorized Pick-Up**

All children will only be released to parents, guardians, or any other listed on the child's authorized pick up form. If someone not listed on the authorized pick up form is picking up your child, he or she will not be released from our care without direct permission from the parents in writing or via telephone. Identification will be required upon pick up.

### **Before and After Hours of Operation**

If you anticipate arriving before or after our hours of operation, please contact **Ada's Learn Play and Grow Childcare .Inc** immediately. If you anticipate arriving before hours of operation, notice to the provider is required, and a fee will apply. If a child is left at **Ada's Learn Play and Grow Childcare .Inc** after closing hours, we will attempt to make contact with the parents first. If we are unable to reach the parents, we will proceed to contact the people listed on your child's authorized pickup list. If unable to reach any one to arrange pickup, we are required, by law, to report to the department of children and families services. There is also a fee applied for any child that is picked up after hours. There will be a fee of \$5.00 for every half hour we care for children outside of our hours of operation. The time is rounded up (for example: If you arrive at 6:35pm, you will have \$10.00 in late fees due). Please be prepared to pay all application fees. The Grace period gives you until 6:10pm to arrive before fees are applied.

### **Vacation Policy**

Each FULL TIME child will receive one FREE week of vacation once they have been enrolled in our program Full Time, consecutively, for one year, with no more than a 2 week gap. If you will be having a vacation prior to earning your free week of vacation, tuition is still due in full and should be paid in advance. If tuition is not paid for any absences due to vacation, enrollment will be suspended, and your child will not be able to attend our program until the balance is paid in full.

### **Daycare Closings & Holidays**

**Ada's Learn Play and Grow Childcare .Inc** may be closed on some holidays. If we are closed for a holiday, we still require tuition in full. Tuition will not be waived or prorated. Holiday closings are included in our tuition price. Therefore, there are no adjustments made on weeks where there is a closing due to a holiday. Parents will be informed in advance in order to adjust their schedules. We also take two weeks of vacation each year. These will be unpaid. Once your provider has determined the weeks of their vacation, they will be reported to all parents in advance. If we have to close the daycare due to natural disasters (ex: hurricanes) or any other acts of nature, tuition will still be due and is not prorated or waived due to closings.

### **Medication**

Medication will **NOT be administered** to the children while in care **Ada's Learn Play and Grow Childcare .Inc**. If your child is required to take medication, we ask that you give them the required dose before and after our business hours.

## **Illness Policy**

The health and wellbeing of all children and staff attending **Ada's Learn Play and Grow Childcare .Inc** is extremely important to us. It is for the protection of all the children that we must insist on strict adherence to the following health policy.

Even with all of these health precautions, children do get sick and/or hurt. In cases, if your child needs to be seen by a doctor, you will be required to submit a signed report from your doctor before your child can return. This is to ensure that your child does not return when he or she may be in danger of exposing other children and staff to the illness. Some contagious illnesses are no longer contagious after the child has been on medication for a 24 hour period. Children with the following symptoms may not attend daycare. If your child develops any of the following symptoms while attending, you will be notified immediately and your child will need to be picked up unexpectedly. Symptoms that require immediate pick up are as follows:

- Diarrhea
- Temperatures of 100 degrees or higher when in conjunction with any other signs of illness
- Vomiting
- Conjunctivitis, commonly known as pink eye or any other eye infections
- Head lice
- Severe coughing
- Difficult or rapid breathing
- Stiff neck
- Exposed or open lesions
- Unusually dark urine and/or white stool
- Yellowish skin or eyes
- Severe pain or discomfort
- Communicable disease that is still in the contagious stages (ringworm, chicken pox, measles, mumps, flux strep throat, etc.)
- Any other unusual signs of symptoms of illness

Children with any of the above listed symptoms may not return; they have either seen a doctor, a doctor's note for a safe return or have been symptom free for a total 24 hours without medication. Please do not drop and dose. Being **Ada's Learn Play and Grow Childcare .Inc** is a home daycare, there may be occasions where a resident gets sick. Parents will be notified of alternative care and your tuition will not be waived.

## **Medical Emergencies**

We make every effort to ensure the safety of your child while they are in our care with proper supervision and child proofing at home day care. Unfortunately accidents still may occur. Minor injuries, such as bumps, bruises and scrapes, will receive the appropriate first aid treatment. In the event that there is a serious injury or illness, 911 will be called and your child will be transported to either the nearest hospital or the hospital listed in your child's file. You will be notified immediately. Your personal insurance will be responsible for any cost that may arise from the medical treatment including emergency transportation if required.

## **Codes of Conduct**

The following actions are not permitted: hitting, pushing, biting, kicking, spitting, punching, and use of inappropriate language or behavior. We encourage all children to use manners and respect every day. We ask that as a parent, you work with us to continue to stress these standards of conduct to your child. Our rules have been set to ensure safety for all children and staff. These rules will be discussed and taught to all children enrolled and will be expected to be followed. Repeat behavioral problems could result in termination. Respect for property by any children will be charged to the parents.

## **Discipline Policy**

We have found that the most effective form of discipline is to redirect children in a positive manner. If any behavioral issues occur with any child, we will work with that child in a positive manner. The following are our methods used for positive guidance:

- Redirection: when a behavioral issue occurs, we will provide alternatives to the child. For example, we may suggest a different toy, a new activity or encourage independent play in order to redirect the child.
- Acknowledgement: Sometimes, negative behavior can be a result of the need for individual attention. The behavior often discontinues when it does not produce the desired effect. Unless safety is involved, we will ignore such behavior.
- Verbal intervention: We will explain to the child why his or her behavior is inappropriate and model the appropriate way to handle the situation

These procedures will be followed if the above methods do not resolve the inappropriate behavior:

1. Observation and documentation of the child's behavior and the steps previous taken to after the inappropriate behavior
2. A conference will be held to determine a specific plan to address the behavioral issue. This plan will include procedures for both staff and parents.
3. Consideration of outside resources.
4. Suspension from the program for a determined period of time
5. Dismissal from the program is the above procedures are ineffective

After all other methods have been ineffective; **Ada's Learn Play and Grow Childcare .Inc** staff member may request immediate removal of any child whose behavior creates a significant risk of harm to the health and safety of other children or staff, following the above outlined procedures. The following forms of discipline are NOT permitted for use by staff members at **Ada's Learn Play and Grow**

### **Childcare .Inc**

- Corporal punishment
- Punishing a child for lapses in toileting habits
- Withholding food, warmth, light, clothing, or medical care
- Ridicule, embarrassment or humiliation
- Physical restraint, other than necessary restraint required to protect the child or other children or staff from harm.

## **Personal Belongings**

Please do not allow your child to bring personal belongings to our program. These items can be disruptive and can easily get lost or damaged. In the event that personal items are brought, we will kindly ask the parent to remove the toy from their child prior to them entering the program.

## **Lunches and Snacks**

Lunches and snacks are provided by **Ada's Learn Play and Grow Childcare .Inc.** it is optional for your child to eat the lunch provided by **Ada's Learn Play and Grow Childcare .Inc.** you may choose to pack our child's lunches and snacks if your child does not choose to eat the lunch provide. Tuition WILL NOT be adjusted if you do provide the food.

## **Evaluations**

Children enrolled in our program will be evaluated throughout the year to monitor their overall development. Our written evaluations are helpful to both the provider and parents in assessing your child's level of development. These evaluations are merely to act as a communication tool between parents and your provider so that we may work together to enhance your child's strengths and father develop weaker areas. Please be sure to take time to review the evaluations that are sent home to you.

## **Communication**

Please make sure you are part of our Facebook page. On this page, you will find monthly Newsletters and updates made to our program. If you do not have Facebook, make it aware of the provider so that they can make sure to send updates directly to you.

## **Parent Involvement**

All parents are welcomed and encouraged to participate in their child's everyday learning experiences. Parents can accomplish this by doing the following:

- Providing treats or other items for classroom parties
- Donating supplies
- Volunteering to help with special events
- Discussing with your child their daily experienced at daycare
- Keeping us informed about important events that are occurring in your child's life outside of our program

By staying involved in our program, you show your child that you value his or her learning experiences and help to ensure a strong working relationship between daycare and home.

## **Birthdays**

We encourage all children to celebrate their birthdays with their friends. If you would like to bring in treats, cupcakes, cookies, juice boxes, goodie bags, etc., for your child on their special day, please coordinate with the provider to ensure that this is a specific time set aside for this event.

## **Rest time**

There will be a two hour period for all preschool children to rest during the day. Two articles of bedding are required to be brought from home.

## **Toilet Training**

Potty training is an exciting and challenging time for both children and parents. The most ideal setting for potty training is at home with one on one attention for about one to two weeks. However, we understand that this is not possible with many of our parents due to their work schedules. We have designed the following policy to help us work with you as your child approaches this important milestone.

- Signs of readiness: your child will not begin potty training until he/she can:
  1. Recognize that he/she is wet or soiled
  2. Pull pants up and down unassisted
  3. Display willingness to use the toilet
- Frequency: your child will be helped and encouraged to use the toilet at reasonable intervals through the day. This will allow children to learn bladder and bowel control.
- Clothing: while training, your child must wear training clothes. Training clothes is clothing that is easily removed and loose fitting. For example, sweatpants, elastic waist shorts, skirts, etc. No buttons, snaps, zippers, overalls or long skirts are recommended. Also please provide at least four sets of changing clothes, including socks. One extra pair of shoes and at least six pull ups each day during the potty training process.
- Parent's involvement: we will not attempt to work with your child on potty training until a good routine has been established at home first. We require that your child be acquainted with the potty process for at least two weeks, and have successfully used the potty at least three times during this period.

We are more than willing to work with parents on the potty training process with the understanding that this is a joint effort between home and daycare. Your child can not be successful in potty training if you do not put the required time and effort to continue training at home. If you are not emotionally or physically ready to begin potty training your child, it is best to put off until you can give it your full attention. Potty training is not an easy process, but with a little patience, love, humor and setting examples, it can be easily accomplished.

## **Withdraw Policy**

In the event that you choose to withdraw your child from our program for any reason, please notify us two weeks prior to his or her last day of attendance. If two weeks' notice is not provided, you will be required to pay two weeks' worth of your child's tuition prior to withdrawal. No documents will be released to you until your balance is cleared with **Ada's Learn Play and Grow Childcare .Inc.**

As a provider, I came up with all of these policies to best fit my business. My policies are strict and non-negotiables. If I feel that you are having trouble following or understanding my policies, I will sit down with you and verbally go over the policy you are unclear of or have trouble following. If I feel that you are still contesting and/or violating my policies, your child's enrollment may be at risk for immediate termination depending on the circumstance.