

## **Kreative Kids Child Care**

### **INTRODUCTION:**

Welcome to Kreative Kids Childcare. I am a childcare provider who has been working with children for over 20 years.

I have created this handbook to try to eliminate any misunderstandings. It is hard to remember to tell every parent every rule and every procedure when we first meet. I have tried to cover everything I could think of from my childcare philosophies, business policies and expectations. Please read this handbook carefully, and feel free to discuss with me any questions that you may have.

### **OBJECTIVES:**

My goal is to have all the children in my care having a fun day where they are learning and playing while making new friends. I want your child to feel like this is their 2<sup>nd</sup> home. I want them to feel safe and comfortable here. I will provide them with lots of love and attention along with lots of fun and daily activities to help them learn and grow. I hope to teach the children to respect themselves and each other. I believe all children should have a safe and happy environment. I do not allow hitting, biting, yelling, and name calling at any time. Children will be encouraged through positive reinforcement to be nice to their friends. I will encourage all children to treat their friends and my home with respect. I try to provide a daily structured program. My program has a daily craft, songs, stories, circle time and so much more. I enjoy being outside. If weather is acceptable, we will be outside at least an hour each day. I try my best to keep things picked up, but the care of the children comes first and then the chores. I try to encourage the kids to help keep their toys picked up when they are done playing. We do a lot of fun activities each day and some of them can be messy (such as painting). So please send your child in play clothes.

### **COMMUNICATION:**

I hope we can have an open communication between the two of us. If you have a problem, I hope you come to me first. Please do not wait until you

just too angry to say something and instead decide to remove your child from my care. Let us talk first. I try to be a friendly and caring person and I will try to work with you to come to an understanding if either of us is having a problem. If we have problems, I hope we can communicate to work through them. My door is always open, and I welcome an opportunity to talk openly about anything. Any questions that you may have for the concern of your child or my home is always welcome. If you have questions or concerns about your child's day, please call me so we can talk. If you have issues you cannot discuss in front of the children, please call me so we can discuss it over the phone, or we can try to schedule a meeting for after hours.

**ENROLLMENT POLICY:**

The forms listed below must be filled out before your child can start. Some of these forms will be updated yearly.

1. Child's Record
2. Activity Form
3. Health History
4. Medical Emergency Statement
5. Parents Information
6. Pictures and Video
7. Food Program

If you need any help filling out these forms, please feel free to ask.

**TRIAL PERIOD:**

Your child's happiness is important to all of us. It is, therefore, agreed that the first month (30 calendar days) of your child's enrollment in my home daycare will be considered the trial period. At the end of this trial period if everything is going fine, I will assume that your child is going to continue his care at my home, if things are not working out for either of us then before the 30 days are up, we need to discuss what is to be done next. If care continues after the trial period (first 30 days) then your child is automatically enrolled after this date. If you decide to remove your child after this date, I will need to have a 2-week written notice.

**DAYCARE HOURS:**

Kreative Kids Daycare is open from 6:30 am– 5:30pm Monday through Friday. Please make sure your child is picked up by 5:30pm or a late fee will be charged. My daycare does maintain an open-door policy for you to stop in and check on your child at any time.

If you call during the day, please be aware that I may be busy with the children and may not be able to answer the phone. If you would leave a message, I will call you back as soon as possible.

**HOLIDAYS/VACATIONS:**

The following is a list of the Paid Holidays that I will be taking each year. I will also be taking two-week vacation throughout the year. These weeks will be a paid vacation. You will know at the beginning of

each year or at your contract time. If you take a vacation and I am open, you will still be charged for those weeks to keep your children's space reserved.

Thanksgiving Day, Black Friday, Christmas Eve, Christmas Day, New Year's Eve, New Year's Day, Memorial Day, Fourth of July, Labor Day. Vacation will be April 9<sup>th</sup> -April 18<sup>th</sup> 2021, and July 2nd -July 11<sup>th</sup>.

I am open all other holidays and if your child is scheduled to attend that day and does not come, you will be charged for the day.

#### **RATE CHANGES:**

If at any time I decide to change my rates you will receive a 30-day advanced notice of all rate changes. At that time, I hope you choose to continue your enrollment in my daycare, or you can give me a 2-week withdrawal notice.

#### **CHANGING YOUR CHILD'S SCHEDULE:**

If your child is attending part time and you would like to add a day and there is space available that is fine. If your child is attending part time or full time and you want to cut down on the number of days your child has reserved. If your child does not attend all the days, you have reserved for him/her for the remaining 2 weeks you will still need to pay for the contracted days.

#### **Payments:**

Payments are due my last business day of the week, by 5:30pm. You can pay by Cash, Check, Facebook Pay, Paypal

#### **LATE PAYMENT:**

Payment is expected on my last business day of the week, If the payment is late then a \$20 charge will be added per day. If payment is not made then I may terminate services, without notice. Please keep in mind that this is part of my family income.... I depend on this money and expect to be paid on time. If you are late paying me than I am late paying my bills.

#### **LATE PICK UP:**

Overtime starts at 5:30pm. Late fees will be assessed for \$5.00 for every 15 minutes late starting at 5:30pm. If pick up becomes a big problem termination of services may result. The provider is under no obligation to provide an extension of time if such extension conflicts with the providers own plans. Late arrival does not justify late departure.

**BOUNCED CHECK CHARGE:**

A charge of \$25.00 will be charged if a check is returned for insufficient funds. In the event of a second returned check. I will need to be paid in cash or money order, for the next six months. Otherwise, your daycare services may be terminated.

**FUTURE ENROLLMENT:**

If care is to begin at a future date, one full week advanced payment, will be required to hold a place for your child, for up to 2 weeks. Until this deposit is received, the spot is not "Saved" and could be given to another child. If enrollment is going to be longer than 2 weeks then I require one-week deposit plus the registration fee and every Friday 1/2/the weekly fee to hold your child's spot until your child starts, otherwise the slot will be filled. The money will not be refunded if enrollment is canceled.

**SICK/ABSENT:**

Parents are asked to call me at 207-212-3930 if their child is going to be dropped off later than their normal morning drop off time. If your child is scheduled to arrive at 7:00 am and will not be coming until 8:30am please give me a call. If your child is not coming to daycare because they are ill or going to visit their grandparents, etc. Please call me!! You are still responsible for payment even if your child is part time or fulltime and your child does not attend the group.

**EARLY OR LATE ARRIVAL OR DEPARTURE:**

If you are going to pick up your child earlier or later than usual, please call me. Or you can let me know that morning or the night before if possible. We are out a lot for walks and outings so please make sure we are aware of the early departure or we may not be around.

**PICK UP TIME.**

I cannot allow any child to leave with anyone except the person on your child's pick-up authorization form. Unless you contact me or tell me in the morning that someone else is going to be picking up your child. They will have to reach you on the phone and then give the phone to me and if you cannot be reached, they will not be able to remove the child. Which means until you pick up your child you will

have to pay the late fee if it comes to that. If you are going to have someone else pick your child up, please let me know that morning or give me a call.

If you have any concerns or questions about your child's day, please ask me when picking the child up. If I am busy you can always give me a call in the evening. If it is something that should be discussed in front of the children, then please call me so we can discuss it over the phone or set up a meeting.

#### **CUSTODY:**

Unless you give me, court papers stating that you have been granted temporary or permanent custody, I have no legal authority to tell either parent that he/she can't pick up their child unless of course you have court papers showing me otherwise. I will need a photocopy of the court order with the court's signature. Please make sure I have these papers in your child's file. And please make sure you tell me if there is someone that is not to pick up your child.

#### **LEAVE OF ABSENCE:**

If you need to take your child out for illness, vacation time, maternity leave, etc., you will need to let me know if it is going to be more than 4 weeks. If your child will not be attending for more than 4 weeks you will be required to pay 1/2/ his/her normal weekly rate to hold his/her spot. If I do not receive his/her payment on each Friday and I have not heard from you that the money is coming I could end up giving his/her spot away to another child.

#### **DRESS CODE:**

Please send your child in a dry diaper and dressed ready for play. Please send your child in play clothes. We will be working with messy materials (such as painting) and other activities thorough out the day. I do not want to worry about spoiling your child's clothing. We also spend a lot of time outside. Children need to have sneakers to be able to climb and fun with the other children. Please make sure your child has sneakers in their box. If they want to arrive with sandals or shoes on that is fine but please make sure they have some sneakers to change into. Children should arrive dressed for play. Clothing should be comfortable for outdoor play. Make sure to include hats, mittens, boots and coats for cold weather. Each child must have a change of clothing in case of an accident. These clothes should be labeled with your child's name. That way if they get misplaced and found later, I know who they belong too.

#### **SUPPLIES (Please make sure I have the items listed below):**

Infants: Diapers, wipes, pacifier, bottles, formula, bibs, and a complete change of clothes (as they get soiled, I will leave them in a plastic bag in your child's box to be taken home and cleaned).

Toddlers & Preschoolers: Diapers, pull-ups, wipes and complete change of clothes (as they get soiled, I will leave them in a plastic bag in your child's box to be taken home and cleaned).

Please write your child's name on all belongings.

### **DAILY SCHEDULE:**

I try to plan a daily schedule. It lets the children know what to expect from day to day. But where I do have a lot of young children, toddlers and babies it is not always possible to follow a strict schedule. I try to follow our routine to the best of my ability. But if the children are having a really good time outside, then I am not going to rush them in just because it is now time to do project. If weather is nice outside and the children are having fun outside, we may do our program outside during warm weather instead of being copped up inside most of the day.

#### Daily Schedule:

|              |                      |
|--------------|----------------------|
| 6:30- 7:15   | Free Play/Table toys |
| 7:15- 8:00   | Breakfast            |
| 8::00 – 8:30 | Circle Time/Reading  |
| 8:30 – 9:30  | Play based Learning. |
| 9:30 – 10:00 | Snack Time           |
| 10:00-11:00  | Outside Play         |
| 11:00 - Noon | Lunch                |
| 12:00 – 2:00 | Quiet Time           |
| 2:00- 2:30   | Snack Time           |
| 2:30 – 3:30  | Music Time           |
| 3:30 – 4:00  | Outside Play         |
| 4:00 – 4:30  | Table Toys           |
| 4:30 – 5:30  | Clean up/Free Play   |

**TOYS:**

I prefer that children Do Not bring toys from home as this usually causes fights over the toy. Most children who bring toys in from home will not share their toys with the other children and the other children want to lay with the (new to them) toy. Unless it is something that can be shared with the entire group (i.e., books, videos, etc.). Little ones have a difficult time sometimes sharing the toys here with others, and it is even harder with their own special toys. If toys are brought, please be aware that they may be put away, if they are the cause of disagreements among the children. Toy weapons (guns, knives, swords, squire guns, etc.) and not permitted and will be turned away at the door.

If your child has a favorite nappy time toy, please bring it and I will get it out of there cubby or bag at nap time. I am not responsible for any loss or breakage of personal items. Any articles of clothing, toys or other items should be labeled with your child's name.

**POTTY TRAINING:**

Let me know when you have begun training your child. After your child has been training at home for about a week I will begin training here. I will only potty train your child at my house if you are following through with potty training your child at home as well. I will only use pull-ups supplied by the parent until your child is down to less than 3 accidents a day. Please keep in mind that the activity level here can distract your child which means that they will forget to use the potty. At your home, the distraction level is down, and they will do a much better job. It can take quite a while for a child to get potty trained in daycare. Send your child ONLY in easy to remove clothing while they are potty training. If your child comes in overalls and other hard to remove clothes I will not potty train them that day. I try to have the children go to the potty every 30 to 60 minutes when first starting to potty train. I required at least 3 complete changes of clothing during Potty Training. I do not launder soiled items and they will be placed into a plastic bag in your child's box. Please replace any clothing sent home the next day.

During potty training time I ask that you keep me supplied with at least 2 sets of clothing including socks. As your child starts getting the hang of potty training you will want to remove the pull ups and start using training pants.

**MEALS:**

I PARTICIPATE IN THE USDA Child Food Program. I will give you one of their forms that will need to be filled out by your child's first day of daycare, so I can get that right in the mail to them. They reimburse me towards some of the food that I use to feed the children. It is a big help with the price of food nowadays.

Meals will consist of breakfast, lunch and afternoon snack. Children who arrive after mealtimes should be fed before they arrive.

Parents of infants will need to supply all formula and baby food.

**MEALTIMES:**

Breakfast 7:15-8:00

Lunch 11:00 A.M.

Snack 2:00 P.M.

**CLEANLINESS/HYGIENE:**

I do my best to maintain a clean house and clean children. I have the children wash their hands after they go potty and before meals and snacks. Your child will have their own towel. They always have a same color and a chart of who gets what towel is listed on the wall. The kids learn quickly whose towel is whose. If you want your child to brush his/her teeth here, they will need to come with their own toothbrush. Infants and toddlers sleep in separate pack and plays. Beginning around 2- 2.5 years old children are placed on mats. Each child has a separate mat; with blankets and pillows that are washed weekly (unless soiled, then they are washed as often as necessary) and mats are wiped with bleach water.

**QUIET/NAP TIME:**

All children will have a rest period from 12:00 pm – 2:00 pm every day. No child is forced to sleep; however, they must remain quiet. The infants and toddlers are placed away from the older children and put into some type of portable crib so they can nap. The older children that do not nap are usually in the living room on mats with the TV on. We watch PBS/Disney. The children can look at books, play with quiet toys at their mat, etc. If they are being quiet not to disturb the others. They must remain on their own, mats during quite time.

It is a state requirement that all children have an hour rest period every day.

Infants in my home set their own nap schedule and I will just follow their lead. Somewhere between 12 and 18 months, children usually drop down to one nap per day. At this time, I will attempt to put them on the scheduled nap/rest period.

**TELEVISION:**

Monday through Friday the TV is only on during naptime and towards the end of the day. I allow PBS, movies and Disney channel for music, there will be less than 1 hour of television a day.

**OUTDOOR PLAY:**

Part of everyday will be spent outside except in really bad weather. We will go for walks, play outside in the fenced in play area. The children should be dressed appropriately to stay warm and enjoy being outside.



**ILLNESS:**

Sick children will not be accepted into daycare. If a child was sent home on Wednesday because they were ill, then they will not be able to return for 24 hours. So please do not bring your child back before Friday or they will not be permitted to stay. Not only that they want to be home (in their own bed) when not feeling well. They want the comfort of their own "Mommy". Pulse all the other children and then their families become exposed to your child's germs.

The following illness policies will be strictly enforced, for the health, well-being and safety of all concerned.

Examples of associated symptoms include, but are not limited to:

- 1) Fever (99.6 F. higher) – Child needs to be fever free for 24 hours.
- 2) Nausea or vomiting
- 3) Diarrhea: runny or watery stools, or 2 or looser stools within last 4 hours.
- 4) Sore throat, loss of voice, hacking or continuous coughing, runny nose with colored discharge.
- 5) Runny and/or Crusty Eyes: Watery, matted, and/or red;/ pink eyes are not acceptable in childcare.
- 6) Unexplained Rash
- 7) Excessive Crankiness: Child is irritable, excessive whining or crying, wants constantly held, or requires more attention than I can provide.
- 8) Lice (may not return child to care until no more nits are spotted).
- 9) Communicable diseases (chicken pox, roseola, conjunctivitis, mumps, measles, influenza, etc.)

This benefits your child and the other children. Your help at keeping your sick child home is appreciated.

Parents of a child with a diagnosed contagious condition (measles, head lice, pink eye, mumps, chicken pox, etc.) are asked to notify me as soon as possible so that I may alert parents to watch for symptoms in their own children.

Please note: This sickness policy applies to my family and me too. If I contract any of the above symptoms, I will not be able to do daycare until they are gone.

**MEDICATION:**

If your child is on medication and it needs to be taken while he/she is at daycare, the medicine must be in the original container and labeled with the child's name, doctor's name, name of medication, dosage, and when to be taken. If medication is to be taken only twice a day, i.e. (morning & night) then it will need to be done at home. A medication form will need to be filled out that morning so please make sure you have a few extra minutes. I will not administer medication until it has been given by the parent/guardian at least for 24 hours. If a child is going to have an allergic reaction to the medication it should happen in those first 24 hours sometimes up to 48 hours. But if they are still fine after 24 hours, I will feel better about them coming to my home. If your child refuses to take medication from me I will not force them to take it. You will need to come by to give your child the medication or send someone else over.

Please do not bring non-prescription medicine to me in baggies. It is so easy to forget later what it is or who it belongs to. Please label all medicines. Do not leave medicine in diaper bags. Please make sure all medicine is handed to me for safe storage. Thank you.

### **INJURIES:**

No matter how much we watch and how careful we are, accidents are going to happen occasionally. Minor cuts and bruises suffered while at daycare will receive proper care – they will be washed with soap and warm water and properly bandaged.

If a serious accident should occur, you will be contacted for instructions: unless this would endanger your child's life. In that case I will take necessary steps and (call the hospital, doctor, poison control, etc.). All injuries need to be documented. You will be asked to sign an injury report.

### **FIRE:**

In the event of a fire, we would evacuate the house immediately and gather on Upland Road Parking Lot for the walking path. The secondary place will be the Elementary School by front door.

### **TERMINATION OF SERVICES.**

I may terminate care if the terms of my daycare contract and my daycare policies in my handbook are not followed.

Some examples are below (but not limited to):

Forms are not filled out

Constantly late

Child not adjusting to daycare (crying a lot, biting, hitting)

Weekly Childcare not paid on time.

### **WITHDRAWAL:**

After the trial period, if for some reason you decide to stop bringing your child to Kreative Kids Daycare a two-week written notice is required. This will allow me time to advertise to find a child to fill your child's spot. Payment is due for the two-week notice period whether the child is brought to day care.

### **GUIDANCE:**

I like to see happy and active children in my home. Occasionally I do run into problems. When problems with discipline start, I will try to guide your child in the right direction: through positive reinforcement. Children would not be normal if they did not have their ups, and downs. Especially toddlers, who are not old enough to communicate, sometimes have a hard time with their emotions. Sometimes they hit or throw toys, etc. I will be trying to teach children with a positive approach on how to get along with their friends.

Such as:

Child is running inside. – I would say “Please Walk Ryan” “Thank you”

Child is standing on a chair – I would say “Sally can you please sit on the chair” “Thank you”

I try to point out what they should be doing, please walk, please use your indoor voice, etc.

Redirections – Sometimes it will be necessary for me to try and redirect one child away from another child such as they both want the same puzzle. I would simply point out that there are more puzzles lets go and find one., That usually works great.

Removal of Privilege: If children are throwing and or trying to run over another child with a toy carriage. Then I will immediately remove the problem, such as the carriage will be put up and the child throwing the sand will be removed from the sand box for a while. Usually, we separate them from the problem for about 5 minutes and this usually works well. They cannot touch the doll carriage for 5 minutes while the other children can. Or they cannot longer go into the sand box. I will remind them after the 5 minutes is up, that they cannot throw the sand, it hurts others and if they can go into the sand box and be nice to their friends than great but if not, they will be asked to leave the sand box again.

If your child is chronically misbehaving than you will be notified. Between us maybe we can come up with a way of handling this behavior. The type of behavior I am talking about is biting, use of bad words, chronic hitting, etc. Together, we will try to find a solution. If the solutions are not working then you will be called to remove your child if his/her behavior prevents me from being able to provide quality care for the other children, If the problem continues then I will have no other choice but to terminate care, for the safety of the other children.

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.

#### **SUSPECTED CHILD ABUSE:**

The State of Maine requires that all members of a daycare be on the lookout for, and report to the State, all cases of abuse to a child. I am therefore obligated to report to the State any suspected cases of child abuse and/or neglect. Licensing Violations should also be reported to the state.

#### **RECORDS AND FORMS:**

I need to have all forms signed on or before the first day of care. Please give me a photocopy of your child(ren) immunization records. Forms will need to be undated yearly.