

Puzzle Place Daycare LLC

Parent Handbook

Revised 1/1/09

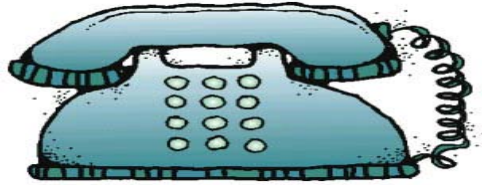
This Handbook will go over all Puzzle Place Daycare policies, rules and regulations. It is also a great reference to a quick question you may have concerning Puzzle Place Daycare LLC, or if you have a question concerning this handbook please feel free to call me at any time.

I reserve the right to make changes to the policies, procedures, this handbook, contracts, and all other forms. These may be revised as needed to meet the needs of the children, parents, and business. In that case the parents will be notified of the change at least 30 days in advance, and will resign the appropriate form that has changed.

The mission of Puzzle Place Daycare is to provide a safe, developmentally appropriate at home environment for every child. My focus is to provide a stimulating early care and education experience which promotes each child's social/emotional, physical and cognitive development. My goal is to support children's desire to be life-long learners.



Hours of Operation
Puzzle Place Daycare LLC
Is open Monday through Friday
7:00 AM to 5:00 PM



Tuition / Payment

Full-Time Only

AGES- 6 weeks to 6 years

In order to maintain a stable income for my family I am unable to offer part-time rates. When you are contracted with Puzzle Place Daycare LLC your payment is expected every week whether or not you are in attendance. Fees are based on enrollment not attendance and are paid 52 weeks per year.

This means the only reason this payment should change is if you have; late fees or I take a sick day. The change in rate would reflect on your next week's payment. **No exceptions!**

Payment is due every Monday. If a check is returned, you are required to pay a fee of \$30.00 in addition to your payment. I will ask you to pay with cash only from that point on. If paying with cash I expect *exact* payment. (I am not a bank.) If I do not receive a payment on time I will give you one day grace period (24 hours) to get the payment to me. If I still have not received your payment I will have to terminate care for your child. **Please be on time with your weekly payment.** ☺



Holidays

Puzzle Place Daycare LLC will be closed on the following holidays:

- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- the day after Thanksgiving
- Christmas Eve
- Christmas Day
- the day after Christmas
- New Years Day

You are required to pay on these holidays *only* if the day falls on a day that I would usually care for your child (Weekdays). Also, Puzzle Place Daycare LLC will be closed under a (Union County) level 3 Snow Emergency.

Vacation/ Sick Days

In order to provide my own family with a stable financial income, I cannot offer any discounts for days your child is not in my care, such as when you are on vacation, days when your child is ill, or other days when you choose not to bring your child.

Again, in the case you take a family vacation or have any days planned off I must be notified of these days and they are to be paid in full. In the case your child needs to take a sick day please be courteous and let me know as soon as possible, these sick days are to be paid in full as well.

Provider Vacation /Sick days

If I need to take a sick day I will call you AS SOON AS POSSIBLE so that you can find alternative care for your child. You are **NOT** required to pay for my sick days.

I will be taking 10 days off throughout each year for my vacation time. These days are to be paid in full and you will be given at least a 2 week notice of these days. Please note that you are responsible for finding alternative childcare.



Probationary Period

Every enrolled child is given a two week probationary period. If at the end of those two weeks either I or the child's parents feel that the child is not benefiting by being enrolled in the program termination will take place with no penalties assessed to the parents. During these two weeks the Security deposit and full payment is required and is non refundable. After the trial period is up a two week written notice is required by either party to terminate the agreement. However, I reserve the right to give written notice of immediate termination where there are extreme circumstances that affect the well being of my family and of other children in attendance.

Assistant Providers

Occasionally, my husband or my mother will take my place in caring for the children. In these cases, I usually have a doctor appointment for our son or myself and will normally only be gone for a few hours. I will let you know ahead of time when these days will occur.

Security Deposit

A \$50 dollar Security deposit per child is required before your child's first day with Puzzle Place Daycare LLC. This deposit is to keep your child's position and to help me prepare with the new arrival of your child. This is a non refundable deposit.

Releasing Your Child

My Procedure is to release your child only to his or her parents or to those that are authorized to pick up your child. I may ask to see ID from any person other than the child's parents. If the person is not on the authorized list, I **MUST** have written permission from the parent or guardian to release your child. If I cannot release your child to an unauthorized person and you are late, you are responsible for the late fee. It is your responsibility to pick up your child.

Late Pick-up / Arrival

Parents are responsible to drop off and pick-up their child by the time stated on their enrollment agreement. Any changes in your regular routine and if you will be arriving early or picking up late I must be notified of these changes ahead of time. I can make arrangements to care for your child until 5:00pm. However, if you will be later then 5:00pm, it is required that you pay an overtime fee of \$1.00 for every minute past 5:00pm. Under no circumstance will this policy be waived. ***Please be on time!*** ☺

Also, I ask that you bring your child dressed and ready for the day.

Child Abuse / Neglect

By law I am required to report any suspected cases of child abuse and or neglect.

If at any time a parent or guardian attempts to pick up a child from my home while under the influence of alcohol or illegal drugs, I will attempt to arrange alternate transportation for your child to your home. If this is not possible, I am legally bound to release the child to your custody and alert the police of the situation.

Toddlers

I ask that parents with toddlers make sure to bring an adequate number of diapers, wet wipes, and complete change of clothing. I provide a container for these supplies with your child's name on it. I will let you know when your child is getting low on any supplies.



Potty Training

When you feel your child is ready for toilet training, I ask that you begin this teaching at home. I will follow through and encourage your child while in my care. However, your child will need to remain in diapers or "Pull-Ups" during daycare hours until he/she has shown the ability to remain accident-free in your home for a period of at least two weeks. This is for several reasons: children often appear to be trained in a (calmer, quieter) home situation, but are not yet able to "listen" to their body's signals when presented with the distractions of a group care environment. Allowing your child to go without diapers before he or she is truly ready would cause unnecessary stress on your child, me, and my home.

In case of an accident during the day, please bring *a complete change of clothing*. During this stage I also ask that you please dress your child in user-friendly clothing. This is to make it easier for your child to make it to the potty on time.

Parental Involvement/ Communication

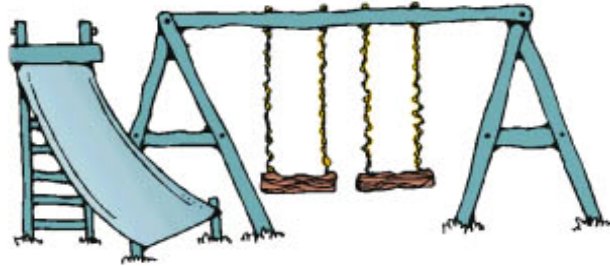
I encourage parents/ guardians to come and visit your child while in my care. We always welcome visitors! Lunch time or free time would be best. Please try to avoid nap/rest time. I ask that you keep these visits to a minimum only because this can really disrupt your child's routine and lead to increase stress for everyone involved, especially your child. Also, know that you may call or email Puzzle Place Daycare LLC anytime with any questions or concerns. Email is checked frequently throughout each day.

Open communication is very much appreciated. When it comes to you and your childcare provider, it makes situations a lot easier when you provide me with any updates on problems or accomplishments your child is making. It helps us work together as a team for your child's best interest. Upon pick-up time I will be very open as of what we do each day and how your child responds to each activity. *Please communicate any concerns.* ☺



Field Trips / Outings

We may go on walks, picnics, and trips to the park when the weather permits. Other outings such as going to the Zoo, pumpkin farm or library, all depend on what age group I am caring for at the current time. If we are going to the park or for a quick walk, I will let parents know upon arrival time or give you a quick call during the day. If we are planning a field trip and the children are age appropriate, then I will let the parents know 2 weeks in advance and they will sign the Field Trip/ Transportation form. Parents will also be responsible for paying any admission fees that may arise. If you do not wish for your child to go on the field trip, then you will be responsible for finding alternative care and full tuition payment is still required for that day.



Outdoor Play / Indoor Play

Please dress your children appropriately for the current weather, and in play cloths. When the weather cooperates we will spend time outside. If your child is not dressed for the current weather then he or she will not be permitted to play outside.

I will provide age appropriate toys for the children to play with. If your child wants to bring a toy from home that is fine but if the toy happens to get lost or broken, Puzzle Place Daycare LLC is not responsible.

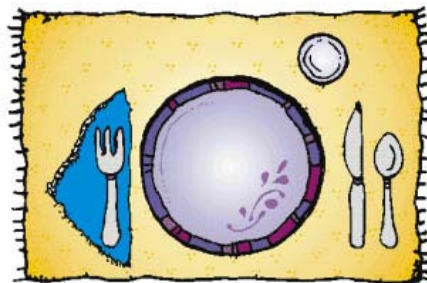
Birthday / Holiday Celebrations

We do celebrate Birthdays and Holidays! I will normally provide a special snack on these days and we may do special activities. If parents would like to bring a special snack on these days that is ok as well. Please let me know in advance so we don't have too many snacks!! 😊

Behavioral Management

All Children are disciplined in a positive and consistent manner and at a level that is appropriate to their ages. Although Puzzle Place Daycare LLC expects each child to follow its rules, no child will be hit, spanked, belittled, or any type of corporal punishment-*even with parent permission*. There are various forms of discipline that will be used such as, redirection, positive reinforcement, withdrawal of privileges, firm voice, and at last resort time-out. I also use the 123 magic method for older children.

Children are never punished for lapses in toilet training, or accidents
Example: (spilled juice) In this case I would have the child help me clean it up.



Meals / Snacks

I provide breakfast, lunch and an afternoon snack during the day. Please do not bring any food with your child unless it is a special occasion, if they are still eating baby food or are on a strict diet. In this case you will provide all meals and snacks for your child. If your child is allergic to any food types *please* let me know so I can provide the appropriate meals and snacks for your child's diet.

Illness

In order to protect your child, the other children in my care, and my family, if at anytime your child is too sick or may have a contagious illness, He or she will have to be removed from my care. The parents will be contacted and asked to pick up their child immediately. Your child will have to be kept at home if they have the following conditions (but not limited to):

- A temperature of 101 degrees Fahrenheit or 38 degrees Celsius
- Vomiting or excessive diarrhea
- Conjunctivitis (Pink eye)
- Impetigo, Ringworm or Scabies
- Hepatitis A, Measles, Mumps, Strep throat, or Tuberculosis
- Whooping cough
- Chicken pox
- Hair Lice (eggs)
- HAVE ANY SIGN OF RSV

Before returning to Puzzle Place Daycare LLC, your child must be clear of all symptoms. If there is any uncertainty, the child will be required to obtain a written consent from the doctor, stating the child is in good health and able to be back in daycare.

Medication

Prescription and non-prescription drugs will only be administered if the medication is in its original container and is clearly labeled with the child's name, name of the drug, the dosage, expiration date and instructions for storage and administration. A medical authorization form must be completed and signed by parents.



Medical Emergencies / Injuries

Minor cuts and abrasions suffered while under my supervision will receive proper care immediately. They will be washed with soap or antiseptic and then properly bandaged.

In the case of an emergency the child will be first priority and will be taken care of immediately. If I have to call 911 and the child has to go to a hospital, I will call the parents immediately. In any case of your child's emergency please remember they will be under the parents insurance. I will give the emergency personnel all the medical information that you provide on the Emergency Medical Form. Also please remember to provide me with an updated photocopy of your child's medical insurance card.

Our goal is to prevent accidents and injuries.

Maternity / Long term leave

Unfortunately I am unable to give any discount if you must be gone from your job or are on maternity leave. Full payment is expected during this time. I must maintain my family with a stable income.



Termination Policy

I reserve the right to terminate for the following reasons (but not limited to):

- *Lack of compliance with handbook rules and regulations
- *Lack of compliance with the enrollment agreement.
- *Lack of parental cooperation
- *Failure to complete required forms
- *False information given by the parent either verbally or in writing.
- *Consistent late/early arrivals
- *Failure to pay or not paying on time
- *My inability to meet the needs of your child
- *Disrespect to my family and I as well as our home
- *Physical or verbal abuse of any person or property

I appreciate as much advance notice as possible when terminating, and will give the same courtesy in return. You are required to give a two week's written notice when you decide to terminate child care. The two weeks will be paid in full, regardless of whether or not your child is in attendance.

Likewise, I will give two-week's written notice of termination for which full tuition is due, whether or not your child is in attendance. I reserve the right to give written notice of immediate termination where there are extreme circumstances that affect the well being of

my family and of other children in attendance. In this situation, the two-week's payment of tuition is still required. Termination notice will not be accepted while the provider or parents are on vacation. You may pay two weeks of payment in place of two weeks' notice.



Tips for smooth transition at drop off / pick up

Transition times can be stressful for some children. In the morning they may not want to say good-bye to you and at pick up time they may not want to go because they are involved with a fun activity. This is a natural occurrence and may vary with your child's age and developmental stage. To ease the situation I encourage parents to take a minute to help their child feel comfortable and to adjust by offering positive statements. A parent who shows reluctance to depart only makes the transition harder for their child. Although parents should never sneak out without saying "good-bye" to their child, a brief good-bye usually works best. Crying will usually stop a few minutes after you depart.

If your child misbehaves during transition times, please correct their behavior. My house rules apply from the time they walk in until the time they walk out. This is a time of testing when two different authority figures are present (parent and provider), and this situation will be tested at one time or another to see if the rules still apply. I will remind your child if inappropriate behaviors are being displayed. Please be prepared to back me up. If your rules or desires are being tested, I am ready to back you up as well.

When leaving, please do not allow your children to run out to your car while you are still inside. There may be other cars on the street and a serious incident could occur.



Respect to our Home / Property

- *Smoking and Alcohol is strictly prohibited on the property of Puzzle Place Daycare LLC during business hours.*
- *PLEASE keep your vehicle on the driveway, (NOT in the yard) if you must, please park on the side of the street as it is only for a limited time.*
- *PLEASE be courteous and wipe your feet. Children crawl around on the same floor that you are walking on. If you must please take your shoes off or stay on the rugs. (Especially on snowy, wet and rainy days) Children are required to take their shoes off. This excludes babies who are not yet able to walk on their own outside.*
- *PLEASE keep the door **shut** at drop off and pick up. I would like to keep the warm air inside during the winter and the cool air inside during the summer!*
- *PLEASE be careful when walking between the cars in the garage, if you have car seats please do not bump them into the cars.*

THANK YOU!