

Kristen’s Kreative Kids Childcare and Learning Center

**Parent Handbook**

January 2018 Edition



Dear Parents:

Welcome to Kristen’s Kreative Kids Childcare,

I would like to take this opportunity to thank you for enrolling in my program. I believe that the strongest partnership in a child’s life is that between the child’s parents and the provider; as I continue the parent’s role of caregiver, nurturer, and teacher. For that reason I aim to team with you to make this experience an excellent one for your entire family. I am not just a babysitter; I welcome you into my home and plan meals, schedules, and activities for your child(ren). I will provide a safe and happy place for your child to learn and grow as they become a positive addition to our society. My commitment to you starts with your commitment to me. For this support system to thrive, we must have open, honest communication. To help my In-home childcare business operate smoothly, you will need to comply with my policies and contract which are in this parent handbook.

Starting child care is an important event for you and your child(ren). I have an open door policy. This means you can stop by during business hours unannounced. Of course, for safety purposes, my door will be locked. So, please feel free to ask questions as you get to know me and my program. It is my hope that you and your child(ren), together, will develop a lifetime of quality memories while enrolled in my program. I look forward to working with you and your child(ren)!

Sincerely,

Kristen Sloan

Kristen Sloan

Kristen’s Kreative Kids Childcare

KristensKreativeKids.weebly.com

Facebook.com/KristensKreativeKids

469.412.6667



**For your Information**

**\*Starting the Program**

Your child(ren)’s first days in the program may be an anxious time for your family. In new surroundings with unfamiliar people, your child will need your reassurance. Worries about separation are normal for young children. I am trained to help children cope with and overcome these worries so they can feel comfortable and cared about in their new environment.

**\*Drop-off and Pick-up Procedures:**

Children adapt very well to routines and greatly benefit from arriving at a particular time every day. Children are to arrive clean and ready for the day. It is normal for some children to have difficulty separating from parents. Please make your drop off brief, the longer you prolong the departure, the harder it gets. A smile, cheerful good-by kiss, and a reassuring word that you will be back are all that is needed. Children are always quick to get involved in play or activities as soon as parents are gone. In my effort to provide a safe and comfortable environment, children will be discreetly checked for symptoms of illness each morning. The person bringing the child(ren) into the home should stay with the child(ren) until the check in procedure is complete. Please sign your child(ren) in each day and ensure a current phone number is provided, in case I need to reach you. **Because I do transport children in the mornings, it is required that you call if you are going to be late**. **When dropping off/picking up your infant or toddler, please, be advised not to have other siblings handle toys in the classroom for health and safety reasons.**

Please be brief at pick up times as well. This is a time of testing, when two different authority figures are present (parent and provider). All children will test to see if the rules still apply. Please be in control of your child during these times**. If you are going to be late, please call immediately to give notice of your anticipated arrival**. **At which time a late fee will be applied, to be paid upon arrival.**  If it is possible, designate another person to pick up your child(ren). Children can be picked up only by a parent or by someone who has been designated during enrollment as having your written permission to pick up your child (a picture ID/driver’s license, will be required). During emergencies, I may accept your verbal permission for a different person to pick up your child, but I prefer that you stick to your written list of approved individuals who can pick up your child. I will not release your child(ren) without your authorization.

 **(***Initial here :***\_\_\_\_\_\_\_\_\_\_)**

**\*Attendance:**

If your child(ren) is unable to attend, unexpectedly, it is required that you call and advise such. To reserve an opening in the program during extended absences due to vacations or illness (Dr’s note required) the parent must pay 50% of the customary weekly tuition to maintain eligibility for day care services when the child returns.

 **(***Initial here* :**­­­­\_\_\_\_\_\_\_\_\_\_)**

**\*Transportation:**

I do provide drop off and pick up services. The children in my care will travel with me during drop off and pick up times. I do apologize for any inconvenience that may arise should you arrive to pick up your child(ren) and I am out for pick up. Please keep in mind that all safety rules are followed during transporting and that I return to the day home immediately after all pickups are complete.

 **(**Initial here :**\_\_\_\_\_\_\_\_\_\_\_)**

**\*Care of Children with Illness**

The decision to call parents and ask them to have their child(ren) removed from the home is based on both the needs of the sick child and the need to protect the other children in the home from any exposure. Parents will be called to pick up their child(ren) **immediately** if the child(ren)’s illness prevents him/her from participating in activities offered, the illness requires more care than I can provide without compromising others, or keeping the child(ren) in care poses an increased risk of illness to the child or to the other children, in which the child(ren) comes into contact.

 **(***Initial here* :**­­­­\_\_\_\_\_\_\_\_\_\_)**

**Children Should Not Be Brought To The Home, if any of the following symptoms are present:**

* A fever of 100.4 degrees or above
* Signs of communicable diseases (head lice, impetigo, pink eye, measles, infected sores, chicken pox, ring worm of the scalp, etc.)
* Nausea or vomiting
* Sore throat, acute cold, or persistent cough
* Discharge from eyes
* Any symptoms suggesting an acute illness

 **(***Initial here* :**­­­­\_\_\_\_\_\_\_\_\_\_)**

**If your child(ren) has a suspected communicable disease, you will be required to have a physician evaluate your child. A Medical Referral Form or documentation completed by a health practitioner is needed before your child may return to my home.**

\***Administration of Medication**

If your child requires medication while in my home, you must sign a *Medication Permission* form before medication can be given. A licensed health practitioner must prescribe all medication. Non-prescription medication cannot be given unless prescribed by a physician. The prescribed medication must be in its original documented container with your child’s name, doctor’s name, current date, and instructions for the dosage visible. You are responsible for delivering the medication to me.

 **(***Initial here* :**­­­­\_\_\_\_\_\_\_\_\_\_)**

**\*Food Service:**

Breakfast, lunch, and snack are provided to all children in my program at no charge to you. Children with **special dietary needs** will be served food appropriate for their individual needs. It is the parent’s responsibility to inform of any **allergies, special/medical dietary needs**, or **religious food** preferences your child might have. **Please do not bring any food into the home for any reason. (***Initial here :***\_\_\_\_\_\_\_\_\_\_)**

**\*Clothing:**

Your child(ren) should be dressed in comfortable, washable play clothes. Although I make great effort to keep your child(ren)’s clothes clean, I cannot guarantee that the children’s clothes will not become soiled or stained. Please **provide a complete change of clothing** for your child(ren). Since we spend part of each day outdoors, please be sure that your child is dressed appropriately for the weather. To meet safety requirements and to assure your child(ren)’s safe participation in all activities, please be sure your child(ren) **wears safe, non-slip, closed-toe shoes**. **(***Initial here :***\_\_\_\_\_\_\_\_\_\_)**

**\*Toilet Learning:**

Toilet learning will be initiated by the parent or child. If and when the child can successfully use the toilet at home for an extended period of time I will than continue toilet learning in the childcare setting. The child will wear a diaper or pull up until he/she becomes fully trained. Note: Per Licensing, I cannot rinse or wash soiled clothes. They will be sent home in baggies.

 **(***Initial here :***\_\_\_\_\_\_\_\_\_\_)**

**\*Inclement Weather:**

Throughout the year, different weather conditions may arise that pose hazardous road conditions. I will be available during inclement weather, if you can get here. Please notify me if your child will not attend.

**\*Emergencies/Accidents:**

In the event of an emergency or if your child has an accident, you will be notified immediately. If your child needs immediate medical attention, you will be asked to come to my home to pick him/her up and take the child to the nearest medical facility. If you cannot be located, I will attempt to reach the people on you Emergency Contact List. This is one of the reasons during enrollment, that you must provide at least **2** emergency contacts and their addresses and phone numbers. If your child is experiencing an emergency and no one can be reached, he/she will be transported by emergency vehicle. It is **extremely important** that you notify me of any changes in your home, job, insurance status, and emergency person’s address and telephone numbers. I will complete an incident report if your child has an accident while in my care.

**\*Holiday Closings:**

The following days are paid holidays of which Kristen’s Kreative Kids will be closed:

* New Year’s Day
* Memorial Day
* Independence Day
* Labor Day
* Thanksgiving and the day after
* Christmas Eve, Christmas Day, and the day after

If any of the above mentioned holidays should fall on the weekend, Kristen’s
Kreative Kids will observe the holiday on the Friday before or the following Monday. Atleast 2 weeks’ notice will be given. **(***Initial here :***\_\_\_\_\_\_\_\_\_\_)**

**\*Alternate Caregiver:**

Although I will make every attempt to be available each day, there will be occasions when another family member or I are very ill and I am unable to provide service. You will be notified as soon as possible if this occurs. I would strongly suggest that you have some kind of back up childcare lined up for these times. If you need help finding a back up childcare provider please let me know. **(***Initial here :***\_\_\_\_\_\_\_\_\_\_)**

**\*Photo and Video Release:**

While enrolled in my program, your child(ren) may be photographed and/or recorded for memorable and publicity purpose. **(***Initial here :***\_\_\_\_\_\_\_\_\_\_)**

**\*Animals:**

I do have a female Shih-Tzu named Kirby. At the start of the day the dog is outside. She is then moved to the garage to allow outside play for the children. The dog transitions to the indoors in her area between the classroom and the washroom during naptime (if the weather is extreme), otherwise the dog goes back outside. The dog and children are never in direct contact with each other. **(***Initial here* :**­­­­\_\_\_\_\_\_\_\_\_\_)**

**Behavior Management Procedures**

It is important for all children and parent’s to feel safe in my home. I do not use physical punishment of any kind. Physical punishment of your child may not occur in the daycare. I will work with you to help develop clear expectations for behavior and then help the children meet those expectations. Self-control is an important achievement in your child’s development, and together we can teach the children how to control themselves.

**\*** **Discontinuation of Services**:

* Parental Decision – A parent may decide to withdraw the child for any reason. I require a two-week written notice before discontinuation of services. If a two-week notice is not give, tuition will be due for two weeks from the date written notice was received.
* Delinquent Account- An account is considered delinquent if the payment for the week is not paid by Tuesday morning of the current week.
* Persistent late pick-ups – Children being picked up later than their scheduled time on a repeated basis may have services terminated.
* Inability to meet the needs of the child – I will strive to provide for the needs of all children, however, in some instances, a child’s needs may not be able to be met by my childcare setting.
* Abusive behavior by a child- Children who are persistently abusive towards other children, myself or property will be dis-enrolled. This will only occur when all other available methods of intervention have been exhausted. Furthermore, parents will be financially responsible for any destruction of property, with payment due within one week of notice given.

 **(***Initial here :***\_\_\_\_\_\_\_\_\_\_)**

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**MEDICAL EMERGECY/ACCIDENT PROCEDURES**

 For children who sustain a minor injury that does not require medical attention, I will take the following steps:

 1. First Aid will be administered, as necessary;

 2. The parents will be contacted for more serious injuries, as necessary;

 3. An accident report will be completed, with one copy to you and one copy placed in your child’s file.

For children who sustain a minor injury that may require medical attention, I will take the following steps:

 1. First aid will be administered, as necessary;

 2. The parents or authorized person will be contacted;

 3. In the event that a parent or authorized person cannot be reached;

 a. The child’s physician will be consulted for assistance;

 b. 911 will be activated, if necessary;

 4. An accident report will be completed, with one copy to you and one placed in your child’s file.

For Children requiring prompt medical attention, I will follow the following steps’

1. CPR and/or First Aid will be administered, as necessary;
2. 911 will be activated if the injury is serious or life threatening
3. The parents or authorized person will be contacted;
4. If the parents or authorized person cannot be reached, the physician listed on the child’s emergency information will be contacted
5. An accident report will be completed, with one copy to you and one placed in your child’s file.

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**Parental Visitation:**

Parents may visit my child care home at anytime during my hours of operation to observe their child, homes operation and program activities without securing prior approval.

**Minimum Standard Rules & Inspection Reports:**

Parents are welcome to review a copy of the Minimum Standard Rules for Registered and Licensed Child Care Homes. A copy is located in the home or online at:

[www.dfps.state.tx.us](http://www.dfps.state.tx.us) (click Child Care Licensing, the click Standard and Regulations)

A copy of the most recent Licensing inspection report is posted in the home. Also, it can be reviewed online at [www.txchildcaresearch.org](http://www.txchildcaresearch.org) and searching for Registered or Licensed Child Care Home.

 **How to contact Child Care Licensing:**

I am regulated by the Texas Department of Family and Protective Services – Child Care Licensing division. Parents may contact Child Care Licensing (CCL) at anytime by the methods:

1. Local Child Care Licensing Office 1-800-582-6036 or 1-800-583-4253

Licensing staff are available at these numbers Monday – Friday from 8:00am – 5:00pm

1. Information can be obtained at the following websites:

[www.dfps.state.tx.us](http://www.dfps.state.tx.us) or [www.txchildcaresearch.org](http://www.txchildcaresearch.org)

1. Abuse / Neglect Hotline: 1-800-252-5400

This is available 24 hours day, seven days a week.

By law I am required to report any suspected abuse neglect. If at any time you suspect abuse or neglect you may make a report at this number or through the DFPS website.

**Emergency Preparedness Plan:** *My emergency preparedness plan is a separate attachment.*

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**POLICY/ACKNOWLEDGEMENT AGREEMENT**

I understand that Kristen’s Kreative Kids Childcare program hours of operation are from 6:30 a.m.-5:30 p.m.

I understand the following policies for Kristen’s Kreative Kids Childcare:

* Starting the program
* Drop-off and pick-up procedures
* Attendance
* Care of children with illness
* Food Services
* Clothing
* Inclement Weather
* Emergencies/Accidents
* Holiday Closing
* Alternate Caregiver
* Photo and Video Release
* Animals
* Behavior Management Procedure
* Discontinuation of Service
* Medical Emergency/Accident Procedures
* Parental Visitation
* Minimum Standard Rules and Inspection Reports
* How to Contact Child Care Licensing
* Emergency Preparedness Plan

**I acknowledge that I have received the Parent Handbook.**

 **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **Parent/Guardian Signature Date**

 **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **Provider-Owner Date**

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**Family Day Care Contract**

**After reading the Day Care policy handbook, please read over this contract. Sign, date, and return this copy to the provider. The provider will keep this contract on file and you will receive a copy of this signed contract.**

**PROBATIONARY PERIOD**

The first two weeks of care are considered probationary. Either parents or the provider may terminate the initial Agreement at any time during this probationary period. After the probationary period, two weeks notice is required by either party to terminate the Agreement. However, the provider reserves the right to terminate the Agreement at any time, without notice if the parent(s) or child(ren) have been in violation of any portion of the Agreement.

Date of Contract­­­\_\_\_\_\_\_\_\_\_\_\_\_ Trial Period Starts on\_\_\_/\_\_\_/\_\_\_/ ends on \_\_\_/\_\_\_/\_\_\_/

**CHILD CARE HOURS AND FEES**

**Hours:** Your contracted hours for care will be from \_\_\_\_\_\_\_\_\_\_ to \_\_\_\_\_\_\_\_\_\_ on

[] Monday [] Tuesday [] Wednesday [] Thursday [] Friday

**It is important that arrival and departure times are punctual so that we can all get settled and proceed with our activities.** If you need care beyond the contracted hours you will need to prearrange this with the provider. The provider is under no obligation to provide an extension of time if such extension conflicts with the provider’s own plans. Late arrival does not justify late departure.

**Fees:** I will pay a [] Weekly [] Monthly of $\_\_\_\_\_\_\_\_\_\_\_\_\_. Tuition shall be paid each Monday morning in advance when you drop your child off for care. If your child will not be in care on Monday morning you will need to drop off payment prior to Monday morning. The Daycare is closed on Saturday and Sunday and on the Federal Holidays listed in the parent handbook. **Weekly fees are not prorated for “Holiday” weeks. No refunds are given for late arrivals / early departures, parental vacations or exclusion due to illness.**

**Late Fees:** A late fee of $10 per day will be charged for any late payments. Childcare will not be provided for clients with outstanding fees after Tuesday of the current week in which tuition is due. Childcare will be reinstated when payment and late fees are paid in full.

**Non-sufficient Fund:**  A $45.00 dollar fee will be assessed for all returned checks. In the event of a “bounced check” future payments will be required to be made in cash or certified funds.

**Overtime fees:** A $1.00 fee will be assessed for every minute after your contractual pick up time.

**Vacation:**  I will take (2) one week vacations during the contracted year (Contract year runs Jan-Dec), at which time alternate arrangements will need to be made for care of your child(ren). A minimum of 2 weeks’ notice will be given prior to my planned vacation. A $65.00 non refundable fee per child enrolled, will be assessed to hold a spot for your child(ren) during this time, which will be applied towards the current week’s tuition upon my return.

**ENROLLMENT POLICY**

The following forms are required by me and/or the State of Texas and need to be completed prior to services beginning for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(your child).

1. Executed Day Care Contract
2. Admission Information
3. Physical Exam
4. Immunization Exams
5. Emergency Contact Information
6. Photo and Video Release
7. Authorization for Release to Leave Care
8. Operational Policies and Procedures (Handbook)

\*It is **the parent’s responsibility** to keep the immunizations records up to date. You are also required to keep me informed of any change in address, telephone numbers and other pertinent information listed on any of the above forms.

I/We have read Kristen’s Kreative Kids Childcare’s policy handbook and contract and will comply with all the provisions contained therein. At this time I/We shall enter into contract with Kristen’s Kreative Kids Childcare and Learning Center for care of the above named child with the understanding that we shall work together on the behalf of the child. This contract is in effect until a change is mutually agreed upon in writing or upon termination of care. Both parties agree to cooperate and accept this agreement as a binding contract. This contract is subject to review and renewal as needed by Kristen’s Kreative Kids with advance written notice. Otherwise, this contract will remain in effect until the renewal date or upon termination of care as set forth herein. Kristen’s Kreative Kids reserves the right to enforce or not enforce any portion of the contract.

Mother’s Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_

Father’s Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_