

Parent Handbook of Policies & Procedures

Cuddle kids Home Day Care

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Dear Parents:

Welcome! This Parent Handbook was developed to give you a complete outline of the Cuddle kids home daycare.

Philosophy:

To provide a secure and safe learning environment for all children that encourages self expression (care for self) and group responsibility (care for others); offers an arena through which your children may discover and express their personal potential through exploration, and experimentation. It is important for parents to feel good about bringing their children to a safe and nourishing environment. It is my privilege to assure that every child experiences these basic rights.

Program:

My programs vary to fit your family's needs. I provide high-quality full or part-time childcare for children 1 year and older. Breakfast, lunch, and morning and afternoon snacks are prepared in accordance with the Canada's Food Guide to Healthy Eating and are served to the children "family style". Activities are scheduled but I often follow child-initiated activities to encourage curiosity and the wonderment of life.

Curriculum:

My weekly activities are posted on the Weekly Activity Sheet on the refrigerator door. The activities are well balanced for group and free-play, and consist of learning activities that will help your child develop his/her emotional, physical, intellectual and social skills.

My Training and Experience:

- Experience caring for infants, toddlers and young children.
- Exposure to planning, programming and implementing creative, social, and physical activities.
- In depth knowledge of child nutrition and cooking.
- Proficiency in maintaining verbal and written communications with parents.
- Have significant training in early childhood education, child development and family studies.
- Trained in Emergency Infant and Child CPR and First Aid (2011)

Hours of Care:

7:30am to 6:00pm, Monday to Friday except on the days as mentioned below.

- Statutory Holidays:** I will be closed on all statutory holidays: Christmas Day, New Year's Day, Good Friday, Victoria Day, etc. Parents are required to pay on statutory holidays.
- Early Closings:** Cuddle kids will close at 1:00pm on the following days Christmas Eve, New Year's Eve...
- Vacation:** Parents will be responsible to find alternate care during caregiver holidays:_____. Payment is not required during caregiver vacation times.
- Time Off Periods:** I, the caregiver, will provide ample notice for times needed for my doctor's and dentist's appointments, etc.
- Provider Sick Days:** In the event, I, the caregiver, is too ill to provide childcare, parents will be notified as soon as possible so alternate arrangements can be made. Parents will not be charged payment for these days.
- Child Sick Days:** Parents are expected to pay their regular pay if the child is sick.
- Family Vacation:** Parents are to pay \$_____, one half of their regular pay, and must give the provider at least 2 weeks notice before vacation time.

Other Notices:

Cuddle kids will be closed for unexpected incidences like inclement weather, family emergencies, and so on. Parents will receive as much notification as possible in these instances.

Admission and Enrolment Procedures:

Interview Procedures:

I will not accept any family into care without conducting an interview first. Both parties must first feel comfortable and confident that the arrangements will work.

Registration Package:

All parents MUST complete and sign the following forms found in their Registration Package BEFORE a child will be admitted into care:

- *Registration Form*
- *Medical Emergency Form*
- *Child Development Form*
- *Child Medical Information*
- *Permission Slips*
- *Child Care Contract*

Fees:

Age Group	Full Time	Part Time (3 Days)	Part Time (2 Days)
Infant	\$800/month	\$490/month	\$390/month
Toddler	\$700/month	\$470/month	\$340/month
Preschool	\$550/month	\$400/month	\$275/month
School Age	\$420/month	\$330/month	\$260/month

Family Rates:

Will be discussed at the interview meeting.

Advanced Pay:

Parents are required to pay a non-refundable deposit at the time their child is accepted into care. The deposit is negotiable.

Overtime Rates:

\$ 5 for the 1st 15 minutes a parent is late according to their pick up time on our contract,

and \$ 5 per 15 minute intervals thereafter. These rates are due and payable upon picking up your child. Prearranged (24 hour notice) overtime fees are \$ 2.50 per 15 minute intervals.

NSF Charges:

A \$25 fee will be charged on any NSF/bounced cheques. Fees thereafter are to be made by cash, Money Order, or certified cheque.

Late Payment Fee:

Parents will be charged a late payment penalty fee of \$ 10 per day. If payment is not received within 5 days, I, the caregiver, have the right to terminate care WITHOUT NOTICE. At this point, I, the caregiver, will use whatever means necessary and allowable by law to collect the outstanding fees, or to withhold the applicable fees from the advanced payment fee. Should the collection of fees proceed to Small Claims Court, the parents will be responsible for all legal and collection fees as per the Agreement for Child Care Contract.

Termination of Care:

Parents are required to provide 2 weeks notice of termination of care. Failure to do so will result in pay being withheld from the advanced pay received when the child was accepted into care.

Rate Changes:

Parents will receive one month's notice of any rate increases.

Special :-

I offer babysitting on weekend too. SATURDAY/SUNDAY - \$40/DAY

FOR MY REGULAR PARENTS I OFFER ONE FREE SATURDAY OR SUNDAY IN A MONTH SO COUPLE CAN ENJOY TOGETHER, CAN GO FOR A MOVIE, DATE GROCERY, ETC.

Contract for Services:

Parents MUST sign the *Child Care Contract* before their child will be accepted into care.

Trial Period:

Your child's happiness is paramount, as it is for all the children in my care. To ensure everyone is happy with the childcare arrangements provided for your child, a two-week trial period exists prior to the finalization of care. At the end of the two-week trial period the parents and I, the caregiver, will have a discussion meeting at which time either party may terminate the care without notice.

Arrival & Departure:

Parents or a Guardian must accompany their child upon arrival. Parents are required to fill in the *Infant Daily Information Form* OR verbally inform myself, the caregiver, any appropriate care that may be required according to the child's needs for the day.

Your child will only be released from care to those persons listed on your *Registration Form*. If someone other than designated persons will be picking up your child, I, the caregiver, must receive advanced notice or your child WILL NOT be released. Notification will consist of the person's full name, address, telephone number, relationship to the child and other pertinent information that will help identify the person. Once notified that another designated person will be picking up your child, picture ID and other proof of identification from that person will be required BEFORE releasing your child. This is a security measure for all involved.

Parents will be notified immediately if someone not on the list comes to pick up their child. Please take the time to discuss with me any custody issues relating to your child.

Please Note: No child will be released to a parent or Guardian who comes to pick up their child who is clearly under the influence of alcohol unless a designated driver is present. That driver must accompany the parent to the door to ensure the child's safety prior to releasing him/her from care.

Parent Involvement

I, the caregiver, ask that parents limit their involvement during care. This will be easier for both parties to adjust to the care of the child and will cause no disruptions to the daily scheduled routine. However, I do welcome parent involvement by offering any suggestions for crafts, snacks, reading, or any activity that may benefit the child's development.

To let parents know what is happening at Cuddle kids, a weekly menu, a weekly activity chart, and all information is posted on the refrigerator in the kitchen.

Health & Sick Child Policies

Please go over this section very carefully. Because children get sick without warning, parents are well advised to have a backup childcare plan in place.

For the health of all children, I, the caregiver, have the right to refuse to take a sick child into care and to determine when a child is too ill to remain in care. Please DO NOT bring your child to care if he/she has the following symptoms:

- Fever over 100.4F / 38C degrees taken orally
- Nausea, vomiting and diarrhea
- Eye infections, i.e. conjunctivitis (pink eye)
- Rash with a fever
- Sore throat
- Contagious illness such as measles, chicken pox, mumps, etc.
- Head lice
- Yellow skin or eyes
- Severe cold and/or cough
- Rapid or laboured breathing

Parents MUST notify me immediately if their child becomes infected with a contagious disease so that the other parents can be notified.

A child presenting any of the symptoms noted above while in care will be isolated for the protection of the other children and the parents or emergency contact person will be notified to pick the child up immediately. Your child will be kept as comfortable as possible until you arrive.

A child with a fever MUST be fever free for 24 hours before he/she will be accepted back into care. Children with mild illnesses will be welcome back as long as they are able to participate in the daily activities.

Sanitation

All toys and equipment used at Cuddle kids will be thoroughly sanitized on a daily basis. This is to prevent any unwanted germs spreading from one child to another.

Administering Medication

Medication will only be administered to your child under the following circumstances:

- All medication is in the original container with your child's name, Dr.'s name and telephone.
- Medication is accompanied by instructions with regards to dosage, times to administer the dose, and signs of allergic reactions.
- Parents complete and sign a *Permission to Administer Form* and a *Medication Administer Form*. This form will be used to document the times, dosage and any allergic reactions signs. A separate form must be filled out for each medication your child requires.
- Parents take the time to go over the information with myself, the caregiver, so that the instructions are clearly understood.

*Please note that if your child develops a fever while in care, I, the caregiver, will administer medication ONLY after contacting and getting permission from the parent or emergency contact person.

Emergencies

Medical: In the event of an emergency, parents or the designated emergency contact person will be contacted immediately unless the injury/illness proves to be life threatening at which time first call priority will be to 911, the hospital, doctor, poison control, etc. In order to secure emergency medical care for your child, parents MUST complete and sign all medical emergency permission forms.

Minor scratches, cuts, and so on will be treated with general first aid practices of cleansing the wound with soap and water and bandaging. Parents will be notified of these injuries immediately upon their arrival to pick their child up and will be given an *Accident/Injury Report*.

Fire: The children will be taught to evacuate the house immediately and proceed to a safe area. The stop, drop and roll techniques along with crawling on their bellies will also be taught to the children.

Increment Weather/Tornado Warnings:

If severe storm warnings and/or tornado warnings are issued, we will proceed to the basement of the house to take cover.

Child Guidance:

Three simple rules apply at Cuddle kids :

- You must not hurt yourself
- You must not hurt others
- You must not hurt things

When behavioural problems occur at the home daycare, the following methods are used to teach the children appropriate behaviour:

Redirect: Children most often squabble over toys and possessions. When this happens I talk to the children to explain why such behaviour is not acceptable and offer suggestions for other toys or activities that will redirect the child's attention and generally solve the problem.

Time Out: If a child is causing a significant disturbance and not responding to the redirection, the child will be removed from the immediate area to take a brief time out to calm down. I talk to the child to explain why the behaviour is not appropriate, offer suggestions, and then leave him/her alone for just a minute or two. The child will then be welcomed back into the activity.

Privilege Removal:

When children are hurting things such as toys, using the equipment in an unsafe manner or fighting over toys, etc., the privilege to use the equipment/toy will be taken away from the child, at which time he/she will be redirected to another activity.

Parental Support:

Should behavioural problems exist with a child who is not responding to the above forms of behaviour management, I, the caregiver, will enlist the help and support of the parents. A child learns best when the guidance is consistent both at home and at the home daycare.

Removal From Care:

In extreme circumstances when a child is not responding to the guidance techniques described above and is disruptive or dangerous to the home daycare and the other children, I, the caregiver, will regretfully have to ask that the child be removed from care.

Meals & Snacks:

Meals and snacks provided by Cuddle kids are based on the Canada's Food Guide to Healthy Eating and are of natural and organic food products. Breakfast is provided until 8:30am only. Children coming to the home daycare after 8:15am should be fed BEFORE they arrive. Lunch and a nutritious snack in the morning and the afternoon are provided for your child.

A weekly menu is posted on the refrigerator in the kitchen for you review. If there is something on the menu that your child does not like, other provisions (within reason) can be made, such as parent-supplied meals.

Special Diets: Parents are responsible for meals and snacks for children on special diets.

Infant Food: Parents of infants are responsible for providing formula, Pabulum, and other baby foods.

Junk Food: With the exception of birthdays and special occasions, junk food will not be served. Parents are asked NOT to send candy, sweets, gum and other unhealthy foods with their child.

Naps and Rest Periods:

Nap and rest time is a MUST during the day. All children under five must nap or rest and will be provided a comfortable sleeping area.

Transportation and Out-of-Home Activities:

Transportation: I, the caregiver, will NOT provide transportation for those children in preschool. I will, however, walk or drive the child to and from school. *I may make exceptions.

Out-of-Home Activities:

Many of the outdoor activities include walks to the park, grocery store, etc. and may not always be pre-planned. When possible, parents will be notified of any outdoor excursions planned for the day. I will drive to activities including the library, community centre, Early Years Learning Centre, indoor playgrounds, etc. Day excursions will be offered on PA days, summer days, March Break, Christmas, etc. to various places. By signing the general *Transportation Permission Form* in the registration package, parents acknowledge and authorize this activity.

There are many toddler and preschool activities offered at the library that require a registration fee to attend. I, the caregiver, will notify the parents of these activities offered, and if interested for their child to attend, will collect any fee necessary.

Supplies & Equipment:

Home Daycare Supplied:

Cuddle kids will provide all the necessary equipment, toys and learning materials for the proper and safe care of your child. Meals and snacks will be provided unless special diets are required or in case of infant nourishment such as formula, infant foods, etc. Diapers WILL NOT be supplied. Other items supplied include:

- One booster seat and one high chair available
- Training potty and seat if needed
- Two couches that pull out to beds and playpen
- Wagon and/or stroller for travel

Parent Supplied:

Parents are responsible to ensure their child has a change of clothing with them each day or that can be left at the home daycare. For infants that means supplying a stack of diapers either at the beginning of the week (preferably) or enough for each day. Parents will be notified when their supply is low and are expected to have these replenished immediately. Other items to be supplied by parents include:

- sleeping items (blanket, pillow, padding to sleep on, etc.)
- booster seat for eating, if needed by provider
- diapering supplies

Items Not Welcome: To keep peace in the home daycare, parents are NOT to send toys or other goodies with their children unless it is okayed first and as long as your child understands he/she will have to share these possessions. Items such as guns, knives, swords, or other weapon type apparatus or toys containing these items are NOT permitted at Cuddle kids under any circumstances. Cuddle kids is not responsible for broken or damaged possessions.

Toilet Training:

Toilet training requires a combined effort on the part of the parents and caregiver. Please discuss your views on toilet training when your child is ready for that step. Until your child is fully trained and able to announce that he or she has to use the bathroom, sleeps through naps without wetting or dirtying themselves, diapers, pull-up pants, or undies with plastic pants will be used.

Parents must ensure their child has an adequate supply of clean clothing to get through the daily training phase. This should consist of three complete outfits, including socks.

Child Abuse:

I, the caregiver, am required by law to report suspected cases of child abuse or neglect.

Termination of Care:

Parents are required to provide two weeks notice of termination of care after the two-week trial period has expired. Failure to do so will result in losing any advance pay equal to the amount of notice not provided. I, the caregiver, will give parents two weeks notice of termination of care except under the following circumstances at which time I reserve the right to terminate all care without notice:

Failure to abide by the policies in this handbook.

Failure to abide by the terms set out in the childcare contract.

Failure to make payments on time set out or not paying for care at all.

Failure to repeatedly not pick up your child at the agreed upon time.

Failure to complete all required forms in the registration package.

Inability of the parents and provider to communicate effectively.

Inability of the child to adjust to the childcare being provided after a reasonable amount of time.

Provider's inability to meet the needs of the child after exhaustive efforts to do so.

Child's behaviour is disruptive to the rest of the children in the home daycare.