



## Parents Handbook

### Welcome to Little Angels Child Care!!

At Little Angels Child Care, we're proud to provide a caring, loving and safe environment for your children. By following our mission, vision and values, we create a nurturing, stimulating and welcoming learning environment for all children. We are a small ratio daycare that focus on every child individually, following their needs, development, and growth, but also encouraging them to socialize, play, and learn from/with other kids in our environment. We are like a big family, and want our home to feel like your second home. We share love. We value respect, for ourselves, for others, and for the earth. We encourage health habits as health meals, health snacks, and a lot of exercises. We love to explore, we love to create, and we love to use our imagination. We practice recycle, we play outside, we do gardening, and we show gratitude for mother nature.

### Tuition

Tuition will be paid monthly. Monthly payments are due on \_\_\_\_\_ of every month. A late fee of \$20.00 will be charged if monthly tuition is not paid by \_\_\_\_\_ of the month. If you keep your child home for any reason (illness vacation), you will still be required to pay your tuition on time and in full. Many families find it most convenient to pay by mail if on vacation or in advance, prior to leaving. If a check is returned due to insufficient funds, a \$50.00 fee will be charged. If two checks are returned due to insufficient funds, all future payments must be made in cash or by certified checks. Child care services will be immediately halted until full payment of tuition and NSF charges have been made.

If your child is picked up after closing time, an additional fee of \$10.00 for the first five

minutes, and \$1.00 for every minute thereafter will be charged. This fee is due before your child may return to the center. If there are repeated late pick-ups your child may be withdrawn from Little Angels Daycare.

If you have more than one child enrolled in our center, you may be entitled to a 10% discount off the lowest tuition rate.

You must give at least two weeks written notice (holidays are not included) if you plan to withdraw your child/children from Little Angels Daycare for any reason. There are no refunds on tuition or registration if you withdraw.

\*Note – If your child has not yet attended the center and your family decides not to enroll, your security deposit and registration fee is non-refundable\* Please keep in mind that all notification to withdraw a child must be received in writing. Any outstanding fees must be paid on or before the child's last day. If it becomes necessary for Little Angels Daycare to resort to legal action to collect fees, the parent(s)/guardian(s) will be responsible for any legal fees incurred on the part of Little Angels Daycare.

Little Angels will give parents a minimum of 14 days notification of any tuition or fee changes.

When you make the decision to place your child at our child care you are required to pay a \$100.00, non-refundable registration fee per child and a two (2) week security deposit equal to two (2) weeks of tuition. These fee's must be paid in full prior to your child starting otherwise care may be delayed until payment is paid in full. If there are multiple children enrolling, each child requires their own registration fee and two (2) week security deposit. (This will allow us to secure a spot for your child.) The registration fee is an annual fee and will be due each year on the anniversary of your child's start date.

### **Weather Emergencies/Closings**

In the event of severe weather conditions Little Angels reserves the right to close or have a delayed opening. Our hours are 8:00am – 5:00pm. We reserve the right to close for circumstances beyond our control, such as heat loss in the house, power outage, etc.

### **In case of Injury**

If your child is injured at the center, you may want to consult with your family physician to determine whether the nature of the injury requires medical attention. If your child requires immediate medical attention the proper emergency steps will be taken. If your child receives a small injury during the day, an incident report form will be completed by his/her provider, and a parental signature will be required. If your child receives an injury from another child, names will be kept confidential. If your child receives a bite or bites someone else, you will receive a call from administration and/or an incident report. Please keep in mind that toddlers, especially, will often use biting as a form of communication. If your child receives a bite at the daycare, we will comfort your child and care for his/her needs immediately. Due to confidentiality, the name of the biter will not be released. Although we acknowledge that biting is a developmental stage, it is taken seriously. If your child bites repeatedly, Little Angel daycare will develop a plan with you to try to correct the problem. However, if the biting is aggressive or does not lessen within a reasonable time frame, Little Angels daycare may temporarily withdraw your child until the biting diminishes. Upon your child's return, if biting continues Little Angels daycare will then again, withdraw your child until he/she is older and the biting behavior has subsided.

### **Management of Illness**

Little Angels policy is to care for only well children. At no time do we provide care for sick children. Children will be excluded if the symptoms or illness prevents the child from participating in activities and/or poses an increased risk to the child or other children in the program. Do not bring your child to the center if he/she is not well enough to participate in a normal day's activities or if he/she has been exposed to a contagious disease, develops symptoms of a contagious disease, or is diagnosed by a physician as having a contagious disease. Children will be visually screened when they arrive. If your child appears ill upon

arrival you will be asked to take him/her home until he/she is not contagious or is able to withstand a normal day, including outdoor time. In the event a child becomes ill and needs to be picked up, the parent(s) will be called and are expected to come pick up their child within 30 minutes. If a parent can not be reached, the emergency contact person will be called and asked to come pick the child up. In the event of a serious illness or injury, at the discretion of the administration, paramedics will be called and your child will be transported to an emergency medical facility.



## Nap Time

We at Little Angels feel that all children need some down time to relax and rest. Infants nap in assigned cribs according to their individual schedule. As recommended by the American Academy of Pediatrics, infants are placed on their backs to sleep. Toddlers and preschoolers rest on assigned mats each day after lunch. All children are given the opportunity to sleep. If they do not sleep, quiet activities are provided for them.

## Nutrition

All parents of infants are responsible for providing formula, or breast milk for their infants. Please, for breast milk, make sure its labeled with the infant's name, dated/time, and being kept in a cooler bag while transporting to the daycare.

Little Angels will provide two snacks and a nutritious lunch daily. If you know that your child will not eat a particular snack or lunch, you may provide one for them. Please be advised that there may be some unforeseen circumstances wherein the lunch schedule will change.

Whenever possible, we will post any changes to the menu. Please be sure that any food you choose to bring in for your child is healthy and ready made, it should not require any preparation. In fairness to the other children please **do not** send in cookies, candy or other sweets as all the children will want that particular snack. Candies, and sugary food are not allowed at Little Angels daycare. If your child does bring in food that is not healthful, he/she will be asked to put it away until it is time to go home. Please label any food brought into the daycare and be sure that it is properly sealed to prevent spoiling. Lastly, please only provide food for your child that he/she has eaten at least twice before to reduce allergy risks

## Dismissal from Program Policy

Please be aware that should one of the following situations arise, Little Angels may withdraw your child from the center immediately and your deposit may be forfeited:

- \* Failure to pay your tuition on time. Allowance is not made for occasional absent days. Each month, a late fee will automatically be assessed if tuition is not in by the due day. Delinquent accounts will be turned over to our collections department and could incur additional late fees. Services will be discontinued until the account is current.
- \* Verbal abuse by yourself, your child or any "authorized pick-up" to other children, Little Angels staff, or another parent. Our goal is to ensure the safety of everyone in our daycare at all times. A child's/parents, language, or behavior, which is hurtful to other children or staff, such as profanity, sexual language, humiliating behavior, throwing rocks, furniture, toys or anything harmful is inappropriate and unacceptable.
- \* If your child bites or hurts another child excessively and/or has an extreme behavior problem and we are unable to get this behavior problem under control.
- \* Refusal to pick up your child if they are sick, or continually dropping your child off when they are ill, is grounds for dismissal from the daycare. Children need to be picked up within thirty minutes of notification of exclusion.
- \* Excessive lateness. It is the parent's responsibility to maintain a 9 ½ hour day for your

child/children and to pick up your child prior to the closing time of the daycare.

\*Failure of a child to adjust to the center after a reasonable amount of time.

\* Lack of parental cooperation.

\*For any other reason Little Angels daycare deems appropriate for the well-being of the center and the preservation of the proper child care environment.