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# Parent Handbook



## **Parent Handbook Policies and Procedures**

### **WELCOME**

Welcome to Sugar & Spice Family Daycare. To facilitate greater understanding between us, we have created this handbook. It covers childcare philosophies, business policies, and expectations. In order to make our relationship as enjoyable as possible, the following pages contain mutually beneficial requirements, which are necessary to ensure that there are no misunderstandings between either party. Please read this handbook carefully, and feel free to discuss with me any questions that you may have.

### **MISSION STATEMENT**

Our goals at Sugar and Spice are, to give the children in our care opportunities to learn in a family like setting with mixed age groups, where they can feel safe and loved, and can begin to build a positive self-image. Your child will receive quality personal and individualized care in a warm loving home. They be given the opportunity to gain practice in language, fine motor, large motor, and self-help skills. Your questions and comments are important so we can achieve the very best experiences for your child. We offer working parents a full 10 1/2 hours of child care, a convenient location in the heart of Long Valley, year-round operation, consistent providers that give personalized care, and the Peace of Mind knowing that your child is being well cared for while you are at work.

## **COMMUNICATION**

Communication is very important to us. When we accept a new family into Sugar & Spice Family Daycare, we like to be sure that we can share openly any concerns or questions that may arise. It is important that we have similar childcare philosophies. Parent communication is important for the development of your child. We use the ChildPilot app for any communication that cannot be done in person. If it is a non-emergency message that is received after hours or/on weekends, it may not be answered until normal business hours. Please keep us informed of any problems you may be having at home that could affect how your child acts or behaves at daycare. We will keep you informed of any issues as well. We welcome questions, feedback, or discussions of any kind that are oriented toward a positive outcome for the child(ren). Thank you for your understanding.

## **ENROLLMENT POLICY**

We must have several forms completed before we can assume the responsibility of caring for your child. The types of forms needed are listed on the following page. This is to ensure that your child will get the very best care possible from Sugar & Spice Family Daycare.

The E-Forms are as follows:

- Enrollment Form
- Child History
- Signed Fee Agreement
- Signed Acknowledgement of Policies
- Signed Consent for Emergency Treatment
- Medical Permission Slip
- Immunization Health Records. Must be updated each time your child has a new Vaccine or booster
- Permission to Administer Medication (if needed)
- Child Pick-up Authorization
- Child Neglect Protocol
- Social Media/Video/Website Permission Form

**You are required to keep me informed of any change in address, telephone numbers, and other pertinent information listed on any/all of the above forms. The Parent must also update all information on the ChildPilot app.**

## **HOURS OF OPERATION**

Normal hours of operation are 7:30 a.m.–6:00 p.m. Monday–Friday. Extra hours may be available by request and availability only, please speak with Kimberly about your needs and cost of extra hours and days.

## DEPOSIT

You are required to give a one-month deposit for each child. This deposit will be used for the last month's payment. If you decide to discontinue your child's enrollment at Sugar & Spice Family Daycare at any time, you must give notice no fewer than 30 days in writing prior to your child's last month. If this notice is not given, the one-month security deposit is subject to forfeiture.

## CHILDCARE RATES

Number of Full Time days a Week	Non Potty Trained Rate	Potty Trained Rate
5	\$80.00 a day	\$75.00 a day
4	\$86.00 a day	\$80.00 a day
3	\$93.00 a day	\$86.00 a day
2	\$101.00 a day	\$94.00 a day

- All rates are per child. A 10% discount is given to the 2nd child in the family, and if different schedules, a discount will be given to the least charged.
- Non Potty Trained, any child that is not potty independent, in Diapers and during Potty training process.
- Potty Trained rate is given to fully potty trained/independent children. Fully Potty trained/independent children can use the potty including undressing and dressing themselves without guidance or assistance and do not have regular accidents.
- Extra Days must be scheduled in advance with Kimberly if space is available.

## PAYMENT PROCEDURES

The monthly statement will be provided. Statements will include monthly charges plus any fees above normal contracted days/times, such as extra days or late fees will be added to statement.

Payments must be made on the 1st of the month. Payments are preferred in cash; if paid in cash, parent will receive a 5% discount, only if payment is made by 1st of month. Discount will not be applied in any other way. Payments made by Check must be made payable to **Kimberly Horn** or Venom: @Kimberly\_Horn

Payments can also be made bi-weekly or weekly or by a check, but again the discount will not apply, and statements will only be provided monthly.

Bi-weekly payments are due on the 1<sup>st</sup> and the 15<sup>th</sup> of each month.

Weekly payment must be paid on the 1<sup>st</sup> day of when the child attends that week.

Late fees of \$50 will be charged if payments are more than 5 days late.

## **RETURNED CHECKS**

If a check is returned to us for insufficient funds, a \$50.00 fee will be charged. You will be required to pay all fees that Sugar & Spice Family Daycare incurs as a result of the returned check. Childcare services will be immediately halted until full payment of tuition and NSF charges has been made in CASH.

## **OVERTIME FEES**

Overtime fees are paid anytime you are late after your contracted pick-up time. Unless arranged in advance, they are \$25.00 per 15 minutes after regular hours per child. If you are unable to pick your child up on time, please arrange to have another authorized adult (listed on the authorized pick-up form) do so for you.

## **Holding Fee**

If you need us to hold an opening for your child/ren, we will request 50% payment each month to hold the spot. This includes but is not limited to holding an opening until needed, Maternity leave where you are keeping a sibling home with you, or if you choose to keep your child home for summer.

## **CHANGE OF SCHEDULE**

We will try to be as accommodating as we can be. If you need to change the days or times that your child will be in our care, please give us at least a month's notice. If cutting hours or days we will fill the hours with another child and those hours may not be available to your child in future. If requesting more hours or days please understand that we are limited to the number of children that we can care for at one time, due to State Regulations, and may not be able to make the change until an opening becomes available. If you request a change and we are able to make change, we will required fill out a new fees agreement you will be responsible to pay for the hours and days if child attends or is absent for any reason.

## **ABSENT DAYS, SICK DAYS & EARLY DEPARTURE DAYS**

Hours reserved for your child used or unused will be charged. If your child will be absent please let us know in ChildPilot app. In the event your child/children leave or do not come to the Daycare during scheduled time, including but not limited to Doctor's appointments, birthday parties, family visiting, school functions, sporting events, camps, accompanying you to work, early departure days, and vacation days.

## **RATE INCREASE**

The provider retains the right to increase rates annually, and parents will be notified in advance when the new rate becomes effective.

## **SNOW DAYS**

In the event of inclement weather, please check the ChildPilot app to see if there are any delays or closings. In the event that the state calls for a travel band. I must close. If your child is here and you cannot get here, your child will be cared for until you or an emergency contact of yours can pick up. Fees will apply.

## **EMERGENCY DECLARATIONS, PUBLIC HEALTH EMERGENCIES, & NATURAL DISASTERS**

The safety and health of our children and families is always of the utmost importance to us. Sugar & Spice Family Daycare will remain open unless required to close by the state or local government. Any actions operational or policy changes that need to be made by Sugar and Spice Family Daycare during the event of emergency declarations, public health emergencies, or natural disasters will be done by the director. Written copies will be given to families and updated as needed.

These policy changes will supersede policies in the parent handbook until the time the director notifies you that we are operating under normal policies again.

Full payment is required from families if we are forced to close due to public emergency declarations, public health emergencies, or natural disasters temporally, (not more than 2 weeks per incident) if closed more than 2 weeks families will be required to pay 50% holding fee.

Full payment is required from all families while we remain open. If the emergency declaration, public health emergencies, or natural disaster lasts longer than the current month and you choose to keep your child home, there will be a 50% holding fee.

## **POTTY TRAINING**

When the time comes, we are very happy to help you train your child as long as we both agree to be consistent.

We Recommend the book "the Potty Training in 3 days" by Brandi Brucks.

When it is time for them to wear underwear, please start at home on a weekend. If they are able to stay dry for the weekend, please bring in underwear. Children who are potty training must bring at least five full sets of clothes. We will provide progress updates. You must provide Pull-Ups for Nap time.

Once a child is fully Potty trained/independent the rate will be changed to Potty Trained rate.

## **OPEN DOOR POLICY**

Please feel free to stop by and visit during our normal business hours Please ring the Door Bell and wait for us to come get you. We offer the ChildPilot app to update you on your child during the day. We try to keep ChildPilot app as updated as possible, if it is not updated in real time, do not be alarmed, we are just caring for the children in care and will update as soon as possible.

## SUPPLIES

Sugar & Spice will supply Luvs or equivalent diapers, wipes supplied will be unscented and alcohol free. If you prefer another brand you may supply them at your cost.

Families will provide portable crib sheets and blankets for infants and crib-size sheets and blankets or sleeping bags for children 18 months and older.

Bring in at least one full extra set of clothes including: weather appropriate shirt, pants or shorts, socks, underwear, sweater, or coat. Labeled bottles or sippy cups. Something from home like photo, stuffed animal, or blanket. (It should be something that can remind them of home and family and /or comforts them in new situations.)

**Label ALL items, please.**

**Parents are responsible for supplying seasonal items such as sunblock, bug spray, bathing suits, and snow gear.**

## ARRIVALS & DEPARTURES

Parents must accompany their children to the back door the back, Please ring the door bell and We will come to collect or bring you your child.

Children should arrive clean, hair and teeth brushed, fully dressed in clothes that are clean and suitable for the day's weather. Coats and outdoor wear should be appropriate for outside play. Give child a cheerful goodbye kiss, a smile, be reassuring that you are coming back.

**NOTE:** It is not acceptable at any time for any adult picking up your child to arrive at daycare under the influence of drugs or alcohol. They will not be allowed to take your child, and the authorities will be called immediately. Should this happen, this person will no longer be acceptable on your list of emergency contacts.

Topics that concern day-to-day events or light-hearted discussions are fine. Sugar & Spice Family Daycare's normal procedure is to release the child only to his/her parents or someone else the parents designate. If someone other than the parent is to pick up the child, that person must be an authorized pick-up person. Please inform emergency contacts or people designated to pick up your child that if we do not know them, we will need to ask for photo identification. We do not mean to offend them. This is simply a measure taken for your child's protection.

## NAP/QUIET TIME

All children are required to rest. Infants nap on their own schedule.

Younger children will take naps. Older children will rest quietly and may be given books or other quiet activities. This is our only "break time" and catch-up time for things like cleaning and lesson planning.

## **MEALS AND SNACK**

Sugar and Spice is proud to offer breakfast, morning snack, lunch, and afternoon snack included in your daily fees. These meals will be healthy and well-balanced. If your child has particular dietary needs, please inform us (when possible with a note from doctor if due to allergies or medical condition). You may need to provide meals from home if we are unable to meet your child's needs. If your child requires extra snacks or meals on a regular basis, we will ask you to provide the extra food or charge you as follows. \$5.00 for snacks and \$10.00 per meal.

**Families with infants must bring formula or breast milk. (Please bring extra in case of spills or emergencies.) Please label ALL items.**

**\*Children with allergies must have a note stating what they are allergic to.**

## **DRIVE-WAY (SAFETY)**

- Please do not let your children run into the driveway unattended. Whenever possible, please hold their hand in the driveway and walk them to and from the car.
- Please only drive 5 miles per hour in the driveway.
- Do Not pull or park on the grass.
- When pulling in driveway please stop and look to see if someone is leaving before pulling in, allow him or her to leave before turning in.
- If you are backing up and see a car starting to pull into your driveway, please allow them to pass and park so they do not have to back into the street to let you out.
- Please do not block the right a way of driveway. (If the parking area is filled please pull forward to the edge of the woods to park, leaving the driveway clear)
- Please do not let your children open the deck gate!
- Please close and latch the gate when you come in and leave.

## **ACTIVITIES & CURRICULUM**

Sugar & Spice Family Daycare uses the Mother Goose Theme curriculum to invite children to explore new ideas with an interdisciplinary, multi-sensory approach. Mother Goose Time uses music, art, dramatic play, storytelling, games, books, and experiments to ignite their imagination. We do not require any child to participate but must not be disruptive during curriculum activities.



## DAILY SCHEDULE

A schedule helps the day flow smoothly, allows the children to anticipate coming events, and aids in achieving a variety of goals. However, there will be times when I must adjust the schedule.

\*Please note that because we are a small Family Daycare, we can be flexible with our schedule if the children are having fun with blocks, we can wait to have snack.

\*\*Infants' schedule is individualized to their needs.

7:30 a.m.- 8:30 a.m.	Arrival & Breakfast
8:30 a.m.- 10:00 a.m.	Free play
10:00 a.m.- 10:15 a.m.	Snack time
10:15 a.m.- 11:00 a.m.	Circle Time/Project time
11:45 a.m.- 12:15 p.m.	Lunch time
12:30 p.m. - 2:30 p.m.	Rest time
2:30 p.m.- 3:30 p.m.	Project/Free play
3:30 p.m.- 3:45 p.m.	Afternoon Snack

## HOLIDAYS

Parents, please respect the holiday schedule. Please mark your calendars and check the ChildPilot App Calendar for updates to the Holiday Schedule. You are still responsible for payments for holidays that we are closed. No credit will be given.

Sugar & Spice Family Daycare will be closed the following holidays

- Martin Luther King Day
- President's Day
- Good Friday
- Easter Monday
- Memorial Day
- Fourth of July (if 4th of July fall on a Tuesday we will be closed 3rd & 4th, if 4th falls on a Thursday we will be closed 4th & 5th. If it falls on a Monday, Wednesday or Friday, we will only be closed on the 4th.)
- Labor Day
- Thanksgiving Day & Friday After
- Christmas Eve through New Year's Day (12/24 - 1/1)

## PROVIDER VACATION

We will take not more than 15 working days of paid vacation, (not including the week between Christmas and New Year's, which we are closed) without providing coverage

We will give you at least 1-month notice. If we have a substitute who will be covering, we will give you at least 2 weeks. Hours may need to be slightly adjusted

in this case. **Parents are required to have back-up care in case of daycare**

**closures for vacations, sick days, holidays, emergencies, child illnesses or any**

**other circumstances in which back up care is necessary.**

## **PROVIDER SICK DAYS**

In the event I am sick, or have a family emergency and unable to care for your child, or if I cannot find someone to cover for me, I will give you as much notice as possible to find alternative care. You will be charged for your scheduled days.

## **ILLNESS POLICY** (this is State mandated)

Your child cannot be admitted for care if they have one or more of these symptoms: a fever of 101°F acute diarrhea and or vomiting, red eyes with discharge, severe pain or discomfort, skin rashes that last more than one day (excluding diaper rash), sore throat or severe coughing, difficult or rapid breathing, visibly enlarged lymph nodes, blood in the urine. If your child comes down with any of these symptoms during the day, you will be called to pick up. (If you cannot be reached, your emergency contact will be called) Your child will be readmitted after they have been fever free and system free without aid of medicine for 24 hours, or you bring a note from their doctor stating they have been diagnosed, are not contagious and may return for care. My family gets sick, too. If one of my family members is sick, we will call or let you know on arrival. My family members will be isolated from the other children.

- We take every precaution to help prevent illnesses from spreading. This includes disinfecting toys and rooms daily.
- Everyone washing hands before and after eating and when coming in from outside.
- Not wearing shoes in the house. Vacuuming and mopping floors regularly.

We cannot stop all germs from spreading, but we try. If your child is sick, please think of the other families too. We know that it may mean missing work or having to find alternative care until they are feeling better. In the end, it may mean fewer missed days for everyone. If you do not know if you should bring them in, call; we will be happy to discuss the symptoms with you and help decide about whether or not they should attend that day.

If emergency services need to be called to provide treatment, care, and/or transportation for your child to an emergency facility, the parent is responsible for any and all bills resulting from this incident.

## **MEDICATIONS**

We can only administer medicine when we have written permission from you. All medicine must be in its original container and labeled with your child's name only. Prescription medicine must have the prescription on it. Form can be found on ChildPilot app.

## **BELONGINGS FROM HOME**

(Other than toys) Please bring in labeled bag, at least one full change of clothes that is suitable for the season. You will also need to bring a sleeping bag or crib-sized sheet and blanket for nap time. We will wash bedding weekly. If your child likes to sleep with a stuffed animal or doll please bring them. All belongings must be labeled with the child's full name. **Seasonal items such as sunblock, bug spray, bathing suit, swim diapers, & Snow gear may be requested.**

## **TOYS FROM HOME**

Please try to leave all personal toys at home. If a child must bring a toy from home, it must be labeled. Your child will be allowed to share the toy during the day; if the toy becomes a problem, it will be put away for the rest of the day. We cannot be responsible for lost or broken toys, but we will do our best to send them home the same way they came in.

## **BIRTHDAYS**

Each child's birthday is his/her "Special Day." You are allowed to bring in treats for your child's special day. Please check with us about any allergies. If you feel you must purchase a personal gift for the birthday child, we ask that you give this outside of the childcare home.

## **PHOTOS/VIDEOS OF CHILDREN**

Photos and/or Videos of the children are taken for art projects and to display on our daycare website and Facebook page. If you would like me to leave pictures of your children off, please let me know, and we will make sure not to include their pictures.

## **PARENTAL INVOLVEMENT**

There will be times and ways you can get involved in your child's childcare experience. You are welcome and encouraged to participate in any or all of these. Some examples of ways to be involved include:

- Lending objects for units of study
- Helping your child at home with the concepts we are studying
- Helping your child prepare for "Show and Tell"
- Helping to provide treats or other items for our parties
- Donations of craft supplies

## **DISCIPLINE AND GUIDANCE POLICY**

When a child is having difficult time following directions, treating others or equipment with respect, appropriate guidance is used. First, we try redirection and if that does not work, we have a time out period. If the child has consistent problems behaving inappropriately, we will try to work with the parents to find ways to help the child adjust. If the behavior continues and is disruptive and/or harmful to the other children, we will ask you to find other childcare arrangements. 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.

## **TERMINATION POLICY**

If you decide at any time to discontinue your child's enrollment at Sugar & Spice Family Daycare, you must give notice no fewer than 30 days in writing prior to your

child's last month. **Written/dated notice** to the provider before terminating childcare services, along with the fees due. If you decide to leave early without giving proper notice, any fees paid, including your deposit, will be forfeited.

### **PROVIDER TERMINATING SERVICES**

Provider has the right to terminate without notice for the following reasons:

1. The child's behavior is uncontrollable and is a risk to the other children.
2. Child is not adjusting to the environment and it is too for them traumatizing to attend.
3. Fees were not paid and/or are overdue.
4. Breach of contract.
5. Parent is a risk to the provider or other children.
6. Parent arrives at daycare drunk and/or under the influence of drugs.
7. The provider made a judgment call and felt immediate termination was needed.
8. Failure to complete the required forms.
9. Lack of parental cooperation.
10. False information is given by parents either verbally or in writing.

Provider is within all legal rights to terminate services at any time for any reason. Whenever possible under other circumstances provider will give a one to two-week notice should daycare services need to terminate. Termination notice will not be accepted while provider or parents are on vacation.

### **LIABILITY**

The parent agrees to be responsible for any damages to the provider's real/personal property or to the property of another child at the daycare caused by his/her child and to repair or replace said property promptly.

### **DOGS**

Dogs are present at Sugar & Spice Family Daycare. They are never left alone with the children and are with us during the day. Dogs are child-friendly and extremely tolerant of children. We teach all the children dog safety rules, do not tolerate misbehavior from our dogs, and expect that our dogs are treated respectfully by our families.

### **DIVORCE RECORDS/CUSTODY AGREEMENTS**

Divorced parents are required to provide a copy of custody papers to be kept in the child's file. Without custody papers, we have no legal way of preventing the child's non-custodial parent from removing them from the childcare home. If I do have copies of the papers, we can call the police if the non-custodial parent shows up and tries to take the child.

### **CHILD NEGLECT AND ABUSE**

As childcare providers, we are considered mandated reporters. We have a responsibility by law to recognize and report any evidence of child abuse—physical or emotional or neglect. This is strictly for the benefit of your child. New Jersey State law requires that any person living in the state are required to report immediately to the Division of Youth and Family Services any suspected child abuse or neglected.

### **REVISIONS TO HANDBOOK AND CHILDCARE/FEES AGREEMENT**

There may be a yearly revision to this handbook and the accompanying contract. All families will sign a new acknowledgment of policies each year. Sugar & Spice Family Daycare reserves the right to make changes in rates and policies as we deem necessary. You will be notified, in writing, of any changes that may occur. Every attempt will be made to give at least a 1-month notice of changes.