

A Child's Palace Parent Handbook

WELCOME

Welcome to A Child's Palace In Home School and Child Care. Choosing a child care provider is one of the most important decisions you will make for your child and I am pleased that you chose me to be a part of his or her growth and development. I provide child care services in a relaxed environment where children are allowed to be children and families are always a priority. I believe that family involvement is essential to any quality child care program and I encourage parent participation. You are the primary focus for your child; but for many hours during the day, I am the support to whom they look to and depend on. I take this role very seriously, both as a child care professional and as a way of life.

Please respect my profession. I am a self-employed, licensed child care professional. I do not consider myself a babysitter. I am certified in infant, child, and adult CPR and first aid through the *American Heart Association*. I am also Certified as a trainer in Infant and Toddler Caregiving through the *Program for Infant & Toddler Caregiver*. I hold certifications in Health Coaching, Sports Fitness Nutrition, and Fitness Training. I received a Bachelor's degree in Community Health Education and continued my education to pursue a Master's of Science Degree in Health Care Management.

I provide experiences rich in creativity, socialization experiences, and other challenges that excite young minds. My focus is to make sure that all children are safe and secure. I build relationships with each family to discover ways to connect the child's experience at home to our school. This ensures that the best possible care is given to your child. I believe that parents are the first and primary teachers of their children and open communication makes it possible for me to work in harmony with you in the growth and development of your child. Through my extensive training in infant and toddler development, I am able to recognize the differences in individual development and provide the appropriate care.

I welcome children with special needs. Children with special needs will be assessed on an individualized basis. Children with disabilities may have specific needs based on their impairment. In most cases we will be able to modify or change the environment so that it is inclusive of children with special needs. For example, a child may have difficulty staking rings, we can simplify the activity by removing every other ring to make it "adaptive" for the child.

This handbook will provide you with a list of rules and guidelines governing my child care contract agreement and is intended to serve as a guide in my joint effort with you in caring for your child(ren). Please read the handbook thoroughly, as it covers very important policies and procedures that pertain to child care services. If you need clarification on any of the information in this handbook, please let me know. **Once you have read the handbook in its entirety, please sign the last page indicating that you have read the handbook and return it to me.**

I hope the information about my policies, procedures, and daily routine will answer any questions you may have and enable us to work together to provide the best possible care for your child(ren). If you have any questions, comments, or concerns please feel free to contact me at (562) 400-7737. Thank you for choosing me as your child car provider.

Best Regards,

Pamela Hill, Facility Owner
Certified Infant & Toddler Caregiver

About Our School

We are a licensed facility that offers child care and learning in a home environment. We provide an above average standardized quality program. Our preschool program offers a small group size with a low student to teacher ratio that allows the teacher to develop a bond with each student. We incorporate activities that promote letters, numbers, shapes color recognition, writing and math concepts. Spanish is taught as a part of our curriculum and is used frequently when conversing with children throughout the day. Our young infant and toddler's program offers a setting where children can feel secure; where caregivers meet their physical and emotional needs. Caregivers encourage talking, motor development, and exploration. As a professional, I simultaneously serve as both a teacher and a caregiver. I train my staff to do the same. As caregivers and teachers we provide children with the stimulation they need to flourish and grow. Nothing compares to the relationship between a parent and a child, but a strong bond with caregivers help children become more confident and emotionally secure. As a trained child caregiver I know and understand the importance of early care and education. **I put all my efforts in building and strengthening my program so that children will strive to be the best they can be.**

Mission

A Child's Palace mission is to instill in children a life long love for learning by providing age appropriate learning material in a nurturing environment while adhering to the cultural differences of each family.

Philosophy

The staff of A Child's Palace believes in providing an environment rich in material to explore, manipulate, and talk about. Children are encouraged to question, to experiment, to think, and to reason.

Goal

- *To provide a nurturing environment to children with a focus on recognizing the individual needs of each child.
- *To provide a variety of learning and recreational activities in a safe and loving environment
- *To provide opportunities for children to grow and develop through activities that are stimulating, age appropriate and safe

Curriculum

Although A Child's Palace is a year round learning facility, we start a new school year in September which goes until mid June. We kick off our summer curriculum in June. Since we have a variety of different ages, we incorporate learning based on each child's level. We teach from the **Creative Learning Curriculum** and from the **Kidscrafters Curriculum**. Circle time is the time where we spend time talking about new ideas and plans for the day. Younger children and older children come together at this time as a large group and share stories and ideas. This is a great way for younger children to build their vocabulary by listening to their friends. Participation in circle time, large and small group activities and active play is very important to your child's growth and development.

Sign in and Out

Please remember to sign your child in and out daily. It is imperative that I have accurate records per licensing regulations. If someone other than you will be dropping off or picking up your child, please remind them to bring a photo ID and they must also sign your child in/out. You must also provide me in writing the name of the person who will picking your child up. Text messages are accepted.

Parking

Please be considerate and do not block our drive way when parking to pick up or drop off your child(ren). Also, please be considerate of our neighbors and do not stop your car in the middle of the street to drop off or pick up your child. You must park your car in an appropriate space at all times. Blasting music is inconsiderate and inappropriate as well. Music should be kept at a decent level at all times. **For the safety of the children, please closed the green gate when entering and leaving the facility.** This will help prevent children from running ahead of parent out into the street.

Enrollment

We do not discriminate on the basis of race, color, national and ethnic origin, or religion. Children are accepted as space requirement permits. Enrollment is open to infants 4 months to children up to 6 years old. The first two (2) weeks of care are a trial period for the provider, parent and child. This agreement may terminate anytime during that period by either party without notice. Any fees paid are non-refundable. A Child's Palace will not be responsible for anything that may happen as a result of false or incorrect information provided by the parent in the enrollment process.

Upon enrollment, your child will receive a free school t-shirt. School t-shirts should be worn every Friday with blue jeans as Fridays are our craft days. School t-shirts must be worn on all field trips. Additional t-shirts can be purchased through the school.

Your security deposit is applied toward your child's last week of enrollment. Enrollment package includes:

1. Parent handbook which outlines our policies and procedures
2. Parent/Provider contract
3. All required enrollment forms
4. School t-shirt for enrolled child (3 yrs and older)
5. Daily Schedule
6. Child care flyer and brochure information

Forms

All necessary forms **MUST** be completed and returned before care is provided. **NO EXCEPTIONS.** For care to be provided to your child without the following papers completed and signed would be considered a violation of state law. I will not assume care of your child(ren) if the necessary paperwork, fees and supplies are not received. All forms will be kept confidential and are for my records only.

The following paperwork must be completed and returned to me:

- All forms required by the Department of Social Services
- All About Your Child
- Copy of Immunization Record
- Food Program Enrollment Form
- Parent-Provider Child Care Contract
- Form acknowledging receipt of Parent's Handbook
- Allergy Form

Tuition

The weekly tuition must be paid on or before your child's first day and no later than every Monday by pick up. Tuition can be paid weekly, bi-weekly, or monthly. You can make payments via

Paypal, by check, money order, or cash. A Child's Palace is authorized to receive payments from local child care assistant programs.

A non-refundable security retainer equivalent to one week of care is required upon enrollment and will be applied to the last week of care. **In the event your child does not start care by the agreed upon date, your spot will be forfeited and your deposit non refundable.** Tuition must be paid weekly on Monday morning. If payment is not made by pick up time on Monday, a reminder text will be sent Monday evening. Your child will not be permitted to return to school until payment is made. The late payment fee of \$5 per day per child will be assessed. You can also opt to pay bi weekly or monthly. All days reserved as open are paid whether your child attends or not.

I do not issue refunds. In the event you over pay, the credit will be applied to your next week's tuition. In the event you have a balance after your child's last day, all applicable fees including the required two (2) week's notice will be subtracted from any balance prior to a final refund being issued.

State Child Care Subsidy

A Child's Palace is authorized to receive payments from local child care assistant programs. If you are receiving child care assistant from the state, you may have a monthly co-payment that is set by the child care contract. All co-payments are paid on the last day of the month. Your child will not be permitted to return to school until payment is made.

Fees

Late Pick-up Fee

A Child's Palace has a firm 5:30 closing time. After hours care is by appointment time only.

Late fees will be assessed beginning at 5:30 p.m. and will be due when you pick up your child. **One late pick-up is granted.** The person who is picking up your child late may not exceed 15 minutes past closing without a late fee charge. After the one late pick-up has been used, late charges will be assessed for tardiness. This policy will be strictly enforced. Habitual late pick-ups will result in termination of services.

Late Payment Fee

Accounts not paid in full by drop-off Monday morning (or as stated) will be assessed a \$5 per day late fee until payment is received. If you are receiving state assistant you are financially responsible for any late fees incurred that are not covered by your state financial program.

Returned Check Fee

There is a \$50.00 fee for all returned check as well as any fees incurred due to the returned check. All future payments may be required in cash, or with a money order.

Receipts and Statements

Receipts will be given only upon request. I will keep track of your tuition payment throughout the year for tax purposes. You will receive a **Year End Tax Statement** by the end of January with the total amount paid for childcare/preschool services for the previous year. Payments for field trips and extra curricular activities are NOT included on the Year End Statement, as field trip costs are not a part of your child's tuition and are not tax deductible (I do not claim it as my income).

***It is the responsibility of the parent to contact me for a Year End Statement should your child no longer attend A Child's Palace.

Drop off/Pick up Procedures

Drop offs will not be allowed between 12:30pm and 2:45pm. This is the time when children will be resting and children who arrive at this time may disrupt those who are sleeping. Pick ups are allowed during this time. Please let me know in advance so that we can have your child ready to go.

Without proper authorization, your child will not be released to anyone other than those who are listed on the child's release form, to the police, or to child protective services. All individuals other than the parent/guardian will be required to show identification such as a driver's license, before the child will be allowed to leave with that person. **NO EXCEPTIONS.** This is for the safety of your child and is according to California State Licensing Laws.

During the months of September through June my own children are in school and I leave at 7:30am to get them to school on time. If you have any questions or concerns you need to talk to me about, please leave me a text/voice message and I will return your text/call during nap time. **For the safety of the children, please closed the green gate when entering and leaving the facility.** This will help prevent children from running ahead of parent out into the street.

Absence(s)

Parents are required to notify me by 8:00am if their child will be absent for the day. Please be courteous and text me if your child will not be attending school or daycare for the day or will be arriving later than his or her scheduled time.

You must let me know two weeks prior to when your child will be absent due to vacation **AND** 50% of the current child care fee must be paid in advance for vacation hold so that your child's spot will be held. If you find it necessary to remove your child for an extended period (more than 2 weeks), please notify me immediately. If your child will be absent for the week, payment must be received the Friday prior to the scheduled absence in order to secure your child's space. If you are receiving state funds, you are financially responsible for any late fees incurred, as well as days absent. The state does not pay for absences.

After Hours Care

As I am busy with my own family, after hours care is only provided when arrangements are made. Should you be faced with an emergency that will keep you from picking your child up on time, please notify me right away. **You will be responsible for the late pick up fee of \$1 for every minute your child is picked up late.** Should you NOT notify me that you will be late picking up your child, I will begin contacting your emergency contacts promptly at 5:30. I am approved for over night care. Should your child need to spend the night, your rate will be according to the non-traditional hours of care rate (see rate sheet). **Habitual late pick-ups will result in termination of services.**

On occasion I will open my home up for Parents Night Out (PNO). See me for pricing and more information.

Closures

ACP is open Monday-Friday from 7:00am to 5:30pm and is closed in observance of the following holidays listed below. If a holiday falls on a Saturday, A Child's Palace will close the Friday before. If the holiday falls on the Sunday, I will close the following Monday.

New Year's Day	Memorial Day	Veterans Day
Dr. Martin Luther King Jr Day	4th of July	Thanksgiving Day
Washington's Birthday	Vacation week (TBA)	Day After Thanksgiving
Lincoln's Birthday	Labor Day	Christmas Break(1 week)
Good Friday (close @ 3pm)	*Columbus Day	New Year's Eve Day

****Please note: Watch for signs for payment due dates during holidays and closures

We reserve the right to close for vacations two (2) weeks out of the year. Proper notice will be given to all parents so that other arrangements can be made. Payments are not required during my vacation closures. Parents are responsible for providing their own back up care for illness, holidays, and provider's vacations.

Clothing Supplies

Your child must be appropriately dressed and ready to begin the day upon arrival. Parent must provide an extra change of clothes (outer wear and underwear) labeled with the child's name on each garment. Parents with infants are required to provide diapers, wipes, napping blanket, formula, baby food and any other necessary items (i.e vaseline, ointment, etc). **All items must be labeled with the child's name.** I will notify you when your child's supply is running low. Your child will need a nap/rest blanket and crib size sheet. Nap blanket will be sent home every Friday to be washed and returned on Monday morning. **For an additional fee of \$10/month, I will wash your child's things every weekend.**

Personal Belongings

We will not be responsible for lost, stolen, or damaged items. Please leave valuable belongings at home. **Food, gum, candy, and all valuable belongings such as jewelry are NOT allowed at the facility at any time.** All personal belongings must be clearly marked with the child's first and last name. Toys are only allowed once a month on share day.

Proper Attire

Children participate in painting, coloring, sandbox play, chalk and other various messy activities. I will not be responsible for "cute" clothes getting stained and dirty. Your child will received a free school t-shirt upon enrollment. **School t-shirts are provided for children 3 years old and older** and should

be worn every Friday with blue jeans (this is not mandatory). **School t-shirts must be worn on days we have scheduled field trips (mandatory). Absolutely no open toe shoes are to be worn at school.** Children must wear shoes that cover the entire foot. Shoes such as sandals do not provide enough support for outside play. Sandals also cause more falls than other types of shoes. The soles of sandals are more slippery on play equipment and cement; and dirt and rocks can cause injuries on uncovered toes and heels.

Sunscreen

Parents are required to apply sunscreen all over their child prior to arrival every morning when the weather is hot. You must bring a signed note indicating that you would like for staff to reapply sunscreen as needed. You must also provide the sunscreen.

Mailboxes

Each child will have a “mailbox” with his or her name on it. Please be sure to check your child’s mailbox daily for any crafts or activities your child may have completed throughout the day. This is also my best communication tool with families as I put important letters and other communication forms in there.

Transportation

A Child’s Palace does not provide transportation at this time.

Meals and Snacks

A Child’s Palace (ACP) is a participant in the Comprehensive Child Development Food Program (CCDFP). All enrolled children are eligible to receive free meals. CCDFP will reimburse providers for 2 meals and 1 snack daily. **ACP focus on providing a wide variety of nutritional whole foods such as fresh fruits, vegetables, beans, and lean meat.** On occasion, children are given frozen goods like fish sticks and chicken nuggets, however, these processed goods are kept to a minimal. I do not give children canned vegetables, ravioli or spaghetti or anything of that nature nor do I offer fried foods. Snacks consist of whole grain bread products (crackers, toast, cereal, etc), fresh fruits or vegetables. Lean meat consists of chicken, turkey, and beef. I do not give the children pork (except for pepperoni on pizza). Special treats are provided for special occasions, like birthday and holiday celebrations. Water is always available and is given to children throughout the day. A weekly menu is

posted at the front near the Parent Corner. Please feel free to take a picture of the menu with your phone so that you can have it as a reference. Menus can also be found on our website at www.achildspalaceschool.com.

Meals and snacks are served at the following times:

Breakfast.....8:30-8:50am

Lunch.....11:30-12:00pm

Pm snack.....3:30-3:45pm

Please note: should your child arrive later than the indicated mealtimes, you will be responsible for feeding him/her. **PLEASE DO NOT BRING YOUR CHILD TO SCHOOL WITH ANY FOOD EXCEPT FOR SPECIAL OCCASIONS OR CONDITIONS REQUIRING SPECIAL DIETS.**

Parents are required to supply baby food, cereal and formula. I will have extra baby formula and cereal for emergency situations which will be the brand of my choice.

Food Allergies

Please notify me if your child has any known food allergies so that I may provide you with the appropriate form that will need to be completed by you.

Celebrations

At A Child's Palace we love to celebrate! Each child's birthday is his/her special day. We will celebrate every child's special day with cupcakes. Other celebrations include Friendship Day in February, Saint Patrick's Day in March, Easter Egg Hunt in April, Harvest Day in October, Thanksgiving in November, and Christmas in December.

Daily Schedule

The TV is rarely on during regular hours of care and then only to watch educational programs or activities. Children participate in age-appropriate activities throughout the day. Activities include a balance of quiet, active, individual and group sessions as well as indoor and outdoor play. Children participate in learning ABC's, numbers, shapes, colors, math concepts and beginning writing. Arts and craft activities are every Friday which will alternate to include painting, drawing, building, coloring. Children play and participate in games to aid in social and physical development. All children have a

nap/rest period during the day. They rest on an individually assigned pad or in a crib. We do have a schedule that we follow. The schedule helps children know what is coming next which allows them to think ahead about their day. The daily schedule serves as a guide, but may change due to weather, mood of the children, or a new activity that the teacher wants to present to the children.

MORNING

7:00.....facility opens/free play/Table toy/Puzzles
8:30.....breakfast served
8:50.....clean up/transition
9:00.....circle time/music & movement (large group)
9:20.....clean up/transition
9:30.....morning lesson (small groups)
9:55.....clean up/transition
10:00.....table time/every Friday is arts and crafts
10:30.....clean up/transition/potty
10:45.....outside play time
11:45.....clean up/transition to lunch

AFTERNOON

12:00.....lunch
12:30.....clean up/transition/story time/table toys
12:45.....rest period/staff lunch/staff clean up
3:00.....rest period over/transition
3:30.....afternoon snack
3:45.....clean up/transition
4:00.....outside play
4:45.....transition
5:00.....free play/prep for departure
5:30.....facility close

Summer Program

As with the school year we have a very interactive summer program. When the weather is not too hot, we spend most of our time outside gardening, bug hunting, water painting, backyard toy car and bike wash, running under the sprinkler, picnics, nature walks and more. Our summer program schedule is created around themes like sports week, dinosaur week, explore week, Luau week, etc. Please be sure to provide summer clothing, swim diapers (if needed), a white towel and water play shoes (no sandals). Please make sure that your child's cubby has an appropriate change of summer clothing.

Sandals, crocs, and thongs are cute; they are cool and comfortable, but they are not appropriate for school.

Toilet Training

Please let us know when you are ready for us to toilet train your child. **There is a \$25 fee to toilet train your child.** I suggest training when the child shows readiness to learn. Signs of readiness usually occur between the 2nd and 3rd birthday year. Signs can include: staying dry for several hours, seeking privacy for having bowel movement, able to communicate by sign, sound, word or act the need to use the toilet and or showing a preference for clean diapers. When your child shows signs of readiness you can let us know that you are beginning the process, and we can discuss ways to coordinate efforts between home and school. During toilet training your child is required to wear elastic waist pants, shorts or dresses. **Please do not send your child to school with clothing on that are overalls or suspenders or those that have zippers, buttons, snaps, or belts.** It is best to keep clothing simple. Learning to use the toilet should be kept as stress free as possible. The most common cause of resistance to toilet learning occurs when the child feels pressured, is scolded for accidents, is forced to sit for too long or s/he is not ready. Toilet learning is a process. Some children are ready sooner than others and some learn faster than others. Your child's individual pace is our guide. It takes time, and children are more cooperative and more successful when adults are patient, supportive, and relaxed. If you do not want us to toilet train your child, you must provide a sufficient number of diapers or pull ups.

Discipline Policy

Corporal punishment (hitting or spanking) WILL NOT be used at A Child's Palace. Because young children are learning how to be independent and gain new skills, we support them in a way that helps them understand their behavior.

1. When possible we let children solve their own problems.
2. When the child forgets or disobey rules, we use firm and friendly reminders rather than harsh reprimands.
3. For children who say no or refuse to cooperate, we redirect their attention.
4. We explain reasons for limits in simple words.
5. We help children build self-control through positive guidance and feedback.

Biting Policy

Biting will NOT be tolerated. To ensure the safety of the children in my care I will enforce a strict biting policy. If a child bites or begins to bite, the child and the parent will have a few weeks to correct the aggressive behavior. I understand that biting in young children is typical in normal early childhood development. However, I do believe it is best to set limits for aggressive behavior such as biting.

Biting can occur for many different reasons such as anger, frustration, fear, teething, attention, reaction, over stimulation, lack of language, and curiosity. We must work together to recognize the triggers that cause biting and redirect the child.

The following steps will take place when biting occurs:

1. I will attend to the bitten child by comforting him or her and clean the area with soap and water. Ice will be applied to help minimize bruising.
2. The child who did the biting will be removed from the setting and in an age appropriate manner I will explain that the behavior is unacceptable by using words like “biting hurts”, or “we bite food, not people/our friends”.
3. The incident will be documented on an “injury report” form that will need to be signed by the parent of the biter and the provider. The parent will receive a copy of the signed form, and the original will be placed in the child’s file.
4. The child who did the biting will not be identified to the parent(s) of the bitten child and medical information may not be given per California State Child Care Regulations.

Health

I am a strong advocate for Health and Wellness. The floors, bathroom, toys and equipment are cleaned daily. We teach children how to properly wash their hands and we reinforce good manners. The facility is kept clean and is conducive to learning and playing.

Illness Policy

I OPERATE A “WELL” CHILD FACILITY.

PLEASE DO NOT BRING YOUR CHILD TO SCHOOL IF HE OR SHE IS SICK OR NOT FEELING WELL. THE HEALTH DEPARTMENT PROHIBITS THE ADMITTANCE OF ANY CHILD INTO A CHILD CARE FACILITY WHO EXHIBITS ANY OF THE FOLLOWING SYMPTOMS:

1. Rash
2. **fever 101 degrees or higher**
3. **diarrhea that morning or since going to bed the night before**

4. **vomiting that morning or since going to bed the night before**
5. fatigue that prevents participation in regular activities
6. **excessive runny nose with green colored discharge**
7. discharge from ears or excessive ear rubbing or pulling
8. **discharge from eyes, pink eye (infectious conjunctivitis) or other eye infection: until 24 hours after treatment started**
9. communicable diseases(chicken pox, mumps, measles, etc.)
10. scabies, head lice or other infestation: until 24 hours after treatment and free from nits
11. impetigo: until 24 hours after treatment started
12. strep throat
13. oral herpes (if child is drooling or lessons covered): until lesions heal
14. **persistent cough**, especially if child's coughs up colored sputum

If you are unsure if your child can attend A Child's Palace with their symptoms ask yourself the following questions:

Does my child feel well enough to participate comfortable in the program activities?

Can staff attend to my child without compromising the care of the other children?

If in doubt, please call before bringing your child to school/daycare.

Should your child become ill while at school, you will be notified immediately to discuss the best course of action concerning appropriate care and pick up. You will be required to make arrangements to pick up your child immediately. **Before returning to school, your child must be free of all symptoms for 24 hours without the help of medicine or be accompanied by a doctor's note.**

I will be able to safely care for your child should I become mildly ill. However, if A Child Palace is closed due to illness of provider, illness of provider and assistant at the same time, or the outbreak of a communicable disease, you are responsible for finding alternate care for your child. **Payments are still required for these closures.**

Immunizations

Up to date immunization records are required before enrolling and must be kept up to date during the child's enrollment. Governor Brown signed Senate Bill (SB) 277 on June 30, 2015. This bill no longer

permit immunization exemptions based on personal beliefs for children in child care, public and private schools.

Medication

Prescribed medication can be administered to children after an authorization form is completed. All medication must be prescribed in the child's name, with dosage, doctor's phone number, and expiration date clearly visible. All medication must remain in the original container. All medication must be handed over to an adult and not left in the child's bag. Over the counter cold remedies or analgesics will not be given without a prescription.

Injuries/Accidents

Children will engage in different activities that are safe, developmentally appropriate and fun. Although we do not anticipate injuries, accidents do occur. Please familiarize yourself with the following procedures should a medical emergency arise.

1. If your child requires immediate medical attention you will be contacted immediately.
2. In the event a serious incident occurs, 911 will be called and if needed your child will be transported by ambulance to the nearest medical facility and then you will be called.
3. If a parent can not be reached, I will notify listed emergency contacts.
4. Someone will accompany and stay with your child until you arrive, provided I am able to find care for the remaining unhurt children.
5. All cost incurred will be your responsibility.
6. You will be notified of all injuries.
7. Person supervising at that time will fill out an accident report. You will receive a copy and a copy will be kept in the child's file.

****All injuries, minor and major, are recorded in the Injury Log Book. You will receive an Injury Report describing how, when and what happened for all injuries.**

Upon arrival your child's teacher is required to do a visual health check. The health assessment of the child will inform staff of any new health concerns or medical conditions that your child may have. Any new health issues (bruises, broken bones, etc.) will be dealt with on an individual basis.

You must inform your child's teacher should your child arrive to school with an injury that happened outside of school. You must exam your child upon pick up and notify me immediately if you notice any unknown marks or bruises. We have a very interactive program. Children fall and they often do not cry or pay it any attention; bruises sometimes show up much later. When your child's teacher is aware of a fall, bump or anything of that nature, she will immediate apply ice and make a note of it.

Please inform staff of any disease your child may have been exposed to within 24 hours so that other parents can watch for signs of that illness in their child and seek medical advice when necessary.

Emergency Plan

Emergency plans for earthquake, fire, flood, lightening storm, are posted on the bulletin board. We have made preparations for such situations should an emergency occur while your child is here at school.

Withdrawal

Withdrawal of child by parent;

1. You must provide a written notice two weeks in advance when child care services are no longer needed.
2. Two weeks of tuition can be made in lieu of a two week notice.
3. You have the option of giving one week of written notice and one week of tuition payment.
4. Your retainer fee will be applied towards your last weeks of care.

In the event I find it necessary to end our business agreement, I will also give the parent two-week written notice. Exception, I reserve the right to immediately terminate any child/family from the program for any of the following reasons:

1. Non-payment of child care fees
2. Destructive behavior
3. Failure to abide by the policies set forth in this handbook
4. Consistent late pick-ups or unreported absences
5. Irreconcilable differences between the parent and provider

Parent Information

Parent Rights

As a parent you have the right to enter and inspect the facility without advance notice. You may exercise this right anytime during normal hours of operation. You have the right to file a complaint against the facility with the licensing agency. However, I ask that you try to resolve the issue with me first. You may be denied visitation to the facility if you are behaving in a way that poses a risk to children in the facility or in the event that a custodial parent did not give a written request to permit the non-custodial parent access to the child. **You must contact me immediately in the event there is a change in your:**

1. Address
2. Phone number
3. Employment address and phone number
4. Emergency contact
5. Information in child's history report
6. Authorization to release child to any persons not listed on the existing form

Separation

It is normal for some children to have difficulty separating from parents in the morning. Please be brief during this transition time. The longer you prolong the departure the harder it becomes for your child. A smile, cheerful good-bye kiss, and a reassuring word that you will be back are all that is needed in the morning. In my experience, children are usually quick to get involved in the activities as soon as the parent leaves. **Please do not leave without telling your child goodbye.** Separation anxiety in children are often tied to fears of abandonment. It is important that they know that you will be coming back for them. By saying goodbye and telling your child that you will be back, you are reassuring him or her that you will return. **Sneaking out will only add to your child's anxiety.**

Rewards & Referrals

Refer a friend or family member and receive a cash back reward. When your referral enrolls and remains enrolled for three months you will receive a \$75 discount towards your child care tuition or a \$75 gift card.

Family Resource Area

You can view photos taken of the children anytime by visiting our website at www.achildspalaceschool.com. Upon enrollment you will receive the username, password and instructions to view school photos. Photos are posted monthly. Our facility is also on Facebook, if you have an account you may search for A Child's Palace School and add us as a friend. Only family members and friends of family of children enrolled will be added to our profile. A copy of this parent handbook is also available in our online Family Resource Area.

Morning Coffee on the House

Enjoy a hot beverage on us. Bring your own cup or travel mug and grab a hot cup of coffee when you drop your child off in the mornings.

Parent Book Swap (PBS)

Children are great imitators, so give them something great to imitate. Show your child that you read too. Snuggle up with him or her and let them browse through all their books while you read as well. Stop by the Parent Corner located near the front entrance and pick a book to take home with you. When you take a book please be sure to bring one to leave. All books should be in good readable condition.

Parent's night out (PNO)

Go ahead and make plans for that special night out with your significant other or with friends! Why call a babysitter when you have me to provide professional child care for your child. I got you covered! On occasion I am available to care for your little one during after hours. Ask me about pricing and more information.

Communication

Please visit our website at www.achildspalaceschool.com for more information about our school, activities, lesson plans, and more. Our quarterly newsletter is also posted on the website for parents to stay up on what the kiddos have been up to, upcoming closures, and a host of other fun facts and info. Here I have posted living well healthy tips for all my busy moms called Busy Moms Living Well (BM_LW). The same great information can apply to dads as well.

Modification/Amendments

I reserve the right to modify and or amend this agreement anytime. A written notice will be provided and changes will take effect two weeks upon receipt of notice. Any changes in government-subsidized reimbursement rates shall be effective immediately and do not require any prior notice to parent.

Thank you and welcome to A Child's Palace, ***A Child's Dream Learning Environment.***

Pamela Hill, Facility Owner
Child Care Specialist