

A Child's Palace Parent Handbook

Introduction

Welcome to A Child's Palace In Home School and Child Care. Choosing a childcare 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 their growth and development. I provide childcare services in a relaxed environment where children are allowed to be children and families are always a priority. Family involvement is essential to any quality childcare 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 they look to and depend on. I take this role very seriously as a childcare professional and as a way of life.

Please respect my profession. I am a self-employed, licensed childcare 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 Caregivers. I hold certifications in Health Coaching, Sports Fitness Nutrition, and Fitness Training. I received a Bachelor's degree in Community Health Education with a minor in Child Development. I continued my education to pursue a Master of Science in Health Care Management. To ensure I stay up-to-date and well-informed, I regularly attend classes and workshops to enhance my knowledge of child development.

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 their children's first and primary teachers, 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 can 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, I can modify or change the environment to include children with special needs. For example, for a child with Attention Deficit Hyperactivity Disorder (ADHD), a mild disability that affects their ability to focus and regulate their impulses, I can designate a quiet, calm area where the child can retreat when feeling overwhelmed or overstimulated or allow

for short, scheduled movement breaks where the child can release excess energy through activities like stretching, jumping, or a short walk.

This handbook will provide guidelines governing my child care contract and will be used as a guide in my joint effort with you in caring for your child(ren). Please read the handbook thoroughly, as it covers essential policies and procedures that pertain to childcare services. Please let me know if you need clarification on any of the information in this handbook. **Once you have read the handbook, please sign the last page indicating that you have read it 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 contact me at (562) 400-7737. Thank you for choosing me as your childcare provider.

Best Regards,

Pamela Hill, Facility Owner

Certified Infant & Toddler Caregiver

About A Child's Palace Daycare

Our licensed facility offers childcare and learning in a home environment. Our preschool and pre-K program offers a small group size with a low student-to-teacher ratio, allowing the teacher to 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 program offers a setting where children feel secure, and caregivers meet their physical and emotional needs. Caregivers encourage talking, motor development, and exploration. As a professional, I 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 helps 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 into building and strengthening my program so that children will strive to be their best.**

My Mission

My mission is to instill in children a lifelong love for learning by providing age-appropriate learning material in a nurturing environment while adhering to the cultural differences of each family.

My Philosophy

My child care program is built upon a child-centered philosophy that prioritizes each child's well-being, development, and safety. I believe in fostering a nurturing, inclusive environment that promotes learning through play, exploration, and social interaction. I believe in providing an environment rich in material to explore, manipulate, and talk about. Children are encouraged to question, experiment, think, and reason.

My Goals

- To provide a nurturing environment, focusing on recognizing each child's needs.
- 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

Safety and Security

Your child's safety is my top priority. We maintain a secure facility. Doors are locked at all times, and our staff is trained to respond to emergencies effectively. We have age-appropriate safety measures in place, including childproofing and regular safety drills.

Curriculum and Learning:

Our program offers a structured curriculum that aligns with age-appropriate developmental milestones. We focus on cognitive, social, emotional, and physical development through play-based learning, educational activities, and outdoor experiences.

Alongside academic teaching, I teach from a virtue philosophy and train my staff to do so as well. A virtue philosophical curriculum in early childhood development is an educational approach that focuses on cultivating positive character traits, values, and virtues in young children. These may include honesty, respect, kindness, empathy, responsibility, courage, fairness, and gratitude. This curriculum goes beyond academic knowledge and strongly emphasizes fostering ethical and moral development. It aims to instill qualities that promote good citizenship, empathy, kindness, and responsible behavior.

Learning about virtues is not just theoretical; it involves practical application. Hands-on activities, such as cooperative games, group discussions, and creative projects, allow children to practice virtues in real-life situations. For example, children might work together on a project to learn about teamwork and cooperation.

The virtues and values instilled in early childhood serve as a foundation for lifelong learning and ethical decision-making. Children who receive a virtue-based education are better equipped to navigate challenges, make responsible choices, and contribute positively to their communities as they grow older.

In summary, a virtue curriculum in early childhood development is a holistic approach that recognizes the importance of character development alongside academic learning. It aims to nurture children into well-rounded individuals with a strong moral compass, empathy, and the capacity to make ethical decisions in their personal and social lives. This approach contributes to the overall well-being and positive development of young children.

Sign in and Out

Please remember to sign your child in and out daily. I must 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 pick your child up. Text messages and emails are accepted.

Enrollment

We do not discriminate based on race, color, national and ethnic origin, or religion. Children are accepted as space requirement permits. Enrollment is open to infants 12

months to children up to 5 years old. On occasion, I will accept children between 6-11 months. This is at my discretion and depends on staff and the number of children enrolled. The first two (2) weeks of care are a trial period for the provider, parent, and child. This agreement may terminate at any time 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 due to false or incorrect information provided by the parent in the enrollment process.

Forms

It is a violation of state law to provide care without the following papers completed and signed. I will only assume care of your child(ren) if the necessary paperwork, fees, and supplies are received. All forms are kept confidential and are for my records only.

Complete and return:

1. All forms required by the Department of Social Services
2. All About Your Child
3. Copy of Immunization Record
4. Parent-Provider Child Care Contract
5. Form acknowledging receipt of Parent's Handbook

Tuition

You have the option of paying tuition weekly, bi-weekly, or monthly. You must pay your child's child care tuition before the week care is provided, whether paid weekly, bi-weekly, or monthly. You can pay via Venmo, Zelle, CashApp, or cash. A reminder message will be sent if payment is not made on time. All days reserved as open for business are paid days whether your child attends or not.

Enrollment fees include a one-time registration fee and a security deposit. The non-refundable security deposit is equivalent to one week of care and will be applied toward your child's last week of enrollment if proper notice is provided.

Child Care Subsidy Programs

I work with some state subsidy programs. Please see me for more information about their program. If the agency does not fully cover the cost of care, you must pay the balance of what they do not cover. The fee must be paid weekly, bi-monthly, or monthly (see the tuition section for more information on payment guidelines).

Subsidy programs do not cover late pick-up, potty training, and retainer fees. Certain programs will cover registration fees.

Late Payment Fees

Accounts not paid in full by the stated time will be assessed a \$5 per day late fee until payment is received. If you are receiving state assistance, you are financially responsible for late fees (co-payments, late pick up) not covered by your state agency program.

Returned Check Fee

There is a \$60.00 fee for all returned checks and any expenses incurred due to the returned check. All future payments may be required in cash or with a money order.

Late Pick-up Fee

A Child's Palace has a firm 5:30 closing time. After-hours care is by appointment only. Late fee calculation will start at 5:31 p.m. Fees are due before the next-day service. **You must proactively pay your late pickup fee of \$3 per minute per child.** Please notify me immediately if you face an emergency that will keep you from picking your child up on time. If you do not contact me to inform me that you will be late picking up your child, I will contact your emergency contacts promptly at 5:45. **Habitual late pick-ups will result in the termination of services.**

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 services for the tax year. Payments for late pick-up are NOT included on the Year End Statement, as these costs are not a part of your child's tuition and are not tax deductible (I do not claim it as my income). Late pick-up goes towards our party/toy fund program.

You are responsible for contacting me for a year-end statement if your child no longer attends A Child's Palace.

Parking

If at all costs, try to avoid blocking our driveway when parking to pick up or drop off your child(ren); however, I understand that parking can be tight. In cases that you must, please make your drop off/pick up quick. Please leave the driveway open for those occasions when grandparents or parents with more than one child are picking up children and need that space to park. Please be considerate of our neighbors and do not park your car in the middle of the street to drop off or pick up your child. You must park your vehicle 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.

Drop off/Pick up Procedures

Drop-offs are not allowed between 11:30am and 3:00pm. Arrival 30 minutes before transitioning to lunch and rest will give your child time to play and interact with friends. Rest period is at 12:15/12:30, and your child needs plenty of active play before a nap.

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 listed on the child's release form, to the police, or 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 can leave with that person. This is for your child's safety and is California State Licensing Law. Even if the unauthorized person is still waiting for authorization after 5:30, the late pick-up will start promptly at 5:31pm. Authorizations can be sent via text or email. Your authorization request must include the person's first and last name and a parent's signature authorizing the pickup.

Absence(s)

Parents must notify me by 8:00am if their child will be absent for the day. Please text me if your child will not be attending daycare for the day or will be arriving later than their scheduled time.

Please provide a two-week advance notice when your child will be out due to vacation. To hold your child's spot, 50% of the childcare tuition must be paid before going on vacation. If you need to remove your child for an extended period (more than two weeks), please notify me immediately.

Closures

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

New Year's Day	Labor Day
Dr. Martin Luther King Jr. Day	President's Day
Good Friday	Thanksgiving Day
Memorial Day	Day after Thanksgiving Day
Fourth of July	Christmas Day

See parent handout for a complete list of school closure days for the year

I reserve the right to close for vacations three (3) weeks out of the year. I will close one week during the summer months, one week during the Christmas holidays, and the 3rd week will be broken up into five days scattered throughout the year. Proper notice will be given to all parents so that other arrangements can be made. Payments are not required during my weekly vacation closures.

Parents are responsible for providing backup childcare for the child's illnesses, holidays, emergency closures, and scheduled vacations. Yearly closures are sent home in January so that you can plan ahead.

Closures Due to Natural Disasters and Payment Policies:

Safety First: In the event of a natural disaster, the safety and well-being of our children, families, and staff are my top priorities. I may need to close the facility temporarily to ensure everyone's safety.

Communication: I will keep you informed about any closures or emergency procedures through text messages. Please ensure your contact information is up-to-date to receive timely notifications.

Payment Considerations: During closures caused by natural disasters, you are still required to pay tuition fees unless otherwise stated. This ensures that your child's place at our center is secure, even during challenging times.

Resumption of Services: I will strive to reopen as soon as it is safe to do so. I appreciate your understanding and cooperation.

My primary concern is the safety and welfare of your children. I am here to support you through any challenges that may arise due to natural disasters. My facility is not just a service provider; we are a community that cares for one another. I remain committed to supporting families during difficult times and will do my best to assist you with any concerns related to payments, resumption of services, or other matters.

Your child's well-being and your peace of mind are my utmost priorities. I am here to collaborate with you and ensure that, even during natural disasters, your child's place at my facility remains secure and your family feels supported throughout the recovery process. Please do not hesitate to contact me for any questions or concerns regarding payments or any other aspect of our services.

Provider's Personal Emergencies and Temporary Closure:

As your child's caregiver, I am dedicated to ensuring their safety and well-being. However, there may be rare occasions when I may face personal emergencies such as illness or the unfortunate loss of a family member. In such instances, I will promptly communicate

my plan for temporary closures while I tend to my family matters. I will do my best to have backup employees in place. Please understand that your child's care remains my top priority, and I will work diligently to minimize any disruption. Rest assured that I will keep lines of communication open and provide you with necessary information during these temporary closures (if needed).

While I understand the inconvenience these closures may cause, it's important to note that your child's spot is secured regardless of these temporary disruptions. Therefore, regular tuition payments are required to be paid, even during provider emergency closures.

If you have specific questions, please reach out to me. I am here to support you, answer your questions, and work with you to find the most suitable solutions while ensuring that your child's care remains our top priority. Your understanding and cooperation during these exceptional situations are greatly appreciated.

Clothing Supplies

Your child must be appropriately dressed and ready to begin the day upon arrival. Parents must provide an extra change of clothes (outerwear and underwear) labeled with the child's name on each garment. Parents must provide diapers, wipes, a napping blanket, a crib/mat fitted sheet, formula, baby food, and other necessary items (i.e., vaseline, ointment, etc.). **All items must be labeled with the child's name or initials.** I will notify you when your child's supply is running low. Nap blanket will be sent home every Friday to be washed and returned on Monday morning.

Personal Belongings

I 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.**

Proper Attire

Children participate in painting, coloring, sandbox play, chalk, and other messy activities. I will not be responsible for "cute" clothes getting stained and dirty.

Absolutely no open-toe shoes are to be worn at school. Crocs are ok and should be worn with socks. Children must wear shoes that cover the entire foot. Shoes such as open-heel sandals do not provide enough support for outside play. However, sending your child to daycare with sandals on is entirely up to you.

Sunscreen

I highly recommend applying sunscreen all over your child before 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.

Transportation

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

Meals and Snacks

A Child's Palace (ACP) participates in the Comprehensive Child Development Food Program (CCDFP). All enrolled children are eligible to receive free meals. CCDFP will reimburse providers for two meals and one snack or one meal and two snacks for each child daily. **ACP focuses on providing a wide variety of nutritional whole foods such as fresh fruits, vegetables, beans, and lean meat.** I do not give children canned vegetables, canned ravioli or spaghetti'o, or anything of that nature, nor do I offer fried foods. Snacks consist of whole grain bread products (crackers, toast, cereal, etc.), fresh fruits, and vegetables. Lean meat consists of chicken, turkey, and beef. I do not give children pork, except for pepperoni on pizza. According to CCDFP, whole milk must be given to children 12 - 23 months, and reduced fat milk is given to children 24 months and older. The parent must provide specialized milk as it is not reimbursed by CCDFP. Special treats are provided for special occasions, like birthdays and holiday celebrations. Water is always available and is given to children throughout the day. A weekly menu is posted at the sign-in/out desk. Please feel free to take a picture of the menu so that you can have it as a reference. Meals and snacks are served at the following times:

Breakfast.....7:30-7:45am

Am snack.....9:45-10:00am

Lunch.....11:45-12:15pm

Pm snack.....3:15-3:30pm

Please note: Should your child arrive later than the indicated mealtimes, you will be responsible for feeding them. **PLEASE DO NOT BRING YOUR CHILD TO SCHOOL WITH ANY FOOD EXCEPT FOR SPECIAL OCCASIONS OR CONDITIONS REQUIRING SPECIAL DIETS.** Please refrain from allowing your child to bring food or drinks into the facility. While I understand that children may have their favorite snacks or treats, it is important to consider the safety and health of all children in our care. Food allergies and potential choking hazards are just some of the concerns.

Additionally, bringing food from home can also lead to potential messes and the spread of germs. I want to maintain a clean and hygienic environment for everyone, and your

cooperation in this matter is greatly appreciated. **Should your child arrive with food in their hands, it will be immediately taken and put away.**

Parents with infants under 12 months must supply baby food, cereal, and formula. I will have extra baby formula and cereal for emergencies, which will be my chosen brand.

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 their special day. We will celebrate every child's special day with cupcakes or another special treat. 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 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 and indoor and outdoor play. Children participate in learning ABCs, numbers, shapes, colors, math concepts, and beginning writing. Arts and crafts activities are every Friday, which will alternate to include painting, drawing, building, and 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 the weather, the mood of the children, or a new activity that the teacher wants to present to the children.

MORNING

7:30.....facility opens/free play/Table toy/Puzzles
7:30.....breakfast served
7:45.....clean up/transition
8:30.....circle time/music & movement (large group)
9:45.....morning snack
10:00.....small group learning

10:30.....clean up/transition/potty

10:45.....outside playtime

11:30.....clean up/transition to lunch

AFTERNOON

11:45.....lunch

12:15.....clean up/transition

12:30.....rest period/staff lunch/staff clean up

2:45.....rest period over/transition

3:15.....afternoon snack

3:30.....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, picnics, and more. We will let you know when your child needs summer clothing.

Toilet Training

Please let us know when you are ready for us to toilet-train your child. **There is a fee for toilet training.** 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 to have a bowel movement, being 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 must wear elastic waist pants, shorts, or dresses. **Please do not send your child to school with overalls, suspenders, 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 they are 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 successful when adults are patient, supportive, and relaxed. If you do not want us to toilet-train your child, you must provide sufficient diapers or pull-ups.

Discipline Policy

Staff can not and will not use corporal punishment (hitting or spanking). Because young children are learning 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 problems.
2. When the child forgets or disobeys 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 the 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, it is best to set limits for aggressive behavior such as biting.

Biting can occur for many reasons, such as anger, frustration, fear, teething, attention, reaction, overstimulation, 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 them and cleaning 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 and sent home. The parent will receive a copy of the signed document, 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 wash their hands properly, and 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 THEY ARE SICK OR NOT FEELING WELL. THE HEALTH DEPARTMENT PROHIBITS THE ADMITTANCE OF ANY CHILD INTO A CHILDCARE FACILITY WHO EXHIBITS ANY OF THE FOLLOWING SYMPTOMS:

1. Rash
2. fever 101 degrees or higher
3. diarrhea that morning before coming to school or since going to bed the night before
4. vomiting that morning before coming to school 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, hand foot mouth disease, 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 the child is drooling or lessons covered): until lesions heal
14. **persistent cough**, especially if the child coughs up colored sputum

If you are unsure if your child can attend A Child’s Palace with their symptoms, ask yourself: Does my child feel well enough to participate comfortably in the program activities? Can staff attend to my child without compromising the care of the other children?

Please call before bringing your child to school/daycare if in doubt.

Should your child become ill 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.**

Immunizations

Up-to-date immunization records are required before enrolling and must be kept current during the child's enrollment. Governor Brown signed Senate Bill (SB) 277 on June 30, 2015. This bill no longer permits immunization exemptions based on personal beliefs for children in childcare, public, and private schools.

Medication

Childcare providers are not allowed to administer over-the-counter medicine of any kind. Medication must be prescribed and clearly show the child's name, dosage, doctor's phone number, and expiration date on the original container. Prescribed medication can be administered to children after an authorization form has been completed. Please hand all medication over to an adult.

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. You will be contacted immediately if your child requires immediate medical attention.
2. If 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 the 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 costs incurred will be your responsibility.
6. You will be notified of all injuries.
7. The person supervising the children will fill out an accident report. You will receive a copy, which will be kept in the child's file.

Upon arrival, we 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 individually.

You must inform your child's teacher should your child arrive at school with an injury that happened outside of school. Upon pick up, you must examine your child 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. Bruises sometimes show up much later. When your child's teacher is aware of a fall, bump, or anything of that nature, she will immediately 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 earthquakes, fires, floods, and lightning storms are posted on the bulletin board. We have prepared for such situations should an emergency occur while your child is at school.

Withdrawal

Withdrawal of child by parent;

1. You must provide a written notice two weeks in advance when childcare services are no longer needed. Your retainer fee will be applied towards your last week of care.
2. Two weeks of tuition can be made in place of a two-week notice.
3. You can give one week of written notice and one week of tuition payment.

I reserve the right to immediately terminate any child/family from the program for any of the following reasons:

1. Non-payment of childcare fees
2. Destructive behavior
3. Failure to abide by the policies outlined 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 regular hours of operation. You have the right to file a complaint against the facility with the licensing agency. However, I ask that you resolve the issue with me first. You may be denied visitation to the facility if you behave in a way that poses a risk to children in the facility or if 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 the child's history report
6. Authorization to release the child to any persons not listed on the existing form

Separation

It is normal for some children to have difficulty separating from their 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, a cheerful goodbye kiss, and a reassuring word that you will be back will help the child settle into care quickly. 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 is 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 you will be back, you are reassuring them 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.

Communication

Please visit our website at www.achildspalaceschool.com for more information about our school, activities, lesson plans, and more.

Modification/Amendments

I reserve the right to modify or amend this agreement at any time. A written notice will be provided, and changes will take effect two weeks after receipt of the notice. Any changes in government-subsidy reimbursement rates shall be effective immediately and do not require prior notification to parents.

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

Child Care Specialist