**Parent Handbook/Policies – Zehra’s Daycare**

The purpose of this Parent Handbook is to outline the policies and procedures under which we operate as licensed child care providers.

**State Licensing Requirements:**

Zehra’s Daycare/Preschool is licensed and complies with all applicable licensing regulations and standards. These standards relate to our home, staff, health, safety procedures, nutrition, care giver to child ratios, and record keeping. We believe that these standards are in the best interest of the children. Our home is subject to inspection by state and city health, fire, and licensing officials.

**Enrollment/Registration Fee:**

First and last week’s deposit is required along with a $50 non-refundable registration fee per child.

**Termination Policy:**

A three week advance written notice from parent or provider is required to terminate the contract with Zehra’s Daycare, with the exception of (provider’s) family emergency, gross misconduct on part of the parent or child, or failure to follow the rules as stated in this handbook and agreement. This is grounds for immediate discontinuation of service. In lieu of written notice, two weeks of pay may also be given to terminate the contract. In cases of non-payment, legal action may be taken, and the parents will pay all legal fees incurred.

**Payment:**

Weekly payment is due regardless of attendance and is due on Monday at drop off or pick up time. If payment is not made by Monday of each week, a fee of $5.00 will be applied starting Tuesday and onward for each following day. Payments may be made by cash or check. A $35.00 fee will be charged if check is returned.

**Over-Time Fee:**

For overtime, $1.00 per each minute will be charged. This includes early drop off and late pick up.

**Hours of Operation:**

Zehra’s Daycare/Preschool will be opened from 8:00 am to 5:00 pm Monday through Friday.

**Authorized Release:**

The child will ONLY be released to the parent/guardian with legal custody or persons over the 18 who are designated by the parent on the Emergency Contact Form. The provider will refuse to release the child to anyone not on the list. The provider will require photo identification from anyone that it is not recognized. The providers will not release the child to anyone including the parents/guardians if they suspect the person in under the influence of drugs or alcohol, or any other substance that they feel may pose a threat to the child.

**Sign In/Sign Out:**

Parents/guardians are required to sign their child in each morning and out each afternoon. This serves as a record of attendance in the case of emergency. Every time someone brings in a child or picks up, he or she must sign in/out. Please advise anyone who is dropping off or picking your child up of this policy. To ensure that the provider is in compliance with any court orders pertaining to the custody of the child, the provider requires a certified copy of the custody order. The provider will keep this information confidential and solely for the safety and well-being of the child. If a new custody order is issued or if a restraining order is issued against either parent, the provider will also need this information on file. It is the policy of the provider to remain neutral in all custody maters and the facility may not serve as a visitation site.

**Open Door Policy:**

Please feel free to come and go at any time throughout the day to visit your child. However, please keep in mind that in doing so it can prove to be disruptive to the other children in our care. During times like these the other children have a hard time listening and following our directions.

**Reporting Child Abuse:**

I am required by law to report any suspected incidents of possible child abuse or neglect. Your child can be questioned by child protective services at any time without your consent.

**Privacy and Discrimination:**

I will abide by the state privacy law. All records and information about your child and family will be kept confidential, unless I have your written permission to reveal specific information (i.e. Speech or developmental delays). I also ask that you respect my privacy and that of my family by not sharing any information you learn about my family without my written permission. For example, contents or layout of my home, unauthorized pictures of my home or family, vacation schedule, routines, etc. I do not discriminate based on race, color, gender, disability, national origin, sexual orientation, or public assistance status.

**Daycare Holidays/Closures:**

I realize your need for reliable daycare and will attempt to give as much notice as possible whenever I must close for any reason. In order to spend quality time with my own family, I will be closed for the holidays.

Daycare will be closed **with** **pay** of the following holidays:

* Presidents Day
* Veterans Day
* Labor Day
* Good Friday
* Columbus Day
* Thanksgiving Day and the day after thanksgiving
* Memorial Day
* Independence Day
* Christmas Eve to New Year’s Day

I also take a ONE WEEK [5 days] of paid vacation during summer. I will give a minimum of 2 weeks’ notice before any closure when possible so you can have time to arrange alternative care for that period. Also, working with exposure to many families and especially children, it is expected that I will become ill occasionally. Therefore, I reserve the right to take up to (5) paid sick/personal days per calendar year. We also use these days for our continuing education classes (CPR, Pediatric First Aid, etc.) in order to keep our childcare license in good standing. Of course, we will give you as much of an advance notice as possible.

**Birthday/Holiday Parties**:

You may bring, if you wish, a small snack to share for your child’s birthday, but is not mandatory.

**Medical and Dental Emergency Procedures:**

Emergency information is kept on file at the daycare. In case of illness or injury this information will be used to notify you, or the person designated by you, of your child's status. If your child is injured while at the daycare, first aid will be administered. If treatment by a doctor is necessary, we will be contacting those listed on file or as the emergency contact.

Note: In case of a serious accident or sudden illness requiring immediate medical attention, the following procedures will be followed.

* A phone call to 911 is made.
* Child's parents (or emergency contacts) are called.
* If necessary, the child is separated from the other children and appropriately cared for.
* Parent, provider, or ambulance takes the child and health records to the doctor or hospital.

**Evacuation Procedures:**

Zehra’s Daycare/Preschool has written policies and procedures for dealing with emergencies and natural disasters. Evacuation plans are posted in the daycare. In the unlikely event, the children will be evacuated to an emergency location, and you will be notified as soon as possible. Our emergency location of choice is at Sunkist Park in Culver City, CA. A notice will be posted at the daycare with all information on the alternative sight.

**Illness:**

For the health and safety of your child and all of the children in our facility, please do not bring your child to daycare sick. In which case we in turn may become sick making it difficult to care for the children at the high standards that we have set for ourselves. We can only care for children with mild cold like symptoms that are otherwise feeling and acting well. Mild cold like symptoms are clear runny nose, slight cough, and a slight or no fever. If you are not sure if your child should be brought to daycare, then please call and check with us. If a child becomes ill during daycare hours the parents will be contacted to pick up their child. Parents need to pick up their children within one hour of being notified. If parents are not available, the emergency contact person will be notified.

Note: Once the child is removed from daycare due to illness, they may not return to daycare until symptoms requiring removal are no longer present. The child must also be void of any contagious disease, unless accompanied by a doctor's note stating the illness in question is not contagious, and the child is otherwise feeling well enough to participate in our daily schedule.

A child with any of the following illnesses must be completely free of any symptoms before returning to daycare. If the child is taking antibiotics for an illness, the child may return to daycare after the initial 24 hours of beginning antibiotics as long as he or she has a slight to no fever (under 100F under the arm), no longer contagious, and is otherwise feeling well enough to participate in our daily schedule. Signs of illness include the following; unusual lethargy, irritability, persistent crying for no reason, runny nose (more than clear), cough (more than slight), difficulty breathing, diarrhea, vomiting, mouth sores, rashes (note from doctor stating non-contagious is ok), pink eye, chicken pox, mumps, measles, roseola, hepatitis A, impetigo, lice, ringworm, scabies, strep throat, scarlet fever, tuberculosis, shingles, and any other contagious disease or rash. Any child with a fever of 100 degrees or above, orally (in the mouth), or axillary (under the arm), may not attend daycare. State law requires that we notify parents of children who have been exposed to certain contagious diseases. Please notify us if your child becomes infected, so a note can be posted.

Note: A fever in and of itself is not all bad (given that it is not too high). A fever is your body’s natural way of trying to protect itself against whatever virus or bacteria is attacking it. Illnesses that cause fevers cannot live in our bodies' abnormally hot environment. However, a fever is an obvious indicator that the child is sick and possibly contagious, therefore requiring exclusion from daycare.

**Medication:**

Both nonprescription and prescription medications, ointments, and creams may be given to your child by myself if needed. Parents are required to fill out the proper form and to supply all medications in their original container. Medications must be labeled with the child’s name, weight, and dosage amount. I suggest keeping a supply of fever reducer of your choice and Benadryl at daycare to be kept for emergencies.

**Child's Absences and/or Vacations:**

If your child will not be attending daycare due to illness or other, please let us know as soon as possible so the day's activities won't be held up waiting for your child to arrive. Also, we need to know how many children we need to prepare meals for. No discounts will be given for your child's absences due to illness or vacations. If your child will not be attending daycare for whatever reason, you are still required to pay.

**Diaper Policy:**

It is the parent's responsibility to provide diapers, wipes, and diaper cream for your child. It is also the parent's responsibility to check periodically to see if or when your child needs more diapers, wipes, and cream, (not the providers). Each child has his or her own clearly labeled diaper bin, either in the infant/younger toddler room or older toddler/preschooler room, depending on the age of the child. Diapers are checked frequently and changed every two hours or more often if required. Diapers containing #2 are changed immediately. The diaper changing tables are cleaned and disinfected between each diaper change, and hand washing of childcare provider and child is performed after each diaper change.

**Toilet Training:**

We are more than happy to encourage potty training as long as the child is ready (typically between 2 and 3 years old). The initial start needs to be done at home for at least two weeks with success before it can be effectively started at daycare. Parents will be required to supply pull-ups and wipes. Children will be allowed to come to daycare in cotton training pants/underwear after they have been accident free for at least two weeks in pull-ups. Communication between parents and the daycare provider is imperative for a successful transition from diapers to toilet.

**Television Viewing:**

Television viewing is only done once or twice a week, no more than a half an hour at a time and is limited to PBS or an educational video. On occasion, usually only on Fridays, we may pick an appropriate children's video to watch. Children are never required to sit and watch TV, and TV is not offered in place of free play or learning activities.

**Toys:**

We have well organized, separate, age appropriate toys for the toddler and infant class. Infants will not be allowed to be around or play with small objects and toys. During the initial adjusting period we encourage your child bring a piece of home with them; a special blanket, toy, or teddy can be very comforting. Photos of family members, neighbors, and pets can be left with us to help remind your child of familiar people if he or she feels lonely during the day. However, please do not bring your child's toys to daycare except on designated sharing/show and tell days. As much as we try to encourage sharing, this seldom works when it is the child's own personal toy. It only causes problems between them and the other children. Never send your child to daycare with toy weapons.

**Miscellaneous:**

Understand that your child may be included in classroom evaluations by State Licensing officials and other parents observing their right to our open-door policy. Understand that your child may be included in pictures connected with our daycare program, unless otherwise specified by you the parent.

**Behavior Management & Discipline:**

We believe that the discipline of a child is achieved through patience, consistency, and positive reinforcement. We also try and teach the children in our care manners, kindness and to be respectful to others. One of the ways in which we do this is by the example we as providers set. We understand that our actions and reactions speak much louder than our words. The children are explained the rules of the daycare frequently, so they know what's expected of them. Once a child is old enough to understand the rules and disobeys them by, exhibiting inappropriate behavior (hitting, aggression, etc.), hurts others, or property, the following developmentally appropriate guidance techniques will be used. These techniques are as follows:

* Positive Reinforcement: The child will be encouraged when he or she is demonstrating acceptable behavior.
* Redirection: The child is redirected to another activity and given an opportunity to try again at another time.
* Time-Out: The child is separated from the group for an age appropriate amount of time (one minute per one year of age). This technique is only used when a child repeatedly will not follow our directions or listen to our words, is exhibiting temper tantrum type behavior, or hurting one’s self, others or equipment. When the child shows that he or she is ready to demonstrate acceptable behavior, they are encouraged to join the rest of the group to try again.
* Last Resort: When a child's behavior is continually upsetting or dangerous to others, a conference will be called with the parents. If the problems cannot be resolved, arrangements will have to be made for the child to go elsewhere for care.

Note: Sometimes if both a parent and a provider are both in the same area (examples would be during drop-off and pick-up times) a child may forget the rules or test the boundaries. Please help show your child that you respect us, the rules of our house, and our property by reminding them that the rules still apply when you are around. We will also remind them of the rules and correct them if needed.

**Cleanliness:**

We take the well-being of your child very seriously and work hard to provide an environment that is as healthy as possible. We are committed to keeping our home and the children in it as clean as possible, in order to help minimize and/or prevent the spread of germs. Our home is kept clean and disinfected at all times. We thoroughly clean surfaces that children come in close contact with using soap and water, or Lysol, etc. The high chairs are cleaned between each use, and the diaper changing tables are cleaned and disinfected between each diaper change. Toys are cleaned and disinfected often, and water-play tables are cleaned and disinfected before being filled with water and carefully supervised when in use. Hand washing is the single most effective practice in preventing the spread of germs. We wash our hands many times throughout the day, as well as the children's hands before and/or after engaging in a thorough list of activities.

Staff washes their hands:

Before beginning work

Immediately before handling food or feeding children

After using the toilet, helping a child use the toilet or after changing soiled clothing or diapers

After coming into contact with any bodily fluid, such as a wet or soiled diaper, runny nose, spit or vomit

After handling a pet or pet equipment

Whenever hands are visibly dirty

After cleaning a child, the room, toys, or bathroom

Before giving medication or applying ointment

After work

Children wash their hands:

As we enter each morning

Immediately before and after eating

After using the toilet or having soiled clothing or diaper changed

Before and after using water tables

After using play-dough or other substances

After playing on the playground

Whenever hands are visibly dirty

Before going home

**Arrival and Departure:**

Please send your child clean, dressed (no pajamas, unless you don't mind your child wearing their pajamas all day), fed, if arriving after meal time, and ready for the day, as well as all of your child's necessary supplies needed for that day's care. Please do not send food i.e. (half eaten breakfasts, breakfast bars, candy, etc.) or gum with the children. Please make your goodbye brief (no more than a couple minutes): the longer you prolong departure the harder it gets for both parent and especially for your child. Never leave without telling your child goodbye. Please be in control of your child during drop-off and pick-up times. Do not allow your child to run out to your vehicle while you are still inside. The safety rule is “No one goes outside without me or a parent with them.” Drop off and pick up times are usually hectic times of the day, so this is **not** the time to discuss problems. If there are any problems you feel need to be addressed, please feel free to set up a time that is convenient for the both of us to discuss these matters. Parental communication is vital, it is the key to a successful childcare arrangement, and I encourage any feedback you may feel relevant. No one other than the parent or person designated by you will be allowed to pick up your child without advanced written permission indicating the person's name and relationship to your child. If there is a court order keeping one parent away from the child, we must have a written note from the custodial parent in our file to that effect. Otherwise, we cannot prevent the non-custodial parent from picking up the child.

**Supplies Needed at Daycare:**

Parents are responsible for supplying the following items: diapers/pull-ups, wipes, diaper creams, weather appropriate clothes and a change of clothes, jacket, and shoes that lace-up or Velcro and/or stay on feet (no flip-flops please), pacifier (if needed), a swimsuit, and sunscreen. For the older children sleeping on a cot: a crib sheet and a blanket are needed. If necessary, a comfort object for rest-time, and anything else your child may need. A supply list is provided for your convenience. All bedding will be washed by the provider at a minimum of once per week. There is a good possibility your child will get dirty throughout the day because of food, paint, markers, dirt, bubbles, etc. So please dress your child accordingly for play. If your child should require a change of clothing, we will send home the soiled clothing and you will need to replace them with clean ones the next day. We are not responsible for replacing stained or soiled clothing. Furthermore, we suggest that you write your child's name on the tags of their clothing (especially socks and underwear) in order to prevent any clothing mix-ups.

Note: Please periodically check to make sure they still have all of their necessary items needed at daycare. Furthermore, as the weather changes throughout the year, so do your child's items needed at daycare. We greatly appreciate your adherence to this subject, as it helps ours and the children's day run more smoothly to have all of his or her necessary belongings with them at daycare. This way we can care for your child in the best possible way.

**Meals/Snacks:**

Each day we provide four nutritious and well-balanced meals. We provide morning breakfast at 8:30am, AM snack at 10:30 am, lunch at 12:00pm and afternoon snack at 3:30pm. You are responsible for feeding your child if he or she will arrive after the set meal time. Infants are always fed on demand. Except for special occasions and when requested, please do not send food, drinks, or sweets with your child. Milk or juice is served with all the meals and snacks, and water is offered throughout the day. The children are offered the food, but they will not be forced to eat. It is our goal to offer nutritious meals and snacks to the children in our care, as nutrition is a vital part of a child's health. Children need to eat well-balanced meals in order to meet his or her daily energy needs and to help them build a strong body and mind. We know that the good food habits a child develops will help them prevent cavities, iron deficiency anemia, and obesity, etc. - all common nutritional problems in young children.

**Special Diets:**

If your child has any particular dietary needs resulting from being a vegetarian, or having allergies, religious beliefs, or non-religious beliefs, etc., then we must be informed, and when applicable given a doctor's note stating to the fact.

**Learning and Fun:**

For ages three through five, we use a theme-based curriculum implementing the teaching strategies from the Creative Curriculum. Literacy, math, science, social studies, different types of themes and the arts, presented in each interest area.

For ages 35 months and younger we work on and with the following: throughout each day we practice on large and small motor skills by reaching, grasping, rolling, sitting, crawling, standing, walking, climbing, throwing, catching, kicking, cooing and talking; whichever developmental stage your child happens to be in at the time. Infants and toddlers learn through play by utilizing flash cards, books, numbers, shapes, colors, the alphabet, stacking blocks, puppets, age-appropriate toys, and much more. We encourage participation, but the child will not be forced to participate. Most importantly, our goal is to make learning for all ages fun, and non-intimidating. It is our hope that both you and your child will be as enthusiastic as we are about our program.

**Activities:**

We know that children also learn through play; because of this, we do not under estimate its importance on a growing child's mind, body and spirit. Therefore, the children under our care receive lots of both free-play and structured-play throughout each day. During structured-play we primarily have only one group of toys or activity out at a time in order to allow the children to concentrate fully on each thing they do. Age appropriate activities will be scheduled with the flexibility allowed to respond to the needs of each individual child and their various ages. Activities that we and the children participate in, include, but are not limited to the following. Indoor activities include: books and story-time, circle-time, tumbling exercises, music and dancing, dress up, play food, interactive stuffed animals, cars/trucks/planes, arts and crafts, puzzles, flash cards, animals/dinosaurs, trains, musical instruments, balls, dolls and Barbies, various learning toys, musical instruments, various games, Mr. Potato Head, bean bag toss, blocks, beads and string, song games, play dough, coloring, sing along story books, painting, science, board games, puppets, Simon-says, and singing. Outdoor activities include: climbing, sliding, jumping, running, balls, jump rope, racing, water balloons, parachute, catch, bubbles, follow the leader, squirt bottles, ride-on toys, wagons, tunnels, safe water toys, various games, water table, painting, exploring nature/weather, soccer, and yes falling. As you know, children play hard and will get some bumps and bruises from time to time. We do our best to limit the amount of times this occurs, with constant supervision and watchful eyes. Due to the safe environment/toys we have surrounded ourselves with, we hope to prevent any injuries before they can happen. During the summer months (June, July and August) we allow for more outdoor activities and creative art projects. Weather permitting, we play outdoors every day.

**Nap Time:**

Infants and toddlers sleep in a separate room from the preschoolers. The infants sleep in provider provided cribs, and the toddlers and preschoolers sleep on mats. Our goal is to have the two different age groups (24 months and older, younger than 24 months) sleeping on the same afternoon nap schedule. Nap time for children 12 months and older is during the time between 10:00pm and 3:30pm each day. Typically children 12 months and younger will take a morning nap as well. Typically children 6 months and younger may need a third nap during the day, which can be incorporated into their late afternoon schedule. No child will ever be forced to sleep, however they are encouraged to remain quiet and on their mat during this time.

**Daily Schedule:**

This schedule is meant to give you an idea of your child's day. Actual times and activities may vary depending on time of the year, weather, age and temperament of the children. Age appropriate activities are scheduled with the flexibility allowed to respond to the needs of each individual child and their various ages.

Older Toddler/Preschooler (36 months and older)

8:00 - 8:30 drop-offs, welcome children, free-play and/or structured-play, trains, story-time, etc.

8:30 – 9:00 breakfast, clean-up/wash-up

9:00 – 9:30 free play

9:30 – 10:00 circle-time (Preschool Curriculum time)

10:00 - 10:30 singing, dancing, music

10:30-10:45 Am snack

10:45-11:30 – outside play

11:30-12:00- Table activities

12:00-12:30 Lunch time/clean-up/wash-ups

12:30-1:00 Story time

1:00-3:30 Naptime/rest time

3:30-4:00 Pm snack

4:00-5:00 pick -ups, outside play (depending on season) free-play and/or structured-play, puzzles, books, various learning toys, coloring, play dough, etc

Infant/Young Toddler (younger than 36 months)

Throughout each day we practice on reaching, grasping, rolling, sitting, crawling, standing, walking, climbing, throwing, catching, kicking, cooing and talking; whichever developmental stage your child happens to be in at the time. For a younger child still taking three naps a day, a third nap can be incorporated into their late afternoon schedule.

8:00-8:30 drop-offs, welcome children, free play and/or structured-play, story-time, toys, etc.

8:30 – 9:00 breakfast, clean-up/wash-up

9:00 – 9:30 free play

9:30 - 10:00 naptime (depending on age), flash cards, arts and crafts, story-time, stacking blocks

10:00 - 10:30 music, song and dance, games

10:30 – 10:45 Am snack

10:45 – 11:30 Outside play

11:30-12:00 Table activities

12:00-12:30 lunch time, clean-up/wash-up, nestle into cribs

12:30-1:00 Story time

1:00-3:30 Nap time/rest time

3:30:4:00 Pm snack, clean-up/wash-up

4:00-5:00 Outside free-play and/or structured-play, books, flash cards, various learning toys, pickups

Infant (3 to 6 months)

7:30am - 5:30pm cuddles, love, and affection, eat, poop, and sleep

**Guidelines - What Is Asked Of Children?**

All food and drinks must be kept at the table in a sitting position.

No playing in the bathroom.

No coloring on anything but paper.

Name calling and foul language or yelling is not allowed.

No hitting, kicking, pushing, pinching, biting, spitting or pulling hair.

No pulling or picking of plants, grass, trees, or flowers.

No picking-up, pulling, poking or squeezing of babies.

All cupboards are off limits to daycare children.

Take turns and share.

Help clean up.

Laugh, smile, play, and be happy.

**Communication:**

So we can provide the best possible care, please feel free to communicate any needs, wants and/or concerns regarding your child. It is only through good parent/provider interaction that good quality nurturing care can be achieved.

**Referrals:**

For past and present clients: a referral from a client is one of the biggest compliments we can receive. As a special thanks to you, we provide families with ONE WEEK of child care free for each referred child that has successfully enrolled in our daycare. The one week free will be given to you after the referred child has attended the daycare through the TWO WEEKS trial period without gross misconduct on part of the parent, or child. If at the time of the referral we are full and have no more spots available for the child, then the family will be given the option to be put on a waiting list. If in the future when a spot becomes available the family in question takes the spot, then at that time you will be given the one week free.

**Contract Adherence:**

This is our home as well as our business, so please be respectful of our family and home by adhering to the policies and procedures outlined in the parent handbook. We realize this is a lot of information to absorb. Because of this, please keep your parent handbook accessible so you can periodically review our policies and procedures as necessary. We reserve the right to amend any portion of the Parent-Provider Contract/Enrollment Application, and Parent Handbook at any time. If and when we do make a change to the contract you will be given a copy.

**A Final Note:**

Please remember that although I chose this profession because of my love of children, it is also my job. My family depends on my income as I am sure yours’ does also. Prompt payment, adherence to drop off and pick up times, consideration of your sick child, and consideration of my personal time is very much appreciated. I take my job very seriously, and am committed to the very best care of your child. I consider it a privilege to have been entrusted with the care of your child, and I will always treat him or her with love and respect. It is important that you feel comfortable with our policies and procedures. If you do not understand something, have a concern, or you feel uncomfortable with one or more of our policies and/or procedures it is important that you express that to us before enrolling your child in our daycare. We are always open to suggestions and feel communication is a very important part of a quality daycare. If there are any problems or concerns in the future, we encourage you to talk to us about them. If a lengthy discussion is needed, a time that is convenient for both of us will be scheduled, as the other children still need our attention during business hours. Thank you for the opportunity to work with you and care for your little one. We look forward to a future of keeping your child smiling and safe.

**Thank you,**

**Zehra Hajidamji**

**Zehra’s Daycare/Preschool**