Welcome to Hattie Mae’s Play Care

Hi my name is Janell Collins,

I am honored that you have selected me to care for your precious child. I believe children learn best thru play. Hattie Mae is my grandmother whom I love dearly. So this is why I choose this name my daycare after her. I love to see the spark in children’s eyes when they develop new skills. I look forward to working with you and your child/children.

It is important to me that my customers have a clear understanding of my policies. I realize that, even though I have tried to state them as clearly as possible, there will still be some questions. Please do not hesitate to ask me to clarify anything that is not clear to you. I will be happy to do so! Our parent/provider relationship is very important to me, and if there is anything, I can do to enhance communication between us, I want to do it!

I believe that being a childcare provider is an extremely important profession. My most important goal is to nurture a strong sense of self-esteem in the children entrusted in my care. When we nurture self-respect in the children we encounter in our daily lives, we do a great service not only to these children as individuals., but society as a whole.

I want you to know that I thought long and hard about these guidelines. It has taken me two years to come up with a way to avoid some of the challenges that come with working in this industry. I know that transparency allows you to make an informed decision about care for you child/children. I hope to have a long lasting relationship with you and your child/children.**Payment**

Payment is due every Monday at the close of business. A late fee of **$25.00** will applied to all payments after that date. Unless we have a prior arrangement. Subsidy payments are due when the contract with said agency and I have agreed upon. You are responsible for all payments not paid by any third-party payer. Co-payment are due by the 5th of every month. After that they are considered late. The tuition is my income and, to ensure that I can continue to care for your children. I ask that you plan on making daycare payment on time.

The tuition payment obligation is based on the hours you agree to use childcare, not on the actual hours of attendance. Payment is due when you have agreed to use certain blocks of time, whether or not your child/children in Hattie Mae’s Play Care Payment is due regardless of illness, your vacation, or holidays.

I take 10 floating holidays a year I will give as much notice as humanly possible. With that said some time it is out of my control. I am paid for my 10 floating holidays. I also close for all major holidays including my birthday. A list of these holidays are attached to your rate sheet. With a 1-week advance notice you can take up to two weeks vacation/sick leave per year in which you don’t have to pay. This must be given in writing with the dates you plan to leave and return.

**Fees**

A one-time enrollment fee of **$100.00** will be charged per child and is due with your first payment. This will not be charged again unless you leave the program. Then you will be required to pay ta enrollment fee again. This money is used to replace broken toys, art supplies, books and supplement field trips etc… After two weeks late payment I reserve the right to cancel our contract for nonpayment.

If any check is returned to me from the bank for any reason, I will charge a $25.00 overdraft fee, which must be paid after notification. I reserve to the right to not accept your child until all payments are current.

**Late Pick Up**

I close at 6:30 p.m. All children must be picked up by that time. Unless I agreed to something else in your contract. I will allow a one-time forgiveness thru the life of the contract. After which time you are allowed a 15-minute grace period. A fee of **$1.00 a minute** will apply to every minute after you're scheduled pick up time. After three abuses of the closing hour, I may terminate our childcare agreement. I ask that my customers please respect the closing hour, for the sake of my family.

**Meals**

I will provide breakfast, lunch and an afternoon snack. All meals and snacks will be in compliance with the nutritional standards set by the Child Food Program. If a special is required, the necessary foods must be provided by the parent. We don’t allow any **PORK i**n our home please respect our wishes. Birthdays are special days, so you may bring cake, cookies or other treats to help celebrate! Parents of infants may provide expressed breast milk. I will provide formula or baby food. Bottles, baby cups, spoons, and pacifiers must be supplied by parents. Please label bottles.

**Health Issues**

I will follow the Pediatricians’ recommendation for exclusion from daycare guidelines, which are on the Keep me home if flyer included in your enrollment packet. If you aren’t sure whether to bring your child to daycare, please call me in the morning and we will make a decision. Sick children will be **refused care.** This policy helps tp protect your children from communicable diseases.

Scratches and scrapes are inevitable when children play, and they will be treated with antiseptic, a band-aid and extra TLC. I will give you an ouchie report when you pick up your child. For anything more serious I expect you to pick up your child **ASAP**. If it is an absolute emergency, I will call you immediately. If I can’t reach you, I will begin calling your emergency contact list. Please keep this information up to date. Sick children will be isolated until their parent or authorized escort arrives. If your job makes you unavailable by phone, please leave an Emergency Consent on file at the local Community Medical center and notify me.

**Medications**

Medications must have a parental consent form listing the dosage and medication schedule. Parents must also verbally tell me how to administer the medication. Parents must also physically demonstrate how it must be used. All medication must be in their original container with the original label. This is for your child’s protection.

**Clothing, Diapers and Supplies**

Each child will have his/her own storage cubby in my home. Parents are responsible for providing the following:

Diapers and wipes. Either disposable or cloth diapers are acceptable. If you choose to use cloth diapers, I require you include an **Airtight** container for dirty diapers. You must bring this container with you in the morning and take it home in the evening. If you choose to use cloth diapers, please provide a painless diaper wrap rather than pins and plastic pants. Please keep your child’s cubby adequately stocked with diapers. I do keep emergency disposable diapers. Chronic abuse of not stocking up will be accessed a replacement fee o**f $1.00** per diaper.

A complete set of extra clothing appropriate for the season at my home in your child’s cubby. For infants two complete changes is required. If your child requires changing during the day. I will send home the soiled clothing and expect them to be replaced the following day.

Please dress your child so that he/she doesn’t have to have to worry about getting dirty. I try my best to use washable products but cannot guarantee every little thing. We are making memories and wish to be free to have fun.

**Child Guidance Policy**

I believe in positive reinforcement and redirection. No corporal punishment of any kind will be used. Time-out and quiet chair may be used along with the discussion of the incident. A child will not be left in time-out or quiet chair for more than 1 minute per year of age. For example if Johnny is 3 years old he can only be in time-out for 3 minutes at a time.

Behavior that continually disrupts the culture of the daycare will result in a behavior tracking chart. I f the behavior continues I will then move to terminate the contract. I desire for all children to have a fun and safe experience.

**Authorized Escorts**

For your child’s safety, I can only allow your child to leave my home with (1) you (the person(s) enrolling the child,(2) persons you specify on the emergency contact list. (3) in an emergency, a person who is not on the list if you have told me in advance. They must have a signed letter from you. It must state the person’s full name your full name the full name of the child. That person must be 18 or older and have a valid State issued I.D. I will check my files to verify information. Also your child must be brought to the door an I must be told he or she has arrived. He or she must be picked up at the door and I must be informed that the child is leaving. Please do not send children under 18 to pick up or drop off children.

If there are any custody issues please inform me immediately. I go by the latest information in the child’s file. Any custody orders that I don’t have a copy of I can’t legally with hold a child from a parent. It is against the law!

**Parent Responsibilities**

I expect you to inform me of any changes in address phone numbers so that I can keep my records as accurate as possible. To provide a two week notice to terminate services for any reason. Failure to do so will result in two weeks worth of tuition to be paid in lieu of proper notification. All money is due before you leave the program. To complete all timesheet daily both my daily attendance and any agency timesheet.

Two weeks notification of care changes such as schedule. This may be full time to part-time or vice a versus. If you fail to notify in writing and verbally you will be charged the rate of the previous contract whichever is (more.) If the changes involve a increase in hours I will do my best to accommodate you. This may not always be possible due to logistics of the daycare.

Consistently communicate with me about your child’s behavior or life that can affect him or her. So that I can meet his or her emotional and physical needs. For example, if a favorite pet dies, I would like to know. That way I can be sensitive to your child’s needs and feelings.

It is necessary to keep my neighbors’ driveways clear and that you park in legal parking areas. Please do not double park. You may pull into my driveway if there is space or temporarily block my driveway for quick drop offs and pick-ups. Help me maintain a good relationship with my neighbors.

**Provider Responsibilities**

I will provide a nurturing, responsible, licensed, and safe childcare home that supports the emotional, social, intellectual, and physical needs of your child.

I will provide at least two weeks’ notice in writing before ending care for any child. Unless it is because of delinquent payment by the parent. In which case care will cease immediately. Until all childcare bills are have been paid in full.

I will provide all daily records for all infants under two years old. So that you will know when your baby last ate. How much your child ate. If your child has had a bowel movement and how many wet diapers. For toddlers I will always let you know of any behavior that occurs in my care that is out of the ordinary. For example, if your child slept unusually long or cried more than usual.

I will provide a yearly statement of for tax purposes along with my EIN number.

I have written all these policies to enhance clear communication in our parent /provider relationship. So that both of us know what is expected of us in our cooperative effort to provide Hattie Mae’s Play Care children with the best possible daycare experience possible. If you have any questions. About these policies, please feel free to ask me now or any time in the future.

Our relationship is very important to me. Please communicate your ideas and needs on a regular basis. I thank you from the bottom of my heart for entrusting me to provide care for your precious child/children I vow to do my best to provide him or her with a wonderful and loving experience in my home.