



Little Willows Daycare Parent Handbook

Hours of Operation:

7:30a.m. – 5:30p.m. Monday – Friday. A late pickup fee of \$10.00 per minute will be assessed for any child not picked up by 5:30pm.

NOTE: Child Care will not be extended longer than a 10hr period daily. Please call by 9:00 a.m. if your child will not be attending or will be late. The hours on your enrollment form are your contracted hours so pick up and drop off at those times. If your schedule changes, please let me know.

Arrival:

Have your child present by 9:00 A.M. each day of attendance. Children who arrive after 9:00 A.M. miss the opportunity to ease into the morning with their peers and may interrupt the flow and structure of morning.

Drop Off/Pickup:

Only the designated person(s) with parental consent will be allowed to pick up the child from the center. Without prior approval, your child will not be permitted to leave the daycare. Prior notification must be given by the parent/guardian giving the daycare permission to release your child to a designated person other than those listed on the contract. A picture ID is required at the time of pickup.

Holidays Observed:

Little Willows Daycare will observe the following holidays and will be closed on the following days. If the holiday falls on a weekend, the holiday will be observed on a Friday or Monday. Payment will be required as agreed.

- New Year's Eve
 - New Year's Day
 - Martin Luther King Day
 - President's Day
 - Good Friday
 - Memorial Day
 - Juneteenth
 - Independence Day
- Dec 31
 - Jan. 1
 - 3rd Monday in January
 - 3rd Monday in February
 - 3rd Friday in April
 - Last Monday in May
 - June 19
 - July 4

- Labor Day
- Election Day
- Halloween
- Thanksgiving Eve, Day and Day After
- Christmas Week

Friday and 1st Monday in September
 Closing at 4:00
 Closing at 4:00
 4th Thursday in November (Fall Break)
 Dates to be announced (Winter Break)

Party Celebrations

Little Willows Daycare celebrates holidays and birthdays. You are welcome bring store bought treats. No homemade treats, due to food allergies.

Registration and Tuition

No child will be accepted for care unless there is an interview. There is a \$40 non-refundable registration fee that is due the day of enrollment. Little Willows Daycare requires first week’s tuition on the day of enrollment. To assist in the purchase of supplies and expenses for various planned activities. The tuition also holds your child spot.

Definitions

Full-time: 4 to 5 days Monday- Friday anytime between the hours of 7:30AM-5:30 P.M.

Age Accepted

Little Willows Daycare accepts children from 6 weeks to age 5 years old.

Payment Policy

Tuition is due on the first day of enrollment and will remain the same (AKA grandfathered in) through your child’s first day until their last except for the following scenarios (1) When graduating up from infant/ young toddler class to the Older Toddler/Preschool Class. (2) Stopping the restarting paid attendance in our daycare. Payments are due every Monday of each week. Bi-Weekly payments are due on the agreed Monday. **Please pay on your scheduled week if paying Bi-Weekly.** If payment is not received Monday, then your child(ren) cannot attend until payment has been received. If payment has not been received on your scheduled week your child’s enrollment will be terminated that week. There will be no account balances. Payment is due no later than 5:30 P.M. on Monday. There will be a \$30.00 late payment convenience fee added if the account is not paid by the close of business on Tuesday.

Note: Make checks Payable to: Little Willows Daycare

Tuition Increase

Tuition increases annually to continue to operate a quality program and to keep up with the rising cost of the things in the economy.

Late Pick-Up

Late fee

\$10.00 per minute late pick- up fee

Late Fees: If payment isn’t received by Monday of each week, a \$30 late fee will be charged. For bi-weekly payers after the second business day a \$40 late fee will be charged.

Returned Check Policy:

There will be a **\$36.00** service fee on all checks returned for insufficient funds. This inconvenience affects the account of the business as well as the account and credit status of the parent. Once a check has been returned for

insufficient funds your check will no longer be accepted by the daycare. Cash or Money Order will then be accepted for payment. Your cooperation is greatly appreciated.

Social Media:

If you would like to see what your child is learning, follow us on:

Facebook: littlewillowsdaycare Instagram: @littlewillowsdaycare

Parent/Teacher Involvement:

Little Willows Daycare will provide a daily sheet for your child; it will provide sufficient information to you about your child's day and any areas that may need special attention. Little Willows has an open-door policy so feel free to drop in during the hours of operation at any time to express any concerns, just to visit or have lunch. You are encouraged to call or text to check up on your child to see how his/her day at the center is going, especially when he/she first starts, to see how he/she is doing and to reassure them that they are in good hands or perhaps you may just miss your "little one". This can be a big step for everyone to get adjusted to. The communication between parents and staff is very important. I welcome comment, questions, and concerns at any time. Your security and comfort are with the program is important to us as your child's care

DISMISSALS

The staff will work with each child to meet the needs of that child and every effort will be made to provide a positive learning experience. However, the school reserves the right to ask families to make alternative arrangements for care if it is determined that a child's needs cannot be met, or the child has not adjusted to the care provided by the center. In the event behavior becomes disruptive to the program or poses and unsafe situation for the child or other children in the center, the child may be suspended up to termination.

If you, the parent, are uncooperative in completing and returning forms, fail to pay your tuition on time, fail to follow any state or county regulations, or fail to follow any **Little Willows Daycare** policy or procedure, it may be necessary to dismiss your child from our center.

Meals:

A daily menu will be posted each month. Each day we provide two nutritious meals and an afternoon snack. Breakfast is served at 8:00 A.M to 8:30 A.M., lunch at 11:00 A.M. to 11: 30A.M and snack at 2:30 P.M. Milk, juice and water will be served with the meal and water will be provided throughout the day. If your child misses' breakfast or lunch, please provide the miss meal for your child before placing them in care. If your child has an allergy to any ingredient in the product being served feel free to bring your child's lunch in or an alternative will be made.

No peanut/Nut Policy:

We ask that parents of all children not to send any food product that list peanuts or tree nuts on the ingredient label.

Photo:

Little Willows Daycare may at times take photos of the children during inside or outside activities. Photos are used for display and/or marketing, website, flyers, and brochures. Photos of your child can also be sent to you

by text message. If you do not want your child to be in photos, please check the appropriate line on the photo agreement section upon enrollment.

Special Services: The school district provides free screenings for children who may have special needs. If the child is approved for services, the outside therapist may provide the service at Little Willows Daycare. I also request a copy of his or her IEP to have on file to provide the best care for your child.

Electronics:

Electronics such as Tablets can only be used for school purposes. If electronics are bought, bring them in a backpack so they can be put away after use. Little Willows Daycare is not responsible for lost, stolen, or damaged electronics.

Little Willows Daycare

Health Policies:

To ensure a healthy environment the center will abide by the standards set by **The Department of Health and Senior services** in caring for sick children. The daycare will sanitize and clean all play areas and equipment regularly, however the potential for your child to become ill is still present. Guidelines are as follows:

Children cannot be brought to the daycare or must be **immediately picked up** if any of these symptoms occur while at the facility:

- **Diarrhea— two (2) abnormally loose stools. If a child has two (2) loose stool, s/he shall be sent home.**
- **Severe coughing—if the child gets red or blue in the face or makes high-pitched croupy or whooping sounds after coughing.**
- **Difficult or rapid breathing (especially important in infants under six (6) months).**
- **Yellowish skin or eyes.**
- **Pinkeye—tears, redness of eyelid lining, irritation, followed by swelling or discharge of pus.**
- **Unusual spots or rashes.**
- **Sore throat or trouble swallowing.**
- **An infected skin patch(es)—crusty, bright yellow, dry or gummy areas of the skin.**
- **Unusually dark, tea-colored urine.**
- **Grey or white stool.**
- **Fevers one hundred degrees Fahrenheit (100°F) by mouth, forehead, ear or ninety-nine degrees Fahrenheit (99°F) under the arm.**
- **Child should remain home until they are free of fevers and symptoms for a full 24 hours without taking any fever reducing medicine such as Tylenol or Ibuprofen. If your child isn't feeling well after the 24 hours of being fever free, please keep him or her home another 24hrs to look out for new symptoms that may arise.**
- **Headache and stiff neck.**
- **Vomiting more than once; and**
- **Severe itching of the body or scalp or scratching of the scalp. These may be symptoms of lice or scabies. (F) Parental contact and the decision made shall be recorded and filed in the child's file.**
- **The child must remain home until they are free of all symptoms such as vomiting, diarrhea, and continuous coughing for a full 24 hours. A doctor's note maybe required depending on illness.**
- **Covid 19- Your child cannot return until a health care provider determines the child is no longer contagious.**
- **If your child has been exposed to someone who was diagnosed with Covid 19. The child must stay home for 10 days after the exposure be symptom free. Must have a negative test result.**

If your child arrives with any of the above symptoms, he/she will not be accepted into care. **Please read Covid-19 policy on website.**

Parent/guardian must leave their day phone number(s) for the center to reach them.

***A separate form will be completed by the parent/guardian in case of emergency and other pertinent information.

State of Emergency Illness

If there is a State of Emergency due to illness. I will take all precautions and follow the instructions given to me by the Missouri Department of Health and Senior Services, Jackson County Health Department and the CDC. If Mo department of health and senior services feels the daycare should close due to high illness in the community, I will contact you via text or phone. If your child is sick, please follow the above guidelines.

Travel and Group gatherings During State of Emergency Illness:

If you are traveling domestic or internationally to a place that is subject of travel restrictions under state and local guidance, please quarantine for 10 days at home then have your child tested for Covid-19. Depending on circumstances we may require a doctor's clearance before child/ren can return.

If you are attending a group gathering more than what the city or state requires your child will have to quarantine for 7 days and get tested for Covid-19.

Medication

At Little Willows Daycare medication will be administered according to childcare licensing regulations. We recommend you dispense medication before arriving to the daycare. Medication must be signed in on a medication log. All medication must be in its original packaging or container and labeled with the first and last name. Prescription medications must be labeled with child's name and instructions. Little Willows Daycare will provide a form for ongoing medications. Nonprescription (over the counter) can only be administered according to the instructions box. If your child needs to be medicated to get thru the day and can be comfortably participate in our daily activities, then he or she is too sick to attend daycare.

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 make every effort to contact you or the doctor you have chosen to treat your child. In all cases, an injury report is completed, there will be a copy in the child's file and a copy is given to the parents/guardian. Authorization for emergency treatment must be signed at the time of enrollment to ensure that in the event of an emergency, we can make sure your child receives the necessary emergency treatment he or she needs. Your child will need a doctor's excuse to come back to daycare if he/she has been injured at home/car accident/ etc., that require being seen by a doctor. **It is very important that all emergency contact information is kept up to date and correct. Please inform us immediately of any changes to keep your information current.** Parents are responsible for all costs involved in emergency medical treatment, including emergency transportation if required.

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

1. A phone call to 911
2. Child's parents (or emergency contacts) are called.

3. Child is separated from the other children and appropriately cared for.
4. Parent, provider, or ambulance takes the child and health records to the doctor or hospital.

Child Abuse & Mandated Reporting Requirements

State law mandates that childcare personal reports any suspensions of child abuse. The report is not an accusation; it's just a request for an investigation and possible help for the family.

Dress Code

Have your child come dressed in play clothes, **no pajamas**. Dress your child appropriate for the weather. (Hats, gloves, coats for winter / sunscreen, sun hat, for warm weather) Label all personal items necessarily needed for daycare. **No flip-flops, dress shoes, or sandals**. Wear lace- up or Velcro shoes to prevent falling. **Please look at ProCare App or Please Don't Forget Paper for your child's daily needs.**

Clothing/Personal Items:

Extra sets of clothing should be kept on the premises always as well as a blanket for naptime. I provide the cot sheet. Make sure you switch the clothing according to the seasons.

Soiled Clothing: Soiled clothing cannot be rinsed or washed due to sanitation regulations. Items will be bagged and sent home. I do not wash, soaked or soiled clothing or underwear.

Infants: need diapers, wipes, diaper cream, pre-made bottles of formula or breast milk, and baby food. 3 changes of extra clothes. **Please look at your ProCare App or Please Don't Forget Paper for your child's daily needs.**

Toddlers: need 3 outfits, diapers/training pants, plastic training pant covers, wipes, socks and extra shoes. **Please look at your ProCare App or Please Don't Forget Paper for your child's daily needs.**

Preschool: 2 changes extra change of clothes including closed toe shoes, consider more if your child is potty training. Pull- Ups if your child is potty training and diapers if your child is not potty training. (See potty training policy)

Bottles and Infant Food

Please label all bottles. Put your child's first and last name, Food, breast milk, formula or mixed with both.

Weather Inclement:

Little Willows Daycare intention is to be open Monday-Friday, excluding holidays and personal day's listed, however, inclement weather, natural / national disaster or structural damage may disrupt services or if a state of emergency has been declared. **If the city is under a severe weather advisory around pickup time, please pick your child up before the storm starts or gets too bad.** I am not licensed or equipped to accommodate an overnight stay. If it is snowing during the day. **Please note** that I am not able to shovel during the day, so plan accordingly. The driveway and sidewalk are slippery and the roads may be difficult to travel.

Biting:

Biting is not uncommon with young children during their early development stage where they explore the environment orally. Young children who haven't developed language skills and impulse control can lead a child to bite. We realize biting can be a concern to families and will minimize it in the daycare.

Diaper Policy

It is the parent's responsibility to provide diapers, wipes, and diaper cream for your child. 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. **If you forget diapers /pull-ups you will be charged \$3 a diaper/pull-up.**

Toilet Training Policy

We are more than glad to encourage potty training if the child is ready typically between 2 and 3 years of age. The initial start needs to begin at home for at least two weeks with success before I can effectively start it at daycare. Parents are required to bring pull-ups and wipes. Bring 3 outfits, thick underwear/panties, plastic underwear cover, socks, and shoes. Children will be allowed to come in cotton pants/ underwear after they have been accident free for at least 2 weeks. Communication between parent and daycare provider is imperative for successful potty training. All children must be in the process of being potty trained by age 2.5 to 3 yrs. **No Candy Rewards.**

Daily Activities

Children will be encouraged to practice a wide variety of activities that involve the professional curriculum Mother Goose Time, throughout the day. These activities will be planned appropriately with your child's age and abilities. Your child will also bring home activities he or she did for the day. We plan on learning while having fun.

Toys

No Toys Please, I have lots of learning toys that I rotate for the children to play with during the week.

Child Vacation or Absences:

If your child is absent due to illness, vacation, or absences the parent/guardian will still be charged for that day(s) as if the child is present. This is due to operation expenses of the business and the daycare to hold that slot open for the child. To hold the slot for the child, the parent must continue to pay tuition weekly, bi-weekly or monthly. No discounts will be given for your child's absences due to illness or vacation. If your child will not be attending for whatever reason, you are still required to pay.

Safety/Accidents:

To ensure the safety of all the children the daycare will do it is best to ensure a safe environment. All medications and poisonous cleaners will be kept out of reach. Fire safety standards will be met, and fire and tornado drills will be practiced throughout the year. Outside play will be closely supervised. Accident forms will be completed and signed by the parent. Parent agrees not to hold the daycare liable to any sicknesses, injuries, etc. that may occur during the hours of service at the daycare. Previous injuries will be documented.

Naptime/Rest-time

We provide a quiet rest/nap time for all full-time children. Some children may need sleep and others may only rest. We try to accommodate each child's sleep needs. We provide a cot for each child. Please bring a fitted toddler crib sheet and small blanket for naptime/ rest time. Children who cannot go to sleep but have shown us that they can rest quietly may be given books to keep them occupied while others are sleeping.

Little Willows Daycare Sleep Policy

There are several guidelines regarding best practice for safe sleeping to reduce the risk of Sudden Infant Death Syndrome. Sudden Infant Death Syndrome is the sudden death of infant less than one year of age in which the manner and cause of death are not immediately obvious prior to investigation.

- Infants will be laid on their backs for every sleep. To reduce the risks of SIDS, infants should be placed for sleep in a supine position on their back for every sleep by every caregiver until 1 year of life. Side sleeping is not safe and not advised.
- The use of a pacifier at nap time can help decrease SIDS. The pacifier should not have cords or attaching mechanisms that might be a strangulation risk.
- Infants will be placed on a firm sleep surface, covered by a fitted sheet that meets current safety standards. For more information about crib safety standards, visit the Consumer Product Safety Commissions' Web site.
- Keep soft objects, loose bedding, bumper pads, and toys that could increase the risk of suffocation or strangulation from the baby's sleep area.
- Loose bedding, such as sheets and blankets, should not be used. Sleep clothing, such as sleepers, sleep sacks, and wearable blankets, are good alternatives to blankets.
- The room temperature will be no higher than 75 degrees.
- Wedges or infant positioners are prohibited, since there's no evidence that they reduce the risk of SIDS, and they may increase the risk of suffocation.
- No smoking allowed in a room where babies' sleep or in the facility, as exposure to smoke is linked to an increased risk of SIDS.
- Supervised daily "tummy time" for babies who are awake. This will help babies strengthen their muscles and develop normally.
- When infants can easily turn over from the back to the stomach position, they will be placed to sleep on their back, but allowed to adopt whatever position they prefer for sleep.
- Infants will be checked on every 10 minutes during his/her nap and the lights will be on.

Discipline:

1. There are times when children have trouble following directions. Little Willows Daycare believes in using **Positive Redirection**. Physical altercations between children will not be tolerated and with parent/guardian's help these issues such as hitting, biting, kicking, name-calling, cursing, and continual disobedience can be handled in a proper manner. If the techniques have not reduced this behavior. I will keep documentation of such behaviors and circumstances surrounding the incident.
2. After the parent has been informed of the behaviors, I will spend time in observing the child to identify any circumstances or patterns surrounding the behavior.
3. If techniques suggested are not showing any improvement in the behavior, parents will be called in for a conference. We will work together as a team devising a consistent and positive plan of action for behavior modification.
4. If we still cannot find an acceptable solution, we may need to reevaluate the placement resulting in a paid suspension of care or termination.

5. **Guidelines:**

1. All food and drinks must be kept in the designated area.
2. No playing in the bathroom.
3. No name calling, foul language or yelling.
4. No hitting, spitting, kicking, pushing, biting,
5. No picking up the babies.
6. Take turns and share.
7. Help clean up.
8. Have Fun.

Conditions In Which The Agreement Change Or Termination

Little Willows Daycare has the right to change fees and policies with a two-week written notice. Should you decide to terminate your child's enrollment at Little Willows Daycare you are required to give a written (2) two-week notice or monetary payment for the days the child attended is required, whether your child attends full-time or part-time. It is also the right of the daycare to terminate services, should it be in the best interest of the child or in the event that either party breaks any portion of the contract. We reserve the right to deny service to aggressive and unsafe behaviors of child or parent. In some cases, this maybe immediate for the safety of staff, children, and property.

In Case of Default:

In the event that, I or we, (parents or payers) default in payment, I and/ or we, agree to pay for the cost of collections, to include 20% of the court costs, attorneys fee, and any other costs incurred to collect my debt. I understand that the terms of default are in place in the event that

my account is sent to collections for failure to pay. I understand that Little Willows Daycare will make every effort to collect any un-paid payment for services in a timely manner before taking such action.

Vacations/Personal Days: (IMPORTANT PLEASE READ**)** Little Willows Daycare will be allotted one week paid vacation a year. You will be notified a month in advance to allow you time to locate, substitute care for that time. Personal days are also used for my continued educational classes (First-Aid CPR, SIDS, etc.) in order to keep my license in good standing. **Regular payment rates still apply for our vacations, your vacations, weeks with holidays, and provider's sick/personal days.**

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. When we do make a change to the contract, you will be given a copy.

Final Note

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.** **Note:** By signing the Parent-Provider

Contract/Enrollment Application, it is understood that all the policies and procedures of Little Willows Daycare handbook are understood and agreed upon.