



Parent Policies and Procedures
Handbook 2022

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Welcome to Enlightenment Child Development Center,

I believe early quality care and education is a partnership with mutual respect between parent and provider. My goal is to partner with parents in a safe and loving environment where infants and toddlers can learn and explore with age appropriate materials and activities which will enhance growth and development. As a family child care provider, I strive to foster a sense of community within the facility and to provide a closeness that you will not find in a child care facility.

Enlightenment Child Development Center (ECDC) is a play and academic based program. I believe that at this developmental stage it isn't a teacher children need to help them learn; they need loving responsive relationships with caregivers, based on respect for the child and his or her family. At Enlightenment Child Development Center, your child will have the opportunity to explore, grow, create and discover, build relationships with his or her peers, and become confident learners.

We both have a great responsibility for the health, care and well-being of your child. You of course are the parent and primary nurturer for your child; however during the time that your child is in my care, I will love, nurture and protect your child. Therefore, it is reasonable that you respect me not just as a "baby-sitter".

Please remember that I, as a childcare provider, own my own business and provide a service for a fee. I set my own guidelines, policies and choose which services to offer. Because your child's welfare is so important, my caring and nurturing of your child can create an intimacy between us that makes our relationship feel more like a friendship rather than of business partners. Although this is ideal, well defined boundaries in certain areas are needed which is the reason I have created policies. You, as the parent, must decide whether the services that I offer meet you and your child's needs.

Thank you for choosing Enlightenment Child Development Center. As you know, in the first five years of your child's life, he/she/they will go through some incredible developmental stages. Observing an infant's journey through these stages never ceases to fill me with awe and astonishment. I'm looking forward to joining you on your child's amazing journey!

Sincerely,

Donnetta Bell

Donnetta Bell,
Provider

STATEMENT OF NON-DISCRIMINATION

Enlightenment Child Development Center welcomes all families, regardless of, race, religion, national origin, sexual orientation, gender, ancestry, marital or parental status.

The facility does not discriminate against families or children from admission regardless of race, color, creed, national origin, sex, religious or spiritual beliefs. We celebrate Christian and secular holidays and cultures.

CHILDREN WITH SPECIAL NEEDS

Our facility will try to accommodate children with special needs (physical, behavioral, cognitive etc.). Close communication with the parents is essential to providing quality care. If the child has already been evaluated by his/her school system, we will work with them to implement the IEP that they develop. Parents are required to submit to us their child's most recent IEP and keep us updated of its progress. If we feel a child should be evaluated so that they receive extra help early on, we will make recommendations to the parents.

Accommodations can be made to the facility within reasonable limits to allow for the enrollment of a special needs child if the child can participate in daily activities without the need of additional staff and/or major remodeling of the facility.

Childcare Philosophy

We believe that children should be free to explore their own interests in a safe, educational, and fun environment.

Mission Statement

Enlightenment Child Development Center mission is to assist children cognitively, emotionally and physically in their development while in a safe, engaging and respectful environment that meets the needs of each child.

Vision Statement

Our vision is to enlighten children to develop their mind and natural sense of curiosity by providing developmental appropriate activities and materials.

Licensed Childcare

We are licensed by the State of California and must comply with strict licensing regulations. These standards relate to the home, health, safety procedures, nutrition, child ratios and record keeping. We are currently licensed to care for a total of 12-14 children at any given time

Mandated Reporter

Because of regular contact with children, as a child care provider, we are mandated to report all suspected physical, sexual or other types of abuse to our licensing office and to any other necessary authorities.

Provider Training

Training in early childhood development is very important here at Enlightenment Child Development Center Staff is continuously enrolling in courses, trainings and workshops whenever possible to become more informed in early childhood development and to receive certifications in this field.

Enrollment

Waiting List

If a placement which suits a family's needs is not immediately available, the family can be placed on our waiting list. When an opening becomes available the placement will then be offered to those on the waiting list.

Priority

Priority for available placements is given first to families already enrolled however having priority does not guarantee that space will be available when needed. If space is still available and none of our currently enrolled families or those families on our waiting list show interest in the available placement we will then openly advertise to fill the space.

Drop-in clients are limited to availability however we are loyal to our drop-in clients and in situations where an un-enrolled family is interested in a full-time or part-time position that a current drop-in client has, every effort will first be made to offer our drop-in client the opportunity to secure their space by upgrading to the full or part-time position.

Admission Procedures

Authorization for admission to the facility is made by the provider once each child is determined to be:

Before a child is enrolled and can attend in the facility the following are required to be completed and returned to the childcare provider. Services will not be provided until the following are received:

- Six weeks to 12 years old.
- A completed application packets
- Socially, emotionally and physically mature
- Able to benefit from the program offered
- Authorization for the Application of Topical Products
- Permission Agreement
- Full payment for the first week of services
- A copy of any current court order regarding custody/visitation

An observational interview with the child and teacher is required before acceptance.

Trial Period

The first two weeks that your child attends the childcare will be a trial period to ensure that the child can adjust properly. Either party may cancel the agreement at any time during the initial trial period without any notice.

Emergency/Substitute Care

All parents must have a substitute provider. Though I will be happy to provide parents with a list of other providers in the area, it is ultimately the parent's responsibility to arrange for substitute and/or emergency care for their child.

Supplies

The childcare provider supplies most of the equipment and supplies that the child will need at facility. The only supplies that parents are required to provide are as follows:

Infants

- A photo of your family
- 2-3 complete changes of clothing
- Frozen breast milk
- 4 bottles for feeding
- Any security items (pacifier, lovey etc.)

Toddlers & Older Children

- A photo of your family
- 1 complete change of clothing for warm weather and 1 complete change of clothing for cold weather

All items must be marked with your child's name. Any items without the child's name on them will have it written on them by the childcare provider. The childcare provider will keep track of when these items need to be replenished or replaced.

General Information

General Services

The ECDC provides many services. The needs of clients will be assessed, and the rate will be determined based on those needs and the type of service needed. Child care services are based on enrollment and not attendance.

Full-Time Child Care

The rate for full-time childcare covers up to 50 hours per week or 10 hours a day and is based on enrollment, not an attendance. Full-time clients have a guaranteed placement in the facility, based on their scheduled hours whether the child attends the facility for all the 50 hours or not. Any additional time over 50 hours is charged at the hourly full-time rate of \$10.00 per hour.

Part-Time Child Care

The rate for part-time child care covers under 30 hours per week and is based on enrollment, not on attendance. Part-time clients have a guaranteed placement in the facility based on their scheduled hours whether the child attends the facility for the full 29 hours or not. Any additional time over 29 hours is charged at the hourly full-time rate.

Fees

Hourly Charge \$15.00 per hour.

Charges are \$15.00 per 15 minutes after your scheduled hours.

No Show Fee: \$20.00 assessed if child is not brought as arranged without notice in addition to contracted rate

Late Payment Fee: \$10.00 per day that payment is not received.

Additional Services

In addition to full and part-time services the facility also offers additional services. The following services require a paid reservation which must pre-arranged. A placement is not guaranteed for these types of services and depends upon availability and the ability for the childcare provider to meet the client's needs.

Drop-In Childcare

Drop-in childcare is offered to full-time and part-time clients and non-enrolled families as well within the normal business hours of Monday through Thursday, 6:30 a.m. to 6:00 p.m. and Friday 6:30am - 5:30pm Drop-in childcare is charged by the full day or hourly. The full rate covers up to 10 hours. Any hours needed extending past 10 hours or less than 8 hours is charged the hourly rate. Hourly drop in services have a paid minimum of four (4) hours.

For example, if a part-time client is contracted Mondays, Wednesdays and Fridays from 7:00 a.m. to 5:00 p.m. and needs childcare for a full day (ten hours) on a Tuesday, the client will pay (\$100) for a full day of drop-in childcare in addition to the client's weekly tuition. If the same client needs four hours of childcare on a Tuesday, then the client can pay (\$40) the hourly rate instead of a full day.

After/Before Hours Childcare

Any time that childcare is provided before the hours of 6:30 a.m. or after 6:00 p.m., Monday through Thursday and Friday's are 6:30am-5:30pm this is considered After/Before Hours. After and before hours of care will be charged the per hour rate of care.

Attendance

Ages Served

6 Weeks to 12 years old

Before and after school care available

Weekly Schedule

Enlightenment Child Development Center is open according to the following schedule:

Monday- Friday 7:00 AM to 6:00 PM

Saturday Closed Reservations only

Sunday Closed Reservations only

Hours of care will be contracted from child to child. If the client has variable and/or inconsistent hours and/or days the childcare provider must be given the child's facility schedule one week in advance. We reserve the right to deny service if the schedule is not received within sufficient notice.

The facility will be closed on the following holidays. These are PAID holidays therefore full tuition will still be required and no credit will be given for these days.

Holidays

New Year's Eve

*New Year's Day

Martin Luther King's Birthday

Easter

Independence Day

Memorial Day

Labor Day

Thanksgiving

The day after Thanksgiving

Christmas Eve close until the 1st business day of the New Year

*Christmas Day and day after Christmas

*If it happens where Christmas/New Year's falls on a Saturday we will be closed Friday before and if it falls on a Sunday we will be closed on that Monday.

Enlightenment Child Development Center Vacations

Enlightenment Child Development Center will close for 2 weeks every year. Parents will receive at least 30 days advance written notice of the exact dates.

Absences/Late Arrivals

If you plan to keep your child home due to illness, or any other reason, you must notify me no later than your regular drop off time. All clients must adhere to their scheduled drop-offs. The childcare provider must be notified if a child will arrive more than 15 minutes past/before their scheduled arrival time. If a child is more than 15 minutes late without notice it can be assumed that the child will not be present, and the child's placement may be filled. Full payment must be received whether your child attends or not.

Sick/Vacation Days:

In the event your child is ill and needs to miss a day, please call 1 hour before arrival time. If NO notice is given, you will be charged the No Show Fee \$20.00 in addition to the normal daily rate. Parent agrees to provide 2week notice prior to any vacation time. Parent agrees to pay childcare fees to hold child's placement during any vacation time or extended leave due to illness etc., up to 2 weeks per year. Full payment must be received whether child attends.

Waiting List

I encourage parents to begin exploring their child care options as early as possible, of programs. If, you are interested in enrolling your child at a time when I do not have an opening, you are welcome to keep in touch and I will let you know when I have an opening. If you need immediate care and I do not have any openings, I am happy to refer you to other providers in the area.

Provider Sick Days

If the childcare provider should become ill but is well enough to care for the children, then the clients will be notified, and it will be left to the discretion of the client to determine whether their child will attend childcare. Should the client's child then become ill and shows signs of symptoms for exclusion then the sick policy shall apply.

If the childcare provider cannot care for the children every effort will be made to obtain a substitute. If a substitute cannot be provided, then the childcare provider will close the facility for the day.

Appointments and early pick-ups

Notification must be given, if you will be picking your child up early that day, or if your child has an appointment and will be leaving early for the day. When you pick your child up early (dr. appt., dentist etc.) they may not return to childcare for the remaining of the day. Please schedule your child's Dr.'s Immunization Appointment on Friday, this is in the best interest of the child. Frequently when children are immunized they are irritable and sometimes run a fever.

ARRIVAL AND PICK-UP PROCEDURES

Clients must use the front door entrance when dropping off or picking up children.

The facility is responsible for the children from the moment that the client leaves the facility and only until the client arrives to pick the child up. During the time that the client is present responsibility over that child is turned away from the childcare provider. The less confusion about who is charge, the more comfortable everyone will be. Keep in mind that children tend to act out when an adult is here so please make sure that you are firm and in control.

For ECDC to stay in compliance with the state, Title 22 regulations and to assure the safety of your child we must insist:

1. The program shall assume responsibility for my child after I or an authorized person has signed my child in using full first and last names, and my child has been greeted by a teacher. Full signature is required, no initials.
2. The program shall retain responsibility until my child is signed out by a parent/guardian, or designated representative of my child's parent or guardian using full first and last name.
3. I will record the time of arrival and sign my full name in the space provided on the daily attendance sheet before leaving my child at the program and when taking my child from the premises. I understand I am responsible for checking in/out with a teacher upon arrival and departure.
4. If I cannot pick up my child myself, I will arrange for another authorized person, at least 18 years old, to sign for and pick up my child. I understand that if I designate a different person to pick up my child other than originally identified on the enrollment forms, I must notify the center in writing. I understand the center will not release a child to individuals unless I have their names on the release form.
5. The child is to remain inside with the parent during pick-up time. No children should go out the door without a parent (Example: children on swing, slide, etc.).
6. Never drop your child off without informing the staff of your arrival.
7. Failure to comply with these requirements my result in termination.

Note:

In case of an emergency we utilize the sign in/out sheets to accurately count each child and assure their safety.

When the child has been signed out by their parent or an authorized person; the school is no longer responsible for the child.

RELEASING CHILDREN

No child will be released to an adult(18+) other than a parent or guardian without written authorization from the parent or guardian. Written authorization will be required for change of designated adults listed on the medical information/emergency form and the medical release/emergency information form. The people who are listed on the emergency form do not have automatic permission to pick up your child for the day unless the Center phones in the event of an emergency. All parents are responsible for keeping the names up to date, for your child's protection. All persons must be prepared to show proper identification to the Center.

For the safety of your child we ask that you adhere to the following:

A child will be released only to authorized persons.

If there is to be a change, please notify the school in writing.

Any authorized person picking up a child must be at least eighteen years of age.

Government Identification is required for new and unfamiliar visitors authorized to pick up a child.

At no time will a child be released to ANYONE, including a parent, if it appears that the adult is under the influence of any substance. That person will no longer be accepted to pick the child up and another adult will have to be added to the list instead.

SEPARATION/DIVORCE

If you are separated or divorced and Enlightenment Child Development Center is to refuse the other parent access to your child, we **MUST** have a copy of the order restraining the other natural parent in your child's file.

WE ARE UNABLE TO PREVENT ANY NATURAL PARENT FROM PICKING UP THEIR CHILD WITHOUT A CURRENT CUSTODY/RESTRAINING ORDER PAPERWORK.

Beginning **September 1, 2020** all children must arrive to childcare by **8:30am**. When children arrive after 8:30 am, it disrupts the program and schedule for all the children.

Smooth Separation

When a parent departs, the child may cry and protest. This is what psychologists call separation distress. It is a part of the normal development process of establishing independence and autonomy. The intensity of a child's distress seems to depend mainly on the child's personality and temperament. It also depends on the way the adults handle the anxiety and the way in which they leave.

Prepared for the Day

Children are to arrive clean and dressed. Infants and children must arrive in a clean, not soiled diaper. Children must be fed before when arriving, after schedule meal/snack time. Children may not arrive to care between the hours of 12:00 noon to 2:30 pm (nap time)

Breakfast	7:15 a.m. — 8:00 a.m.
Morning Snack	9:30 a.m. — 9:45 a.m.
Lunch	11 a.m. --12:00 noon
Evening Snack	2:30 p.m. —2:45 p.m.

Noise

Please be respectful to the facility provider's neighbors and keep excess noise and music to a minimum when dropping off or picking up your child. Do not honk your horn to announce your arrival or slam your doors at any time, especially during early morning hours.

Privacy Policy

Enlightenment Child Development Center Childcare will do all it can to protect the privacy of the families that we do business with. Records and information about the children and their families will be kept private and confidential unless we have consent. In return we require that clients respect the privacy of the childcare provider's family by not sharing any information about the family and by not discussing specific contract arrangements and rates with other facility families.

Rights

Children's Rights

Each child has a right to be treated with dignity and to be in a safe, healthy and comfortable environment.

Corporal Punishment: Verbal or physical punishment of any kind will never be used on any child even at the parent's request.

Child Abuse/Neglect: It is the childcare provider's lawful and moral duty to report any suspected abuse or neglect performed towards a child. The CA Department of Social Services: Licensing Division, Children's Protection Services and the Police Department authorities will be notified if it appears that a child is being physically, sexually or emotionally abused, neglected or exploited.

Parent's Rights

The door is always open to our facility families during regular business hours however keep in mind that "open door" does not mean unlocked. For our safety, the door is locked.

Take into consideration that children tend to "act out" in front of other adults. Any quick visits should be kept to a minimum of less than 10-15 minutes and never during naptime.

Be aware that the child whose adult arrives to check-in on things doesn't always understand that this is only a visit and expects to go home with the parent. Please be mindful of this and be prepared to take your child home should the child become extremely upset at the time of your departure.

Provider's Rights

Access into the facility may be denied to any adult whose behavior presents a risk such as aggressiveness, intoxication, behavior resembling that of someone under the influence of drugs etc.

Substitutes & Employees

Sometimes a substitute for the facility may be required or additional employees may be hired. All substitutes and employees working with children will follow and meet all requirements made by the licensing board and will have the same responsibilities as the facility provider.

Policy Revisions

Revisions to policies in the parent/provider contract or in this handbook will be done with a minimum of two weeks' notice unless it is a new state regulation in which these changes will take place immediately

HEALTH AND SAFETY

We like to be prepared for the worst rather than be caught unprepared in a difficult situation. We have preventative safety policies in place in case of an emergency or medical disaster.

We are a **well-child** facility and although we understand that it is an inconvenience for a client to take time off work when a child cannot attend facility however there are reasons for the exclusion.

Any time that an ill child doesn't feel well enough to participate comfortably in activities requires or more care than the childcare provider is able to provide without compromising the health & safety of the other children. An ill child can also quickly spread illness to the other children in the group. This is group care and the needs of the group take priority

Universal Health Precautions

Staff and children's hands are washed before preparing, handling or eating food, after toileting or diapering and after contact with blood and any time that hands become dirty.

Illness Policy: DUE TO COVID-19 NO SICK CHILDREN WILL BE ACCEPTED

Many children experience allergies and runny noses but are not ill. Any child with fever, vomiting, diarrhea, pink eye or other infectious diseases will not be accepted to facility. We conduct well child checks upon arrival.

Keep your children home if they exhibit any of the listed symptoms. Children must be excluded for 24 hours after the symptoms of the illness have subsided without the aid of medication. Do not confuse this with the onset of symptoms, meaning the 24 hours begin after the child's symptoms disappear. If a child is sent home sick, a minimum of 24 hours' exclusion will be required.

No matter what the cause is, a child is not able to attend facility if the child exhibits **any symptoms for exclusion.**

SYMPTOMS REQUIRING REMOVAL OF CHILD FROM CHILD CARE

The following illness policies will be strictly enforced, for the health, wellbeing and safety of all concerned.

1. **Fever (99 F. higher)-Child needs to be fever free for 24 hours (excluded from care the next day)**
2. **Nausea or vomiting (2 or more times in 24 hours)**
3. **Diarrhea: runny or watery stools, or 2 or looser stools within last 4 hours**
4. **Sore throat, loss of voice, hacking or continuous coughing, runny nose with colored discharge**
5. **Runny and/or Crusty Eyes: Watery, matted, and/or red/pink eyes are not acceptable in childcare**
6. **Unexplained Rash**
8. **Lice (may not return child to care until no more nits are spotted), nits or scabies**
9. **Ear Discharge**
10. **Severe diaper rash.**
11. **Chicken pox, rosella, conjunctivitis, mumps, measles, influenza, mumps, measles, influenza, pertussis (whooping cough), coupe, impetigo, tuberculosis, rubella, COVID-19 and etc.**
12. **Any type of body rash.**
13. **Intestinal worms, ringworms, pin worms etc.**
14. **Anything contagious and transmittable.**
15. **Any ailment that requires fever or pain medication**
16. **If the child is too tired or fussy to participate in normal activities.**

Depending upon the illness, you may be required to obtain a doctor's note before your child returns to care.

Re-admittance after Exclusion

In certain situations, a medical form must be filled out and returned before your child can be re-admitted into care. These forms require a written diagnosis from the child's physician (not a nurse) and must state the following information:

- The child's name.
- The diagnosis
- The treatment/medication
- Length of recommended exclusion
- Clearance which states that the child can return to facility without the risk of infection to others.

It is at the discretion of the **childcare provider** to determine whether a child can be Re-admitted to facility. Please do not assume the doctor can give permission for re-admittance.

If the childcare provider deems that the child is not well enough to attend, the child is to remain at home.

If a child becomes ill at facility the client will be contacted and the child will need to be picked up within one hour. During the time spent waiting the ill child will be separated from the other children and given the opportunity to rest.

If a child becomes ill at home, please call the childcare provider so that we can look out for signs of spreading illness.

Children not feeling well will be much happier to be at home in familiar surroundings.

Medications- Due to COVID-19 NO MEDICATIONS WILL BE ADMINISTERED

Any medication must be in the original bottle or container and prescription medications must include the original prescription label and instructions.

Enlightenment Child Development Center will not administer any medications, creams or sunscreen without written consent from a child's parent. Medication consent forms are available on the bulletin board above the sign-in sheets. Please do not leave medication on the counter.

Parents must hand all medications, instructions and consent forms to me or a staff member.

Do not send a sick child to facility by giving a fever/pain reducer to mask the symptom. The effects of the medication will eventually wear off (usually between 12:00 p.m. and 2:00 p.m. if given in the morning) and it will be apparent to the childcare provider that the child was given medication. In the day care field this is commonly known as the "dope and drop". Giving a child fever/pain reducer and bringing a child to facility are immediate grounds for termination.

Antibiotics

Children that are put on a new regimen of antibiotics must be excluded from facility for the first twenty-four (24) hours of starting the dosage. This is to minimize the risk of infection to the other children as most antibiotics take a full 24 hours to take effect and render the infection incommunicable. It also helps minimize the risk of the child having a severe allergic reaction to the antibiotic while at facility. Children exhibiting symptoms for exclusion due to antibiotics must still follow the illness policy.

Immunizations

Complete Immunization records must be on file prior to your child's first day of enrollment.

There is no grace period

A copy of every child's immunization records must be kept in each child's file.

All children are required to stay home for a minimum of **24 hours** after being immunized. Children exhibiting symptoms for exclusion due to immunizations must still follow the illness policy.

We suggest that a child's immunizations be scheduled **on Friday** afternoons to minimize the time that a client must take off work. This way the children required recovery time can pass through the weekend.

Anaphylaxis: If a child enrolled at the Childcare has an anaphylactic allergy, the parent is required to fill out an individual plan, including an emergency procedure (see full policy). The childcare will be responsible to implement strategies to ensure children do not face risk of exposure if child is enrolled who has a serious allergic reaction.

Peanut Free/Tree nut Free It is common to have children in the school and in the childcare that have serious, sometimes life-threatening allergies to peanuts, tree nuts and their products. Therefore, the Childcare enforces a policy of **no peanut or tree nut products** to be brought into the facility. The Childcare strives to have a peanut and tree nut free environment. No foods containing these products are served in the day care. The anaphylactic allergies in the facility may change. Therefore, parents are asked not to bring food into the Childcare. Parents whose children bring a lunch are responsible to read the labels to ensure that they are peanut/tree nut free.

Hygiene

Children are to arrive clean and bathed. Children still in diapers must arrive in a **clean diaper**.

Cleaning & Disinfecting

The facility home is not always spotless as the main concern is the care of the children, but a standard of cleanliness will be maintained. All toys, surfaces and floors will be cleaned and disinfected on a regular

Smoking

The facility home has always been a non- smoking environment and so smoking is prohibited on the property at any time.

Emergency Contacts

Each client must have on file a list of names and phone numbers of emergency contacts. The emergency contacts are persons(18+) in the area who are authorized by the client to pick up and drop off the child in case of illness or emergencies when the client cannot be reached.

Minor Injuries

Bumps and scratches are inevitable even though every effort is made to keep the children safe through supervision and child- proofing. Please expect that children may experience a minor scrape or bruise from child play. If a minor accident occurs, first aid will be applied. Cuts and scrapes will be washed with soap and water and a bandage applied.

If the injury is not life-threatening, but requires further treatment, the client will be contacted. An incident report will be completed for all accidents that leave a mark or involve a hard fall and a copy will be given to the client upon arrival.

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Medical Emergencies

If an emergency injury occurs, emergency personnel will be called first and the client will be called next. All emergency personnel recommendations will be followed. If necessary, a child may be transported by ambulance to the nearest hospital. A substitute may be called to stay with the remaining children so that the childcare provider can accompany the injured child until either the client or emergency contact arrives. An incident report will be completed, and a copy will be given to the client. The incident will be reported to the licensing office. The client is responsible for any costs involved in medical treatment including any transportation required.

Utility Outages

In case of a situation where the power, heat or water is turned off in the facility home which lasts more than 2 hours the childcare provider will call each client and the children will need to be picked up for the remainder of the day. This is a requirement of our license.

Evacuation Procedures

An evacuation for emergencies may occur when there is a loss of power, heat or water, or in the case of a fire or natural disaster.

In the case of a fire or natural disaster an evacuation will occur in accordance with the local Fire Departments recommendation as identified in the emergency policy. The childcare provider will retrieve the portable first-aid kit and facility binder. The children will then be accounted for based on the day's attendance sheet then led out of the facility home to the designated evacuation meeting place. The childcare provider will again account for all children.

Fire Evacuation Drills

There is a fire extinguisher located in the living room and kitchen as well as smoke detectors in the home. If there is a fire that cannot be extinguished quickly, the children will be evacuated immediately before calling 911. Fire drills will be conducted monthly as determined by the childcare provider in accordance with local Fire Department guidelines. All evacuation drills will be documented in the Fire Drill Log Form and kept in the facility binder.

The emergency evacuation meeting area will be the residence listed under a). If that area is deemed to be unsafe or unavailable at the time of evacuation, then the meeting area will be that listed under b).

- a) 2151 West 134th Place Gardena CA 90249 (down the street in gray house)
- b) Open Grassy area on the corner of 132 and Van Ness Rowley Park Basketball courts.

RELIGIOUS PRACTICES

I understand that religious teachings should be left up to the parents. That does not mean that God never is mentioned. If you have any restrictions or concerns, please feel free to address them with me. We also usually have parties at Christmas, Easter, Halloween, etc. If you do not wish to have your child participate in these, please let me know.

Parent Involvement

I expect parents to be partners in their child's care and encourage parents to volunteer for field trips, activities, birthday parties etc. whenever possible. I meet individually with parents on a regular basis to discuss their child's progress, share observations and work together to set individual goals and objectives for each child.

Termination

Although it's sad to see a child go from our facility sometimes it is a necessary thing. Family's move, family's home situations change, and children grow. It is sad to say goodbye and to make this transition easier for everyone the facility has put termination policies in place.

Parent Withdrawal

Two full weeks of notice are required in writing to cancel a client's contract. Termination notices are only accepted on Fridays and notices cannot be given on days that the facility is closed such as holidays or during the childcare provider's vacation.

Payment for the child's final two weeks of childcare is required regardless of whether the child attends facility during that time.

The security deposit will be used towards paying for the child's final two weeks of childcare if a proper written two-week notice was given.

If there are outstanding fees owed, the client will be financially responsible for paying those moneys owed immediately otherwise late payment fees will be added until the balance is paid in full.

Provider Termination

In most cases the childcare provider will give a two weeks' notice in writing if it be deemed necessary to cancel the contract. The childcare provider however has the right to terminate the contract at any time without notice if the client should breach the contract by failing to follow any of the policies in the contract and policy handbook. ATLAAS reserves the right to immediately cancel the enrollment of a child for following circumstances:

- Failure to comply with the policies set forth in the handbook and/or parental agreement.
- Contesting and/or attempting to negotiate the fees, contract and/or policies.
- Failure to complete required forms by their required due date.
- Disruptive, disrespectful or hurtful behavior by child or that persists.
- Intentionally or frequently bringing a sick child to the facility and/or after giving fever/pain reliever.
- Non-payment of tuition and/or fees or persistently late and/or recurring penalty fees.
- Deliberate disrespect or damage to the childcare provider, other facility families, the home, family, furnishings or other belongings by a child, client or other person which picks the child up.
- Any behavior by a client that poses a possible risk to the other children in care such as (but not limited to) being under the influence of drugs/alcohol.
- Failure to bring a child for three days in a row without any communication.
- Scheduling conflicts.
- The inability to meet a child's needs without additional staff, equipment and/or remodeling of the facility property.

Meals

Meals and snacks are provided to **all children** at no additional cost to the client. Enlightenment Child Development Center will provide breakfast, lunch and snacks. ECDC participates in the Comprehensive Child Development Inc (USDA food program). If your child has any food allergies, or other special dietary needs, please let me know. Weekly menus are posted on the bulletin board.

Children must arrive by these times to participate. NO EXCEPTIONS.

Breakfast 7:00 a.m. — 8:15 a.m.

Morning Snack 9:30 a.m. — 9:45 a.m.

Lunch 11:30 a.m. - 12:30 a.m.

Afternoon Snack 2:30 p.m. — 2:45 p.m.

Please do not provide your child with Chips, soda, sweets and gum they are not allowed. On special occasions, such as a birthday, please decide with me if you wish to provide cupcakes (store bought) for all the children on your child's special day.

Infants

Infants are fed on demand if your child is not on a routine schedule.

Breast Milk & Formula

If an infant is fed breast milk the client can provide breast milk either fresh or frozen. All bottles and containers of breast milk and formula must be labeled with your child's name; this is a requirement of our license.

The facility provides Enfamil formula at no additional cost to the client. A client can provide their own choice of infant formula if they wish. If this is the case, the client must supply an un-opened can of formula labeled with the child's name. Some formula must be left at facility.

Please do not send any food or drink with your child without prior approval through the provider. We never force a child to finish what is on his plate, but we do encourage each child to try one or two bites of everything. Sometimes they are surprised by what they like!

Daily Schedule

7:00 - 7:30 Arrivals, Morning Inspections Individual / Small Group Play - Children Choose Quiet Activities (Puzzles, Coloring, Books) and Center Activities. Free Play-all centers open

7:30 – 8:15 Breakfast/ Bathroom Break Free Play-all centers open

8:00 -8:30 Free Play-all centers open

8:30 - 9:00 Circle Time: Weekly Theme - Books, Daily Calendar, and Songs

9:00 - 9:30 Large Group / Small Group Activities, Academics, Fine Motor, Mathematics, Language Arts, Center Play, Music and Movement, Computers

9:30 - 9 45 AM Snack/ Bathroom Break

9:45 - 10:50 Outdoor Play/Park

10:50 - 11:20 Art

11:20 - 11:30 Clean-Up for Lunch / Bathroom Break

11:30 - 12:00 Lunch/Bathroom Break

12:00 - 12:15 Story/Quiet Activities

12:00 - 2:00 Nap Time/Rest Time

2:00 - 2:15 Bathroom Break

2:30- 245 PM Snack/ Bathroom Break

2:45 - 3:00 Story/Quiet Activities

3:00 - 3:30 Art

3:30 - 3:45 Bathroom Break

3:45 - 4:45 Table Toy Activities (Play dough, Manipulatives, Beads, Puzzles, Cutting, Pasting, Coloring, Legos), Free Play-all centers open

5:00 - 5:30 Departure Individual/Small Group Play, Free Play-all centers open

5:15 - 5 30 PM Snack/ Bathroom Break/ Clean-up, Pick-up

5:30 - 6:00 Departure

This schedule is a guideline and is subject to be modified.

Daily doings

Television:

We allow limited TV viewing consisting of Nickelodeon, PBS and the Disney Channel only. On occasion, we let the children pick a child appropriate 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.

Activities:

Age appropriate activities are scheduled with flexibility allowed to respond to the needs of the individual child and day. We will offer times for outside play, crafts, stories, instruction, and naps appropriate to the child's ages, interests, and abilities. We will provide your child with tender loving care, understanding, patience and guidance in a happy family setting. Chores, such as picking up their toys. I provide preschool curriculum, developing large and small motor skills. We do many arts and crafts where the focus is on the process, not the product. Free play is an important part of a child's early years. It is here that they learn social skills that will be needed the rest of their lives.

Dress Code:

Please dress your child appropriately. The activities may be messy. Do not send your child in clothing that you do not want stained. Weather permitting; we will spend time outdoors.

You also need to supply 2 complete changes of clothing in case of an accident; we do not supply clothing for children.

Closed toe shoe (NO FLIP FLOPS), NO HEELS, NO WEDGES

When children begin to untie their shoes on purpose, we will recommend that your child wear Velcro.

During the Summer(June-August): Sandals or croc's must be closed toe and have a secure back strap.

Water Play: We have sprinkler and wading pool for summer water play. We require a permission slip signed before the child can play in the water if I use a small wading pool. A swimsuit will be requested for these days.

Toys and Personal Items/Property:

Toys, materials and equipment are provided for the children, during childcare. Please do NOT bring any toys and Personal Items/Property from home. They may become damaged, may pose a safety or choking hazard or may not be suitable for all ages of the children in care. If your child needs a special toy or item for sleeping, it will be allowed, but it will remain put away until Rest Time. Enlightenment Child Development Center Facility assumes NO responsibility for lost, stolen, or broken toys or personal items/property from home. Should the child deliberately destroy the facilities toys or other property through misuse or willfulness, the parent will be required to replace it.

Rest Period:

All children under the age of 6 will have a rest period. No child is forced to sleep; however, they must remain quiet. Older children, and those who wake early, will participate in quiet activities until "Rest Time" is over. Do not schedule drop-offs, pick-ups or visits during this time to lessen disturbance to the resting children. All children will rest on their mats with individual linens.

OUTDOOR PLAY:

Part of everyday will be spent outside weather permitting. We will go for walks or play outside in my secluded backyard. The children should be dressed appropriately to stay warm and enjoy being outside. If your child isn't feeling well enough to play with the other kids or go outside, then your child is too sick to be in facility that day. If your child is brought and they are not able to participate you will be called to come and get them.

Transportation:

At times, we may plan a field trip, or it may be necessary for me to transport your child by car. A permission form is provided upon enrollment. All traffic and safety laws will be followed. No child will ever be left unattended in a vehicle. Also, because this business is run out of my home, it may be necessary to run occasional errands with the children. Parents will be notified at drop off time or with a phone call. The only time we may leave without notice is in the case of an emergency, in which case a note will be placed on the door leaving instructions where the children can be found. Unless it is an emergency, you will always be notified prior to any outing from Enlightenment Child Development Center Facility and reserve the right to refuse. If we do not have your permission to transport your child, you are expected to pick up your child immediately and make alternate childcare arrangements for that day.

House Cleaning:

My house is not always spotless. My main concern is the care of the children. We clean the facility during Rest Time, if all are asleep, during non-business hours, and occasionally with children's help.

The children will help clean up

NEIGHBORHOOD WALKS AND FIELD TRIPS:

My program includes neighborhood walks, playground visits, walks to the mailbox and other out-of-house activities that involve transportation of children by foot, or in strollers. These activities may or may not be preplanned. If you wish your child not to participate in these activities, please indicate so on the "Family Child Care Home Permission Authorization". Older children and school aged children are driven to local parks, the library, for "special treat day" to a local pizza parlor or for an ice cream, a hike, etc. There is usually no additional charge for these activities. Each year, usually during summer, we go on special field trips to the zoo, local museums, a movie, stage show and other special events. There may be an additional charge for these activities. If a trip is preplanned, we will notify you in advance. If a field trip is planned parents will be notified well in advance and a permission slip will need to be signed. There will be times where parents must accompany their child on field trips.

Pets:

Enlightenment Child Development Center facility has an aquarium of saltwater fish and a dog, they have been certified as healthy by a veterinarian and are current on all immunizations. The children will be exposed to the daily aspects of care for the pets.

Confidentiality:

The information you supply to Enlightenment Child Development Center facility will be kept confidential. We will, always, respect your privacy. Before any of the information is released to outside persons, the parents will sign a release form.

Changes to Policies:

Changes may be made to these policies as needed with 2 weeks' notice. The policies, contracts, consents, and forms will be reviewed and updated, if needed, yearly in January. Please give written notice of any changes that may occur, especially of name or address, or of updated immunizations.

Child Practices

Toilet Training

For infants and toddlers in diapers, disposable diapers will be used. The facility supplies Huggies diapers if you prefer a different brand you may bring at least a week supply in their diaper bags, or larger amounts (clearly marked) may be brought and stored here on a regular basis. For parents who prefer to use cloth diapers, pin less diaper wraps, and plastic bags for soiled diapers should also be included. Soiled cloth diapers shall not be rinsed.

Assistance with toilet training will be provided with the understanding that it is exactly that, assistance. The childcare provider will assist with toilet training while the majority of toilet training is done at home.

Toilet training at facility will begin in training or regular diapers and will continue to be used until the child can use the toilet successfully and unassisted. When the child can accomplish this for two consecutive weeks without an accident the child is ready to use children's underwear at facility. If the child has an accident in underwear at facility the child will go back to using diapers until another two weeks have gone by without an accident. If another accident occurs the two-week period will start over. **Children 36 months old that are not potty trained will be charged the infant rate.**

Facility Rules

The following rules are to be followed by everyone at the facility:

- Helping Hands
- Listening Ears
- Respectful Words
- Looking Eyes

Basis of the Rules

There are three principals that the facility rules are based on:

- You may not hurt yourself
- You may not hurt others
- You may not hurt things

We will teach all the children that we use our hands constructively to help each other and to use gentle touches. We listen to each other and respect personal space. We speak respectfully to one another and ask politely for things. We pay attention to our surroundings and to the childcare provider. And finally, our feet are used for walking not for kicking and running is for outdoors only.

Adequate Clothing

Children must arrive in comfortable, well- fitting clothing suitable for the current weather conditions and temperature. We will be participating in daily outdoor activities as weather permits. New and expensive clothing are suggested against. We will do our best to prevent your child from getting super dirty but as we play outdoors and in sand and dirt frequently it is not always avoidable. In the case that a child's clothing become soiled or damaged, the childcare provider will not be held responsible. When your infant reaches 9 months old, we recommend that they wear firm sole shoes. If your child in unable to tie their shoes should by 4 years old, we recommend they wear assisted (Velcro, zip up or slip-ons) shoes.

Behavior Management

Children

Children and facility staff are expected to treat each other with respect and consideration. Children are encouraged to show co-operation and kindness toward their peers. Parents will be asked to assist the facility staff in teaching their children socially acceptable behavior, and to help enforce the expectations of the facility. Learning to be among other children is part of the exploring, experiencing, questioning and problem solving that make up the program. The facility has a policy of inclusion and children come with varying needs. Staff recognize that every child is individual and unique, so they are flexible in their approach. Should a child have difficulty in keeping within the limits on a continual basis, the parents and day care staff will meet to discuss whether assistance from other agencies would be helpful. If special needs resources and other outside agencies support have been exhausted and the facility staff determines that they cannot meet the needs of a child in the center, the Suspension and Withdrawal Policy, be followed.

All staff are required to sign the Behavior Management Policy on an annual basis. Discipline of children should be:

- related to the nature of the troublesome behavior
- appropriate to the developmental level of the child
- used in a positive and consistent manner
- designed to assist the child in learning the appropriate behavior
- implemented as soon as possible; after the troublesome behavior
- discussed with parents if persistent

Corporal punishment or threatening behavior is not allowed at any time. A child must not be humiliated either physically or verbally. A child must not be confined or locked in any room. A child must not be placed in a room alone. A child must not be deprived of the basic need for food, clothing shelter, or bedding. A child must not be punished or reprimanded in any way for failing to use the toilet, or for not falling asleep.

ECDC Childcare provides care to children with varying needs. In extreme situations (when a child is endangering him/herself and others), physical guidance may be used as a method to defuse and or/de-escalate a volatile situation. (See Guidelines for de-escalating Volatile Situations Behavior

It is our policy to encourage positive behavior and any unacceptable behavior will be handled only after considering the child's age, stage of development and level of understanding. The children will be allowed time to practice new rules before guiding them. We realize that young children have limited memories and may not recall a new rule without plenty of practice.

To assist children in developing self-control, self-confidence, and sensitivity in their interactions with others, and to ensure order, prevent injury, and ensure a child's activities are not infringing on the rights of others, the following strategies are used to guide the children's' behavior:

- Focusing on the child's behavior, rather than on the child;
- Reinforcing appropriate behavior;
- Observing children to anticipate potential difficulties.
- Establishing eye contact and calling the child by name to gain a child's attention;
Remaining near the child in situations where he/she may be losing self-control;
- Modeling problem solving.
- Offering choices.
- Re-directing.
- If all else fails, the child will be removed from the situation in a way that ensures that the 'time out' is a positive learning experience:

A discipline policy is provided to parents.

Biting Policy

As we know, biting is a common occurrence among children who do not have language to express their feelings. We understand that biting is normal, but it is not an acceptable means of resolving issues. At Enlightenment Child Development Center, we will take immediate action in the classroom as well as with the family regarding any biting incidents.

Immediate action includes, but is not limited to, documenting the biting incident with an incident report for both parties involved, in addition to observing, shadowing, or separating the children. If a specific biting incident continuously occurs, and if we do not receive appropriate cooperation from the family, we will withdraw the child from our facility.

Resolving Parental Concerns

Occasionally, differences in philosophy or child-rearing practices may occur in the childcare setting. All concerns about your child's care should be discussed promptly with a teacher or the administration to come to a resolution that will best support your child.

Parental Discipline Protocol

Enlightenment Child Development Center asks that when your pick-up your children from the classroom, if you notice a situation that warrants disciplinary action, please notify the teachers in the classroom or administration. Please do not take it upon yourself to discipline any students in our care. Parents entrust Enlightenment Child Development Center and our teachers to discipline students according to our policies set forth in our Parent Handbook.

House Rules

1. No hitting, biting, pinching, throwing, pushing, hair pulling, or otherwise hurting ourselves or others.
2. No intentionally breaking anything.
3. No running, jumping, wrestling, climbing, etc. in the house or on the furniture.
4. Do not pick up babies or toddlers.
5. No leaving the house or yard without permission (no one is allowed outside without adult supervision, even when parents are here).
6. No name-calling, yelling, profane language or teasing—everyone deserves to be treated with respect.
7. All food and drink will remain in the dining room/kitchen area.

Discipline Policy

We encourage positive redirection. Positive discipline teaches children where limits are set, how to maintain control of their bodies, and how-to problem solve in the event of the conflict.

We encourage children to empathize with one another's feelings and see the results of their actions. We discourage inappropriate behavior. We use "Time Out" as our last resort. Any child that is put in time out is always supervised by a teacher and shall remain in time out only 1 minute per age of the child. When time out is over, it is explained to the child why time out occurred and what correct behavior is expected. No child is subjected to corporal punishment or physical discipline at any time. Discipline shall never be related to food, rest, or toileting.

We will make every effort to work with parents of children having difficulties in child care. Behavior of children which disrupts normal classroom group activities on a frequent or extended basis may indicate physical or emotional problems requiring the attention of a professional specialist. The teacher and/or Director, with parental consent, will take the necessary steps to refer the child to the Public Health Nurse, a Mental Health Consultant, or other appropriate places for a professional evaluation.

Children displaying chronic disruptive behavior which is upsetting to the physical or emotional well-being of another child may require the following actions:

1. Parents of the child will be called in for a conference. We will discuss the issues and identify some possible solutions. A plan of action will be developed and agreed upon by the parents, staff, and a health/behavioral specialist.
2. If the plan of action is not working, the parents will be called in for another meeting. We will discuss what is not working and develop another action plan.
3. If no progress has been made towards solving the problematic behavior, the child may be suspended from care. This suspension may range in length from the rest of the day to indefinitely.

Children are never punished for lapses in toilet training or for accidents (spilled milk, for example). In the case of the latter, we will have the child help me clean up, if possible, not for punishment, but to help teach responsibility.

This statement sums up our policy: "Consequences that are humiliating or frightening to a child, such as hitting, spanking, shaking, jerking or verbal abuse, withholding, forcing food, punishment for lapses in toilet training and other forms of physical punishment are prohibited. These forms of punishment will never be used, even at the request of the parent.

* If a child loses control and could possibly injure him or herself or others, the child will be held and helped to sooth themselves until self-control is gained.

DISCIPLINARY PROCEDURES

We try to stress two main patterns of behavior: respect for other people, and respect for property.

As a result, we do not condone children to hit or shove other children or verbally abuse them.

We also stress that they treat material possessions (ours or theirs) with respect.

There is a difference between playing hard and using a toy for a purpose for which it was not intended.

We first remind them of the proper behavior. If the behavior is repeated, a "Think about it time" chair is used.

The amount of time a child sits in " Think about it " chair varies according to his age. Most experts agree that one minute per year of age is the most effective length of time, but this amount could be extended under

certain circumstances, then We will talk to the child (by now he has calmed down) and try to explain why that behavior was inappropriate. We might ask, "What might happen if we continue to throw toys?" The appropriate answers usually come out: something might get broken, the toy might break, and someone might get hit by the toy. If a child still has not calmed down or is belligerent at this point, we will separate him from the other children.

- * Prior to the use of 'Think about it time' the child will be explained what it means and what it involves. * The 'Think about it' place will be located within the classroom, where they can still be supervised, but away from the activity.
- * The child will be allowed to determine when he/she can return to the activity.
- * For pre-school age children, the 'Think about it time' period will be no more than one minute per year of age, to a maximum of five (5) minutes.
- * Appropriate or acceptable behavior of the child following 'Think about it time' will receive praise.

We skip the "reminder" and go straight to "think about it time" if the offense involves hitting or otherwise physically abusing another child.

If a child continues to abuse a certain toy the privilege of playing with that toy may be taken away from him for a period of several minutes up to the rest of the day.

If the whole group of children is engaged in this, the toy will be considered "closed" for a while.

For example, one day we observe the children throwing the tools and climbing on the workbench. We remind them that the workbench was not to be played with in this way, and they continue by turning it upside down and climbing on it that way. The workbench was "closed" for the rest of the day, and the next day we hopefully have no problems with it. If a child continues to behave inappropriately, we will talk to you about it.

Please also understand that We are mandated abuse reporters. If we suspect there is an abusive situation, we are mandated by law to report it. We document all observations that are out of the ordinary, either in facility or out.

TERMINATION AND SUSPENSION POLICY

Children may be suspended or terminated from the program only for reasons listed below:

SUSPENSION MAY BE NECESSARY FOR NON-PAYMENT OF TUITION. Delinquent payments must be paid in full prior to re-admittance. (Reference Payment, Policies identifying verbal contact with parent within first week of delinquency. Two weeks delinquency may result in suspension following written notice.)
SUSPENSION OR TERMINATION OF CHILD CARE SERVICES MAY OCCUR IF:

- A child has developmental or serious behavioral issues that cannot be adequately met by our staffing plan. Example: children who continually place themselves, other children or staff at risk of physical harm. (Information and referral sources are available to parents upon request.)
- Parents consistently arrive late (after their scheduled pick up or 6:00p.m.) to pick up their child. Information and referral about alternate care options available upon request.
- Nonpayment of tuition.
Verbal expression of concerns, written evaluation of issues, and Parent conferences will precede suspension.

PROCESS FOR TERMINATION AND SUSPENSION

- Enlightenment Child Development Center teachers are responsible for informing the Director of serious concerns they have for a child in their classroom.
- When it is determined there are concerns for a child in the classroom, the Lead Teacher will informally communicate with the parents and Director. If the problem continues, a minimum of three (3) written observations of the child will be recorded. Parent conferences will be encouraged if the problem remains unsolved.
- The Director will contact the parents in person, by telephone, or by a letter sent home with the child. The Director will arrange a mutually convenient time for a conference with the Director, Teacher and parents. The Facility's concerns will be clearly identified in writing.
- After the conference, should the problem seem irresolvable, ECDC will decide whether the child must receive a suspension or leave the program. The parents will receive a written statement from the Facility including the reason for suspension or termination, summary of the Facility's observations, interventions made by the facility, and all efforts made by the facility.
Termination of any child's enrollment (whether Facility or parent initiated) shall be managed in child-focused manner to prepare the child for termination from the program in a way consistent with the child's ability to understand.

WE WANT YOU AND YOUR CHILD'S EXPERIENCE TO BE A POSITIVE ONE. PLEASE FEEL FREE TO SHARE OBSERVATIONS, QUESTIONS, CONCERNS, AND SUGGESTIONS

Matters of Money

I HAVE A STRICT NO PAY-NO CARE POLICY.

All payments are due by 6:00 PM the Friday for the following the week of childcare services being provided. After 6:00 PM, the late fee will be assessed. If payment is not made within 3 days at drop off, your child will not be accepted into care until payment, including all late fees, is made. If a period of 1 week passes without payment received, the contract will be terminated, the position filled, and the collection process begun. You will be responsible for any costs related to collection of the childcare fees. These costs will include late fees, day of loss wages, cost fees and childcare fees. Cash or Check is accepted, and a receipt will be given upon request. A year-end statement of all childcare fees paid will be provided within the first month of the New Year. A fee of \$35.00, plus any additional costs I incur, along with my late fee will be charged to you for a returned check. All future payments will then be made by cash. Childcare fees are due regardless of whether your child attends. You are paying for a position, as well as a service. No refunds are given for late arrivals or early departures. All childcare services will be contracted. The contract is a legal document obligating me to provide a service for you and obligating you to pay me for that service. There are other requirements in the contract. I urge you to thoroughly read the contract/handbook and realize that it is legal, and you will be held liable for each item of the contract. By signing it, you are accepting it in all its terms.

If an NSF or SP check is issued the tuition amount as well as any fees will be due immediately and in cash and checks will no longer be accepted from this family. The child will not be cared for until all tuition and fees are paid in full and payment will still be due if the child misses any days because of this

Fees:

Registration Fee: A fee of \$50.00 enrollment. This is due the first week of care.

Tuition

All full-time and part-time tuition payments are to be paid in advance of care and are to be made payable no later than at pick-up on the child's last day of care for that week. Tuition payments will cover the following week of childcare. If a child is not present on this day the tuition is still due.

When the tuition payment falls on a holiday, the payment is due on the business day before the closure. Tuition fees are due 52 weeks per year regardless of attendance, unless otherwise stated. Rates may be increased periodically but not more than once a year.

Accepted Forms of Payment

Cash, personal checks, electronic payments, credit cards (plus \$3.00 convenience fee), debit cards (plus \$3.00 convenience fee) and subsidy are all forms of accepted payment.

Receipts

Receipts for all payments will be provided.

The receipt will include the childcare provider's name, the child's name, the current date, the amount, the dates that the payment will cover, payment tender (cash, check # etc.) and must specify what the payment is for (childcare services, late fee's etc.).

Payments

Cash Payments

The childcare provider carries no change. Cash payments will be entered in the full amount given and any excess will be credited towards the parent's next invoice.

Check Payments

Checks must be made out to "Enlightenment Child Development Center or ECDC" and must be written for the exact amount. All checks must be legible and neatly written with no ink passing below and onto the account and routing number. Every effort will be made to be immediately deposited electronically at facility with remote check deposit on the childcare provider's smart phone but is not guaranteed. It is the parent's responsibility to ensure that sufficient funds are available from the time that the check is given until the time that the check is deposited and cleared.

Childcare Assistance Payments

The facility accepts all forms of childcare assistance (CAL WORKS 1/2, GARDENA FAMILY CHILD CARE, CRYSTAL STAIRS and etc.). Proof of qualification must be provided such as a recent notice of action or acceptance letter before the child will be admitted. The child care provider will also call to confirm that the client and provider are both approved and can begin child care services. The client must pay all fees until the first subsidy payment is received (usually after 2 months). The facility provider will then reimburse the parent in the form of a check once the childcare provider receives the subsidy payment.

Many times, childcare assistance does not cover the full cost of tuition. It is the client's responsibility to immediately pay any part of tuition that is not covered by the childcare assistance program.

In addition, any fees incurred by a family such as (but not limited to) late payment fees, late-pick-up fees, non-sufficient funds fees etc. are not covered by any childcare assistance program therefore these fees must be paid by the client immediately.

Late Payments

There is a late payment fee \$10.00 per day for full and part-time clients if the tuition is not paid by Friday at 6:00 p.m. If payment is not made at drop-off by the child's next scheduled day the child will not be accepted into care until the payment is received in full, including all late payment fees.

Holding Fee

If there is an opening, a placement may be held for a child if that child will not be starting within 2 weeks. A placement will be held only if a contract is signed, a start date is given, a deposit (week fee) is paid in full. It is non-refundable and it is not credit towards childcare. If for any reason the child fails to start when expected, the deposit will be forfeited as will the held placement.

EARLY/LATE CHARGES

My time is very valuable to me, as is yours to you and I expect that you follow your schedule, if you are early or late, fees will be charged as follows and will be added to Friday's payment.

Hourly Charge **\$13.50** per hour

Charges are **\$13.50** per 15 minutes over your scheduled hours.

No Show Fee: **\$20.00** assessed if child is not brought as arranged without notice in addition to contracted rate

Late Payment Fee: **\$10.00** per day that payment is not received.

Returned Check Fee: There is a **\$35.00** fee for returned checks (for any reason), and additional costs incurred, along with the late fee if a check is returned to Provider. There after payments will be cash.

No Payment: You will be liable for cost fees, late fees and any cost for loss of wages if there is a small claims case.

Unpaid Tuition & Fees

If a period of one week (seven days including weekends) passes and payment still has not been received, the childcare provider may terminate the contract and fill the opening.

SUBSIDIZED CHILDCARE PROGRAM:

Payment will equal balance due on monthly rates less what your program will pay, payable on Friday for the following week. Subsidized programs will not pay for extra hours or late fees. YOU ARE RESPONSIBLE FOR ALL OTHER FEES.

WHEN YOU PARTICIPATE IN A SUBSIDIZED PROGRAM, YOU CHOOSE YOUR FACILITY AND ARE RESPONSIBLE TO FILE ALL PAPERWORK NEEDED FOR APPROVAL AND FOR CONTINUING CARE.

Enlightenment Child Development Center

RULES REGARDING SUBSIDIZED CHILDCARE

YOU ARE RESPONSIBLE FOR THE \$50 REGISTRATION FEE, WHICH WILL NOT BE REFUNDABLE FOR THIS PROGRAM.

YOU PAY YOUR CO-PAY PLUS ANY DIFFERENCE BETWEEN WHAT THE PROGRAM PAYS AND OUR CHARGES. PAYMENTS FROM YOU ARE DUE ON FRIDAY FOR THE FUTURE WEEK, ACCORDING TO THE SCHEDULE OUTLINED IN THE HANDBOOK.

YOU ARE RESPONSIBLE FOR ANY LATE FEES OR LATE PICKUP CHARGES AS OUTLINED IN THE HANDBOOK. SUBSIDIZED PROGRAMS ONLY PAYS FOR ACTUAL CARE.

SUBSIDIZED PROGRAMS WILL PAY FOR SOME EXCUSED ABSENCES DURING THE MONTH, YOU ARE STILL RESPONSIBLE TO PAY YOUR CHARGES WHETHER YOUR CHILD IS PRESENT AS OUTLINED IN THE HANDBOOK.

SHOULD YOUR CHILD BE OUT FOR MORE THAN 5 DAYS YOU WILL BE RESPONSIBLE TO PAY FULL CHARGES FOR THESE DAYS. SHOULD YOUR PROGRAM DECIDE TO PAY FOR THESE DAYS AS PAYABLE EXCUSED ABSENCES YOU WILL BE CREDITED ONCE I RECEIVE PAYMENT.

UNTIL I RECEIVE APPROVAL FROM THE PROGRAM THAT YOU PARTICIPATE IN, YOU WILL BE RESPONSIBLE TO PAY FULL CHILD CARE AS OUTLINED IN CONTRACT.

IF YOUR APPROVAL ENDS AND YOU HAVE FAILED TO RENEW IN TIME FOR CONTINUOUS COVERAGE YOU WILL BE RESPONSIBLE FOR FULL PAYMENT UNTIL I RECEIVE APPROVAL AGAIN. FAILURE TO DO SO WILL RESULT IN IMMEDIATE TERMINATION.

IF THIS HAPPENS AND YOU WISH TO REGISTER AGAIN WITH ME LATER, YOU WILL NEED TO PAY 1 WEEKS TUTION AS A DEPOSIT PLUS ANOTHER NON-REFUNDABLE \$50 REGISTRATION FEE. ALSO, ANY FEES OWED WILL NEED TO BE PAID BEFORE I WILL ACCEPT YOUR CHILD BACK IN CARE. ONCE AGAIN:

YOU ARE RESPONSIBLE TO MAKE SURE ALL YOUR PAPERWORK IS IN ORDER AND FILED PROMPTLY SO THAT YOU WILL HAVE CONTINUOUS CARE.

YOU ARE EXPECTED TO PAY YOUR PART ON TIME ON FRIDAYS, SINCE I AM ONLY RECEIVING PAYMENTS FROM THE PROGRAMS ONCE A MONTH IT IS IMPORTANT THAT YOU ARE NOT LATE WITH YOUR PAYMENTS, A \$10 PER DAY LATE FEE WILL BE APPLIED, AND IF NOT PAID BY MONDAY MORNING YOUR CHILD WILL NOT BE ACCEPTED FOR CARE UNTIL PAYMENT IS RECEIVED AND THE PROGRAM WILL BE NOTIFIED.

