



Rules & Policies Handbook for: McClure Family Child Care

Carol McClure * Lic. # 197409426

PHILOSOPHY & MISSION STATEMENT: The Secret To Caring For A Child Is Caring For The Child.

I believe that children learn through play and benefit from a caring, structured schedule. My goal is to provide a safe, happy & healthy home/family-style environment, where children can grow physically, emotionally & socially at their own pace.

SERVICES: I am a self-employed small business owner who works out of her home. I have set business hours & policies and I pay taxes on all income regardless of source. I give **basic, non-medical Care** which includes: a comfy & cozy atmosphere, appropriate attention/affection, yummy meals/snacks, & toileting help. I supply food/formula, diapers, wipes, powder, high chairs, bibs, sippy cups, and cribs/cots with linens.

* I work with several families at once. In order to provide equal & fair service to all I only work on a contract or appointment basis with *pre-agreed* drop-off & pick-up times. Drop-ins accepted by appointment only; sorry no walk-ins.

* I primarily accept children aged 0 to 3 years. My program is play-based and I incorporate general & educational toys and activities for all levels of development however ***I do not offer a preschool curriculum.***

* Cash and subsidy families are accepted equally & without prejudice. Just be aware that timesheets need to be signed daily! and that subsidies do NOT pay for omissions—missing or unsigned days must be paid for by the parent and funded parents are subject to the same payment terms as cash parents for all co-payments or other applicable fees.

ENROLLMENT: There are certain conditions that must be met before a child can be added to our roster: a successful interview, the completion of a Contract & *tons* of State-required paperwork, and payment of a non-refundable start-up fee *and* the first week's tuition OR subsidy authorization. Once enrolled, all forms are subject to annual renewal and your personal information, especially phone numbers, ***must*** be kept current.

* **Roster spots are FIRST-COME, FIRST-SERVED** and I will not "hold" or take one off the market without a cash deposit **or** CCRC/DCFS authorization. All monies put down to hold a spot will be credited to your start-up or first week's Care fee, however that hold will be released and your payment forfeited if you change your mind or otherwise fail to complete enrollment or start Care.

* Contracts are required because all money exchanges & transfers of valuable goods require a **clear understanding** of the transaction taking place—even *getting your car tires rotated requires a service agreement!!* In Child Care, your child is the valuable goods and you & I *both* have certain responsibilities & obligations to him. So it is simply *good business sense* and *responsible parenting* to spell out, and agree to, the costs & conditions of their Care.

TRIAL PERIOD AND DIS-ENROLLMENT: Everyone gets a two-week trial basis to ensure a good fit. (Feel free to call to check in at any time!) During this time, either you or I can terminate all Care arrangements without notice, explanation or further commitment.

** Quits After Trial Period: Either a two (2) weeks advance written notice OR a payment equal to that time is required if you choose to withdraw your child from my Care regardless of the reason. A combination of notice time (if less than 2 weeks) plus a payment (for the number of days remaining to equal the 2 weeks of Care) is the only acceptable substitute. Unused days will not be refunded. Subsidies: Talk to your worker before giving notice—additional criteria may be required.

** Provider Dismissal After Trial: If for some reason I cannot continue to meet your schedule, I will give you *at least* one full week's advance notice, however I reserve the right to terminate Care *without notice* or refund for cause such as but not limited to: Unreliability · Breach of Contract or Failure to comply with Handbook policies · Disrespect or Attitude · Lack of cooperation · Zero-tolerance matters or other Behavior/discipline problems · Provider family emergency.

ABSENCE: All child absence & time off is charged for Please DO NOT pro-rate your payment if your child has been/will be out for any reason—the roster spot held, time spent and/or preparation performed on his behalf *cannot be restocked or re-sold*. This includes: ALL child sick days, personal days, vacation days, late drop-offs, early-pick-ups etc. Subsidies: no-shows will be charged to you not your program and you must pay for them promptly. CCRC may require a doctor's note for long absences.

* Absence exceptions are made for MY inability to perform only: in the event that I cannot Care for your child (illness, jury duty, vacation etc) I will notify you ASAP so you can make other arrangements (see back-up policy). Credit toward the next week will be given for *my* time off only, no other adjustments are given & paid holidays are not included in this exception.

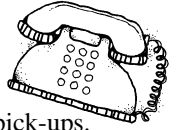
PRE-SCHEDULING/BOOKING in advance is required as I need to know who will or won't be here on which days & at what time so I can properly plan, juggle & prepare to meet everyone's needs, all while remaining capacity-compliant & sane (*whew!*) **ALL CARE WILL BE GIVEN ACCORDING TO YOUR CONTRACTED SCHEDULE OR BOOKED HOURS ONLY!** -- regardless if I am open earlier or later for another child. All Care given over and above that time is considered OT (overtime) and will be charged as such (see below).

* Variable schedules must be turned in at least **(3)** days in advance. Sorry, vague or uncertain timetables not accepted.

* All time/space is subject to prior booking and hourly care & occasional drop-ins are booked as time/space allow.

* Changes: I am happy to accommodate your day/hours changes *as long as the time/space is available*. Significant changes require at least one week's advance notice. Subsidies: see your worker first—re-contracting may be required.

DELAYED? Just as you need dependable Care, I need reliable parents. But I also recognize that delays do sometimes happen & I am prepared to work with you as best I can. --- ***The key to daycare harmony is to call me asap!*** ----->



I'm available at home or on my cell between **6am & 10pm** and by email 24/7. Note: late drop-offs do not excuse late pick-ups.

* Subsidy parents: Please know that CCRC & DCFS makes random/unannounced site visits to verify child attendance.

It is SO important that I stay on schedule in order to meet the many needs of the children in my Care, so be aware that I do not sit/wait on "stand-by" for child drop-offs. For example, if a child is not here at his expected drop-off time (within reason) & no one has called me about his lateness, I **MUST** consider him a "no-show" and continue our day without him - this could include our eating without him and/or my leaving the premises (of course he is still welcome to join us late but a full day will still be charged for). - So don't miss lunch or me entirely -- puhleeeeee call me & let's work out a new plan for the day. THANKS!

OT (OVERTIME): Need more time? I am happy to help you out *if I can*. Again, the key is to *call me* the minute you know so we can make a new plan (don't drop your child off early or pick him up late without calling me!)

* **Yes, there is a charge** on all overtime and other extra Care. Why? Because I plan around the daycare schedules that I contract for, so rightly & fairly my time/services, the risk of going over-limit, and any inconvenience to my family should be compensated for.

* Late fees: are \$10.00 for every 15 minutes. (Example: 1 to 15 minutes late picking up, you owe \$10.00; 16 to 30 minutes, you owe \$20.00.) *Please be prepared to pay in cash at pick up* that same day unless otherwise arranged or paid in advance. Subsidies: you need to pay these fees yourselves as they are not covered by any program.

* **Late pick-up caution:** If after a reasonable amount of time I have not heard from you, I must call your emergency numbers or even DCFS/Sheriff and request that they pick your child up & hold him until you arrive. (OT fees will still apply.)

BACK-UP CARE: Because emergencies happen at the darnedest times, everyone ***must*** have a back-up plan at all times. I recommend keeping at least three options open & checking them often.

* **I DO NOT KEEP A BACK-UP** on retainer to cover for me during an illness, vacation, jury duty or other time off: Why? Because Licensing considers this to be a *parent right/responsibility* issue nor is it cost-effective or practical due to the wide variety of needs, situations & schedules.

FEES: Care fees are due in full, 52 weeks per year & are calculated as fairly as possible using several factors not just attendance. (monthly or bi-weekly payments may be made by special arrangement). **All fees are non-refundable.** Credit to the next week shall be given for **my** inability to perform only.

* Your specific fees will be outlined in your Contract/Agreement and I am happy to adjust them if your schedule changes. I will give you 30 days advance notice of any C.O.L.A. increase.

* Additional fees will be charged for things that are not usual or ordinary (OT, bad checks, late payments, etc). These fees are not covered by any subsidy and must be paid promptly.

PAYMENT: is due in full & in advance for each coming week (before 6 pm Mondays) every week, regardless if your child attends the whole week or not. I accept two kinds of payment— cash in advance & approved State subsidies—**NO CREDIT!**

* If you know you won't be here on Monday payment should be made the Friday before. In case of illness, payment for the week will be accepted on your first day back.

* **Cold-hard cash is preferred** but personal checks are OK as long as they don't bounce. (No post-dated checks.).

If you need change I will give it to you the next business day OR I can credit the overage to next week's fee.

* **NO PAY – NO PLAY!** I simply cannot carry an unpaid balance AND Care for your child at the same time. Payments not received by 6pm Monday are subject to late fees of **\$5 per day** until paid. I reserve the right to withhold my services effective Tuesday morning pending full payment including late fees. Furthermore, if full payment is not received by 6pm that Friday, I may consider you to have quit without notice with a balance owed (see collection) and remove your child from the roster.

Monday

RETURNED PAYMENTS: Checks returned by the bank for any reason will be charged a **\$25.00** processing fee plus any additional bank fees I may incur if any of my checks bounce as a result. Care will be immediately stopped until full payment of tuition & bank charges have been made, in CASH (paper dollars). If a *second* payment ever bounces, I will accept CASH (paper dollar) payments only from you from that point forward OR terminate Care altogether, at my discretion.

COLLECTION: Parents who quit or are terminated while owing me money, regardless of the reason, are referred to a credit reporting/collection agency for the amount due PLUS all applicable additional fees and/or the cost of the 2-week quit notice period. **Be aware that these agencies are allowed to ding your FICO/credit reports and tack on the cost of their processing, interest, and court fees, thereby possibly tripling or quadrupling the original amount due.**

* Military members: your First Sergeant/Commander will also be notified and asked to assist in taking action.

VACATION/EXTENDED LEAVE: I do not have a back-up list to fill temporary vacancies, therefore just like sick days, all extended child absences (custodial visitation, family vacation, etc.) will be charged for & must be paid *in advance* in order to maintain your roster spot. Subsidies: you must arrange for a leave of absence from your worker at least 2 weeks in advance.

* My vacations generally consist of occasional 3- or 4-day weekends, that is I usually only take scattered Fridays and/or Mondays off. However, depending on where in the week my anniversary (April 7th), the 4th of July, and Christmas fall, I may take an extra day or two at those times, but be assured that unless it's an emergency I will announce my plans well in advance so you can make other arrangements. I will also adjust your fees accordingly (provider sick or vacation time off only).

PAID HOLIDAYS: I get **10** paid Holidays per year. Please note your calendars & budgets that I am **CLOSED WITH PAY** on: Jan: New Year's Day; Feb: President's Day; May: Memorial Day; July: 4th of July; Sept: Labor Day; Nov: Thanksgiving Wednesday, Thursday, & Friday; Dec: Christmas Day & the day after (Boxing Day).

In addition, I may close a bit early on Christmas Eve and New Year's Eve, with advance notice.

* If a holiday falls on a Saturday, I may substitute it with the day before (Friday), with advance notice.

* If a holiday falls on a Sunday, I may close the day after (Monday), with advance notice.



THIS IS A COOTIE-FREE ZONE: No Sick Kids Allowed! This means that if your child is not feeling well, for any reason, you will need to find alternate care -- I realize this can be a difficult issue particularly since absence is charged for, but under the law (CA H&S, CA Title 22) my license does NOT cover sick-child care as it considers a sick child to be the responsibility of the parent, regardless of *when* the child becomes ill -- in fact during Licensing visits the children's health is noted and I have actually been reminded that '*this is a day care, NOT a clinic.*'

* Exclusion & return policies are listed separately in this handbook. *I reserve the right* to refuse your child and/or send him home for illness as outlined therein. Sick or injured children must be picked up within 60 minutes of your notification.

SPECIAL MEDICATION & DEVICES: I am not a trained health professional so please keep your child's meds, tests, and/or treatments necessary during daycare to a minimum. Anything he absolutely must take or do during Care {RX & OTC} will **REQUIRE** a written note, the original container, and necessary dispensing tools. **BY LAW** glucose monitors, nebulizers & *all other devices must also have written how-to/dosage/timing instructions from the prescribing doctor--no exceptions!!*

BEHAVIOR: Let's face it -- kids can get noisy, messy & obnoxious! With that understanding, my policy is that as long as a child's presence remains a *generally positive experience for everyone*, he may remain in Care.

* My basic ground rules are: no attitudes, cursing, throwing, hitting, running around the house or climbing / jumping on the furniture. I do **not** tolerate biting or pinching. All children will be expected to follow directions; be compassionate & considerate of others; practice their company manners by saying please, thank you, & excuse me; and to pick up after themselves as much as they are able.

*good friends
make
good times
even better!*

DISCIPLINE: I discipline through love, consistency & firmness. When out-of-bounds behavior occurs, I will: remind your child of the rules, encourage him to solve the problem on his own (but I will intervene when appropriate), redirect him to another activity, remove a privilege or separate him from the group (cranky children may be put to bed).

* I will send a child home early if he is overly disruptive, prevents me from being able to properly care for the other children, or poses a danger to himself or someone else. ***In the interest of safety & general harmony, biting, serious behavior, defiance and/or attitude problems are cause for immediate dismissal.***

ZERO TOLERANCE POLICY: This daycare is still a private residence and a haven for the people within it's walls. Neither they nor I should have to tolerate disrespect in any form, no matter how much I get paid. Therefore I reserve the right to automatically & immediately dismiss any child OR parent who: ***Verbally or physically abuses, assaults, threatens or harasses me or another child/ parent; Steals or vandalizes against me or another child/parent; Uses or is under the influence of drugs or alcohol in my home or on my property; Brings or displays any: weapon, drug or paraphernalia, or pornography, into my home or on my property.***

RELIGION: Personally, I believe the King James Bible has been translated correctly and I believe in the Trinity, Jesus' Resurrection, and that Salvation is by Grace thru Faith not works, however I don't 'thump' my Bible at anyone (but I do give them out for free!) I do not 'do' formal religious instruction or worship, but I do say *God Bless You!* to a sneeze, and read a few basic Bible stories at story time and coloring. Children are always welcome to pray and/or cross themselves on their own before meals or nap.

TRAVEL: We don't do field trips but an unexpected school run, urgent errand or emergency may be required, therefore all parents must agree to allow me to transport the children at my discretion using either your car seat or mine.

* Little ones are not locked in/left unsupervised in my car. This has always been my policy, since day one.

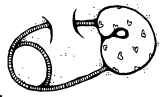
NAPTIME: Naptime is a quiet time where the kids can sleep, grow & re-energize (it's also MY break time too!) Infants are allowed to nap at will; we aim for one 2-hour nap for toddlers. I really try not to schedule drop-offs/pick-ups between 11am & 1pm (*toddler nap time*) so please limit drop-offs or pick-ups during this time.

* Children may bring a 'Binky' and/or blankie for nap use only (must be washed weekly!) Please--no stuffed animals.

Sippy cups may be substituted for bottles when appropriate. *Note: I love to snuggle, but I don't rock babies to sleep-- I put them to bed before they doze off so they learn how to fall asleep on their own.*

* Bed-wets are treated with dignity & handled promptly; wet clothes will be bagged & sent home for laundering.

MEALS: I follow the Child & Adult Care Food Program (CACFP), therefore my meals are healthy, appropriately sized, and served on a schedule (Bottle-fed infants are fed on demand). Older children who arrive after a meal OR who choose not to eat will be served at the next scheduled sitting. Be aware that *meals/snacks served in this facility, whether prepared from scratch or pre-packaged, may contain traces of eggs, soy, nuts, and/or milk.* Please do NOT bring perishable or homemade food in **unless** your child is on a special diet. Fresh, store-bought donuts are OK once in a while and ONLY if you bring enough for everyone (save all other sweets, soda & chips for birthday /holiday parties).



POTTY TRAINING: PT should be done once your child is off the bottle, wakes up dry, has reasonable pee & poo holding control, AND can express his need to go **before** it's too late. I am happy to help PT a willing child but if you do not consistently work on it at home, I will not work on it here. NOTE: I do not nag at children or put them on the toilet for long periods of time. In general I recommend the method offered online thru www.3daypottytraining.com

* **Absolutely NO onesies, belts, zippers, overalls, or even regular diapers while training!** I place kids on the toilet, not potty chairs, and have boys face backwards from day one.

A child's ability to control elimination depends on his neuromuscular development, not just his other developmental achievements. Generally, toddlers don't control both their bowel & bladder until about 29 months of age; Self-starters are always encouraged & supported regardless of their age.

CLOTHES: Your child should be brought to day care healthy, clean, & dressed appropriate for the weather.

* All little ones need TWO full changes of clothes on hand at all times. An emergency-disaster packet is recommended for children of all ages. Extra socks are appreciated!

* We are NOT running a fashion show—keep the cute outfits home! Remember, kids dribble, drool, spit-up, leak, and crawl around on the floor!! All I ask is that their clothes start out clean & fit properly.

SAFETY: Small children must be escorted to and from my home--absolutely NO dropping off at the curb or honking for them to come out. Please DO NOT! Just walk in my front door—please knock or ring the bell, and wait for the door to be opened. When you are here, you are fully responsible for your child -- do not allow him to run in the yard or out to the car alone!

* If someone else will be picking your child up, you need to call or tell me in advance--by law, all pick-up alternates **must** be pre-authorized in writing & their ID may be checked.

* Please keep personal toys at home or in your car, as they may cause a disruption or pose a danger to another child.

PHOTOS: I do occasionally photograph the kids for the daycare website/Facebook during a party, playtime or field trip; as part of a craft or gift; or for identification purposes. Please make sure your email addy is current so I can send them to you (in .jpg format) and you can show them off or print them.



COMMUNICATION: I try to stay as "in touch" with my parents as possible: I use a magnetic note/advisory system on my front door and maintain a daycare website & Facebook page, which list our activities, upcoming events, days off, etc. **I am available by phone between the hours of 6:00 a.m. and 10:00 p.m at home (722-7071).** You can even e-mail me at MacFDC@aol.com.

CUSTODY ORDERS: By law, any restriction against a legal parent/guardian must be in writing, accompanied by a copy of your legal & current custody or restraining order. Otherwise, I can't stop that person from visiting or taking your child -- no exceptions! At the expiration of that order, your child's access & release will be treated as it was prior to or without that order.

- * All liability for a mistaken restriction or violation is your understood & accepted responsibility.
- * Please! do **NOT** involve me in any parental dispute (payment, custody/visitation, etc) .



UNDER STATE & FEDERAL LAW as well as LA County regulation :

- * **No smoking is allowed.** Please extinguish your cigarettes & EXHALE! before entering.
- * **All immunizations must be kept up-to date!** I must review them regularly and advise when one is due.
- * **I am a "mandated reporter"** which means I absolutely *MUST* report any/all threatening statements; improper or dangerous behavior; unusual incidents or catastrophes; and all suspected child abuse such as but not limited to: physical injury, sexual assault, verbal abuse, or neglect of a child's health/hygiene or general care & safety. **So please! Always arrive sober, use a carseat, choose your language carefully, attend to your child's health/hygiene & have an emergency back-up plan.**

Note: Kids just say the darndest things at the worst times, don't they?! So I 'promise' to believe half of what your child says about you and ask that you in turn believe only half of what he says about me too! Seriously however, IF a situation arises that clearly falls under the legal parameters for reporting, please understand that I must and WILL do so—no exceptions.

COMPLIANCE: There's a gazillion regulations & tons of paperwork involved with licensed daycare, only some of which you have seen in this Handbook. Be assured that I work very hard to stay up-to-date on all of it, including getting regular training & attending resource workshops and I am regularly monitored by several agencies for compliance with capacity, health/safety & nutrition-- in fact inspectors from Licensing, the USDA, CA Dept of Education, Food Program, and DCFS may enter at any time.

* **CCRC and DPSS random site visits** are also regularly conducted to verify child attendance and confirm services for all CCRC, DCFS, & CalWORKS/Stage1 children. Timesheets may be inspected at these visits too, so please sign daily!

FINAL NOTES:

* For clarification, unless stated otherwise, the handbook terms 'I' 'me and 'my' refer to the day care provider, and 'you' and 'your' means the enrolling parent(s). The rules and policies in this handbook were written, and are intended, to assure fair treatment, respect, and general protection to everyone--your child, myself / my family, and the other children in Care. They will be enforced for those same reasons and I may revise this Handbook at any time without notice as the need arises.

* Also for clarification, the terms "in advance" and/or "advance notice" shall be understood to mean "before it happens (but not at the last minute)" or "ahead of schedule".

* I reserve the right to enforce terms & policies at will or make an exception to a term/policy--such as for a unique or unusual situation. But any such exception that I may make shall be decided on a by-case basis at my sole discretion only, and it shall not be considered as permission or requirement to any other or subsequent acts. (Just because I might be lenient one day, doesn't mean that the policies don't exist or apply.) My failure to enforce any one or more contract term or handbook policy does not mean that that particular term or policy is no longer in effect, nor shall it affect my right to enforce any other term or policy. No right shall be waived or lost by my delaying or failing to exercise it.

End of Handbook (updated 10/2011)



-----Sign & detach here. Return bottom portion to Provider -----

Parent Acceptance Certification:

"I/we have read the Daycare Rules & Policies (Handbook) for the McClure Family Daycare and agree to uphold them."

Parent signature _____ date _____ Parent signature _____ date _____

**It is OK to post my child's face on the daycare website:.....(initial one) yes _____ no _____