



POLICY & HANDBOOK

Welcome to Peek A Boo Daycare! This will be your child's home away from home. We will provide a safe, caring, home atmosphere for your child while at the same time providing for their physical, intellectual, emotional and social development. This handbook will outline the policies and procedures under which we operate as a licensed daycare provider. Please read the policies of Peek A Boo Daycare carefully.

PROGRAM

Peek A Boo Daycare wants to help children grow physically, emotionally and socially at their own pace. We believe that the first years of a child's life by far the most important, helping to lay the foundation for all intellectual and emotional development through active manipulation of their environment and educational experience. Since there is a broad range of behaviors exhibited by children what is effective for some children may not be as effective for another child. Some of the activities your child will experience are: large motor skills, small motor skills, language, math, art, computer activities and social interaction. Children will be taught to respect each other, adults and property. Development of children's confidence and self-esteem is a goal of our program.

ENROLLING

When enrolling your child there are many forms that must be completed and submitted before we can assume the responsibility of caring for your child. (NO EXCEPTIONS). Most of these forms are required by the state. There may be other forms to fill out on occasion such as: permission to administer prescription medication or incidents reports, etc.

There is a Deposit of \$100.00 per child due at the time of execution of contract. The "Deposit" is non-refundable. The deposit is to reserve a spot for the student in the current school year. The deposit is not credited towards payment of tuition or fees. In the event your child does not start on the agreed upon date, your position may be forfeited. You will also be required to pay the first weeks tuition upon submission of enrollment forms. All completed forms, deposit, and tuition are required before your child can start daycare. If your child's spot requires holding longer than 2 weeks in advance, you will be required to pay ½ the regular weekly fee for each week your child is not yet in attendance. This is in addition to your \$100.00 Deposit. You are required to keep us informed of any changes in address, contact numbers or any other information listed on any of the forms.

TUITION

There will be a two-week introductory period for all new children beginning on your child's first actual day of care. During that time you may terminate the child care agreement by giving 24 hours written notice. No prepaid fees will be credited upon cancellation during the introductory period. After the introductory period, if you wish to terminate our contract, you must provide written request, two weeks prior to the date of termination. If we need to terminate our contract, we will give a minimum of two weeks notice, unless severe circumstances arise as determined by the provider, at which we reserve the right to immediately terminate our contract. Under these severe circumstances you will still be responsible for any outstanding balances. (Such severe circumstances might include, but are not limited to, failure to pay tuition, child behavior that is harmful to themselves or others, and damage property. Your Rate

will be listed on your contract. Payments are made in advance for the coming week and are due in full, including all accrued fees on or before Friday at the time your child is dropped off. If Friday falls on a holiday, payment is expected on the last workday prior. If tuition is not paid by Monday of each week, a late fee of 10% may be applied. If full payments, plus accrued late fees, are not received by pick up time on the first day of your child's attendance. Your child may be denied attendance until all payments and late fees are paid in full. If all payments and late fees are not paid in full by the third Late Day, the provider must assume that you have terminated your contract prematurely, and without notice or provider may immediately terminate contract. If a contract is terminated in this manner, you are still responsible for full outstanding balance. In cases of non-payment, legal actions may be taken, and the parents will pay all legal fees incurred. Accepted payment methods are Cash, Zelle, Cash App, Venmo, Children's Home Society of California, Connections for Children, and Crystal Stairs . If paying by check, no post-dated checks will be accepted. There will be a \$35.00 returned check fee. A returned check could potentially result in cash only payment for future services.

TUITION RATE INCREASES

I will give you 2 weeks notice of any increases in your child's tuition rate.

TERMINATION

the parent(s) or the provider may terminate contract. A one week notice prior to the date of care required.

IMMEDIATE TERMINATION

1. In sole judgment of the provider, the child's behavior or parent's behavior poses a significant threat to the physical or mental health or well being of one or more of the other children, provider, staff or other persons on the premises of Peek A Boo Daycare
2. Any payments owed by parent to provider under the contract is not paid within 3 days after such payment is due
3. The child is picked up late more than 5 times in any 30 day period
4. The child has damaged any property in provider's home.
5. If it is discovered by the provider or daycare staff that the child and or children enrolled has a Developmental Delay where their needs cannot be supported by regular daycare staff is subject for termination.

DROP-OFF & PICKUP

Please arrive on time and make sure you sign your child in and out everyday by using the Brightwheel App. All children over the age of 12 months are expected to arrive fully dressed and ready for the day. Do not bring your child in pajamas. You are scheduled for childcare for the hours listed on your contract. If you need to drop off your child before your scheduled time, please call, text or message (brightwheel app) me by 9:00 p.m the night before. If you show up early without prior notice we may not be prepared to receive your child and may choose not to admit them until their contracted arrival time. Or you may be subject to an Early Drop-off fee of \$5.00. When you or a designated person picks up your child, they must be picked up at or before your contracted pickup time. I will allow a 15 minute grace period after your contracted pickup time, after which time I will charge an overtime rate of \$5.00 per every 15 minutes after your contracted time. (Example: if your contracted pickup time is 4:30pm and you show up at 4:46pm, you will owe an additional \$5.00). If we feel that you are abusing this privilege, we reserve the right to terminate your contract. If you know in advance that you will need to pick up your child later than your contracted hours, you must arrange this with us at least 1 hour before your scheduled pickup time to avoid paying the overtime charges. We reserve the right to decline your request if we have other plans or if this would exceed the headcount limits imposed by the State.

Backup Person for Pickups

It is our policy to release your child only with his/her parents or whomever parent designates. If you know someone other than you or the designated persons will be picking up your child, please let us know at drop off or text/message (brightwheel app) us with the name of who will be picking up your child. If we do not receive a text or written note from the parent we will not release your child. Any persons not listed on the emergency card will be asked to show photo ID before a child can be released.

Guidelines - What Is Asked Of Children

1. All food and drinks must be kept in the kitchen area.
2. No playing in the bathroom.
3. No coloring on anything but paper.
4. Name calling, foul language and yelling are not allowed.
5. No hitting, kicking, pushing, pinching, biting, spitting, bullying or pulling hair.
6. No pulling or picking of plants, grass, trees, or flowers.
7. No picking-up, pulling, poking or squeezing of babies.
8. All kitchen and bathroom cupboards are off limits to daycare children.
9. Take turns and share.
10. Help clean up.
11. Good manners, politeness, and kindness (via daily encouragement/teaching).
12. Laugh, smile, play, and be happy.

COMMUNICATION

Communication is very important to us. We are open to any questions, concerns and/or feedback you may have that is oriented towards a positive outcome for our children. Any serious concerns or issues may be discussed in private during after hours by appointments or via email/text/message (brightwheel app)

Parents will receive a Daily update on Brightwheel consisting of what your child had for lunch, activities and other concerns.

We are available Monday - Friday 7:00am – 6:00pm If you are calling during the day and we do not answer, it may be because we're busy with children, however, you can leave a message, and someone will get back to you within 24hrs.

HOLIDAYS

Holiday schedule varies per year

These are the following holidays in which Peek A Boo Daycare will be closed in 2021

- New Year's Day - January 1, 2022
- President's Day - February 15, 2021
- Memorial Day - May 31, 2021
- Independence Day - July 5, 2021
- Labor Day - September 6, 2021
- Veterans Day - November 11, 2021
- Thanksgiving Day & the Day After - November 25th & 26, 2021
- Christmas Eve - December 24, 2021
- Christmas Day - December 25, 2021
- New Year's Eve - December 31, 2021

These are all paid Holidays.

When a holiday listed above falls on a Saturday, Peek A Boo Daycare will be closed on the preceding Friday with pay. When a holiday falls on Sunday, Peek A Boo will be closed the following Monday with pay.

ATTENDANCE

Our hours of operation are Monday - Sunday 7:00am - 6:00pm. If you need to change enrollment hours, please provide a written request two weeks in advance.

We may occasionally accept drop-ins if we have space available Monday - Friday. If you tell us that you will not be bringing your child, there is a chance we will fill your spot for that day and you will lose your day if we do so. We need you to give us a minimum of 48 hours notice if you change your mind and want/need to bring your child. You are still expected to pay all fees for your contracted days regardless if you come or not.

Please give us a call by 7:00am if you will not be bringing your child. We prefer to have all children arrive by their contracted time, if at all possible. This is a structured program and it can be difficult to maintain children's focus during learning and scheduled activities if other children are arriving during these times.

ABSENCES

When your child is going to be absent due to illness, holidays or your days off there will be no refunds or adjustments. Please parents, do not bring your child in sick with a fever, runny nose, diarrhea or Covid Symptoms informing us that Tylenol or Motrin was administered for treatment. We cannot accept your child with pink eye, fever nor vomiting, due to the safety of the other children, staff, and our families. We will need a doctor's note stating that your child is appropriate to return to daycare.

VACATION

When you take a vacation, during which time your child will not be in attendance, you are required to provide a written notice at least two weeks in advance, specifying the days you are requesting off. You are allowed two weeks of vacation per year. Your rate for that time is ½ of your regular fee to hold your child's spot. Your child may not attend daycare during vacation days. The vacation days must be taken as full days. This vacation can be taken any time after one month of enrollment. Vacation days do not accrue, meaning that if you choose not to use the vacation day during the year, they will not carry over to the next year. If you have already used your vacation and you're taking additional days off from daycare, during which time your child is not in attendance, you are required to pay full tuition as if your child were attending. The vacation days may not be applied to any outstanding debts you may owe such as late pick-ups, late payment fees, etc.... We will keep a record in your folder of when you take your vacations.

SICK POLICY

We will notify you immediately should your child develop any of the following symptoms:

- Temperature of 100°
- Vomiting
- Diarrhea
- Rash other than mild diaper or heat related rash

- Heavy nasal discharge
- Conjunctivitis - such as pink eye or thick discolored drainage from the eyes
- Sore throat
- Upset stomach
- Lice

Should your child develop any of these symptoms, you will be expected to pick up your child within one hour. If this is not possible, you will need to have another person listed on your emergency information form that can. After one hour, parent is subject to additional charge related to isolated care. When a child is ill, the parent is expected to pay on child sick days. If a child does not arrive for the day and notice is given or not given to the provider, parents are still expected to pay.

Should your child require emergency medical attention, we need written permission to follow any steps necessary for his/her well being. We will notify you as soon as possible. You will be responsible for all medical expenses incurred.

IMMUNIZATION

All children in our daycare must have appropriate immunizations for their age or written

MEDICATIONS

We do not administer any medications.

Meals/Snacks

Each day we provide four nutritious and well balanced meals. We provide morning breakfast, lunch and 2 afternoon snack. Milk or juice is served with all meals and snacks, while water is offered throughout the day. The meals and snacks for each week constantly vary in order to ensure the children receive a well-balanced diet. The children are offered the food, but they will not be forced to eat. It is our goal to offer nutritious meals and snacks to the children in our care, as nutrition is a vital part of a child's health. Children need to eat

well-balanced meals in order to meet his or her daily energy needs and to help them build a strong body and mind. We know that the good food habits a child develops will help them prevent cavities, iron deficiency anemia and obesity.

Special Diets

If your child has any particular dietary needs resulting from being a vegetarian or having allergies, religious beliefs, or non religious beliefs, etc, then just let us know. If the typical type of meals we serve do not meet your criteria for any reason, that's perfectly fine, however, in which case, all of the child's meals and snacks will have to be provided by the parent.

CLOTHING

You will need to maintain a full change of clean, weather appropriate clothing in your child's cubbie (example: 2 pairs of underwear, 2 pants, 2 shirts, 2 pairs of socks. If your child is in pull-ups or diapers you are responsible for supplying them. We will help with potty training. For the children that are in training please bring wipes for accidents. We will let you know in your daily note when your supply runs low.

Soiled clothing with a note will be sent home to be cleaned and a new change of clothes should be brought back the next day. If your child does not have these supplies on any given day that we need them we will call you to either bring clothing for your child or to pick up your child. **Please label all items brought to daycare with your child's name.**

BRINGING THINGS TO DAYCARE

Please refrain from bringing potentially dangerous or disruptive toys to daycare, including but not limited to guns, swords, laser, jewelry, purses, wallets etc.

DISCIPLINE

We will strive to offer praise for good behavior. Should negative behavior happen, we will deal with it in one of these ways.

Redirection: Toddlers will simply be told “no” and redirected to another activity or area.

Talking: Once a child reaches the age of 2 they can be talked to. They will be told in easy to understand terms why the behavior should not continue. Typically, this is highly effective.

Time-out: Should the behavior continue, the child will be placed in a time out chair. We use the 1-minute per age rule (3 year old gets 3 minutes).

Should a behavior continue after a few time outs, we will talk to the parent. A workable solution can almost always be found.

VISITING YOUR CHILD

Parents are always welcome to drop in and see your child at anytime during regular daycare hours. Parents are also welcome to participate in any planned activities, such as reading stories, field trips, luncheons, art projects and any other activities you’d like to be involved in.

Contract Adherence

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

PEEK A BOO DAYCARE TIME OFF

Each year Peek A Boo Daycare may take up to 2 weeks vacation time. During this time you don’t pay for any tuition fees. We will give a minimum of 3 weeks advance notice of our vacation dates.

Again, we would like to welcome you to Peek A Boo Daycare. We look forward to developing a mutually rewarding relationship with you and your child.