

PARENT POLICY HANDBOOK



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About Brighter Days Family Child Care (FCC) Program

We are a large, in-home child care facility licensed by the State of California providing services for children between the ages of 15 months to 6yrs old. Exceptions can be made for infants aged 12 months, with the expectation that the child is walking.

We are a program that is centered around a curriculum that goes beyond just child care. All spaces provided indoors as well as outdoors are carefully designed to be engaging and educational and have age-appropriate play structures, child size furniture, and clean accessible toys and activities.

We comply with all applicable provisions of the Health and Safety Code of the state of California, its rules and regulations as well as Title 22; the Community Care Licensing Department of Social Services. We are certified in Early-Childhood studies and fully certified in CPR and First Aid care.

We take all safety precautions and are fully childproofed. Child safety is our number one priority. In addition, parents and approved individuals will receive a code through an app called BrightWheel that will allow them to check their child in/out of childcare. The app will provide parents with daily information, pictures, reminders and messages of their child.

Our Philosophy and Mission

Brighter Day's FCC provides a quality experience in a comfortable, familiar, home setting. Our program reflects the belief that learning takes place primarily through exploratory activities and discovery.

Each child is valued and recognized as a unique individual with a large capacity for growth and development. We strive for care to be provided in an enriched and safe environment and for parents to feel good about their choice of childcare.

Here at Brighter Days, we are continuously self-assessing our services to improve the quality of learning for your child and we make communication and partnership with the parent a very important part of the childcare environment.

Our Program

Brighter Day's FCC program provides age-appropriate activities for infants, toddlers, and preschool age children that align with the State of California early learning standards and with the goal of facilitating self-sufficiency, this includes:

- Early Learning Curriculum
- Skill based activities
- Childcare assessment
- Outdoor play / activities
- Story Time
- Arts & Crafts
- Science

- Sensory Play
- Rest / Naptime
- Nutritious Lunch and Snack
- Free Play

Hours of Operation & Contracted Times

Business Hours

Monday through Friday: 7:30am-3:30pm

Because we run an in-home child care and follow all State Regulations, we have a certain adult-to-child ratio we must always abide by. That being said, we schedule accordingly. The contracted times we agree upon are to be kept. If you feel the need to change your childcare times, a NEW contract agreement will need to be completed BEFORE any care changes begin.

Enrollment Process

We understand that an enrollment process can be difficult at times and while we try to make it as easy and quick as possible there are some things we require prior to start of care, these include:

- ☐ A copy of Parent(s)/Legal guardian(s) ID
- ☐ Copy of enrolling child(ren)'s birth certificate(s)
- ☐ A current copy of your child's immunization record.
- ☐ All forms must be signed and returned before the first day of care.
- ☐ Your child will not be considered enrolled until we have received all required payments, including; registration fee, first week of care, copay and last two-week
- ☐ Deposit payments or arrangements to pay deposit (*See next page for deposit information)

Deposit

There will be a deposit equal to Two weeks of tuition due upon enrollment of your child. This deposit is non-refundable, it may be paid in full or a financial arrangement may be made. In the case of termination of services or the withdrawal of your child from care with a two week notice in writing, this deposit will be used to cover the cost of the final two weeks.

If you fail to provide a WRITTEN two-week notice this deposit will still be applied, and the final two weeks of care will not be provided.

Grace Period / Holding Fee

If a parent(s)/guardian(s) completes the enrollment process, from the Day of Enrollment, when a deposit is paid, a grace-period of two weeks will begin, a start date for care can be chosen any

day within those two weeks. If parent(s)/guardian(s) would like to hold their child(ren)'s spot for longer than two weeks, an additional charge equivalent to a week of tuition, per child enrolled, will be required for each additional week that a spot is held for the child enrolled in care. This is known as a holding fee.

If the amount of time exceeds the two week allotment, and there has not been an arrangement communicated or agreed upon between the care provider and the parent(s)/guardian(s), and no holding fee has been processed, the child(ren)'s spot(s) will be forfeited. All Holding Fees are non-refundable.

****Please note that we cannot and will not hold a position for your child solely on a verbal agreement.***

Tuition Payment and Late Payment Fees

Parents pay a minimum, after minimum is met an hourly rate goes into effect

Payments are due Friday morning and become late by 5:30 pm.

Payments are accepted in the following methods:

→ BrightWheel (app)

Tuition payments are due in advance and may be paid for a week, two weeks or for four to five weeks (depending on the month).

Payment arrangements and agreements are to be followed as stated on the signed contract agreement.

Your tuition is due the Friday morning prior to the week of service. If a tuition payment is not made prior to the start of each week, child care services can be terminated.

****Tuition fees are due for 52 weeks per year regardless of attendance.***

****The late fee for non-payment is \$30.00 per day beginning at 5:30pm each Friday.***

Child Care Assistance Program

Brighter Days does accept assistance programs such as Riverside County of Education (RCOE). However, it is important for you to understand that assistance programs will not usually cover the full cost of tuition. Ultimately you will be responsible for all fees not covered by the assistance program such as registration fees, deposit, personal days as well as weeks we are closed for holidays and vacation (*see Vacation Policy*). Upon notification that your child is covered by the program, we will provide you with a payment notice reflecting the co-pay and parent fee amounts that you will owe each week.

The co-pay and Family Fee are two separate amounts and will be due on or prior to each Friday before the start of the following week of care.

If at any point you are no longer eligible for the assistance program, you will be responsible for ALL tuition fees and they must be paid in FULL.

Non-Discriminatory Policy

Brighter Days Family Child Care does not discriminate against any child or family based on race, color, national origin, sexual orientation, religion or disabilities.

Trial Period

We do recognize that not every family will fit comfortably into this child care family. For this reason, every child begins on a two week trial basis. During this two week period, parents or the provider are allowed to give a one day notice to terminate care on the basis of not being a “good match.”

**After the trial period, a two week notice is required to terminate care.*

Parent/Guardian Responsibilities

- ☐ To be on time in picking up and dropping off
- ☐ To notify us in advance when anything changes and will affect child's daily schedule
- ☐ To update immediately when anything changes with the following but not limited to; child's living situation, parent/guardian phone numbers, child's emergency contact information, address, employment and immunizations
- ☐ To keep your child home when they are sick, or may have anything communicable.
- ☐ To pick up your child within 30 minutes if they become sick during their time at childcare
- ☐ To bring children well rested, clean, bathed, fully dressed and ready for the day (no pajamas)
- ☐ To Follow & Enforce Brighter Day's F.C.C. rules and guidelines
- ☐ To be Respectful
- ☐ To have general Open Communication with provider

Partnership Agreement

In order to provide the best care and learning experience for each child in our care, we ask that parents partner with us in the following:

- ☐ We will need to work together to ensure that each child can develop to his/her fullest potential.
- ☐ Please communicate about any changes that will affect your child's usual schedule in a timely manner.
- ☐ We require that the parent or guardian check the child in and out of our care daily through BrightWheel during drop-off and pick-up.

- ☐ Monthly calendars are to be filled out in advance if parents have a variable schedule.
- ☐ Making sure to replenish all necessary items for each child; back up clothing, diapers, wipes, etc.
- ☐ Shoes are removed at the door, this is a no shoe household, and it is recommended that all children wear no-slip socks.

Communication

For us to provide the best possible care, we ask that parents/guardians communicate any needs, wants and/or concerns regarding your child. It is very important that the interaction between parents/guardians and the provider remains a priority at all times in order to achieve good quality and nurturing care.

Use Brightwheel app for daily communication/updates. Every month there will be a newsletter provided.

Back-up Childcare

We strive to be able to provide care for your child through 50 of the 52 weeks in a year but sometimes things that are out of our control come up. If we feel the need to remain closed for the day, we will not be responsible for finding back-up childcare. The reasons why we may not open for the day include, but are not limited to:

- ☐ Unexpected sick days
- ☐ Family emergencies
- ☐ Stay at home orders
- ☐ Bad weather
- ☐ Vacation days (yearly calendar is provided)
- ☐ Your child is ill. *(Please refer to Illness Policy)*

Supplies Needed

We ask that parents/guardians please provide the following items to be kept at childcare at all times. *All items will need to be labeled with the child's name.*

For every child:

- ☐ A box of plastic sealable bags
- ☐ Small blanket to be kept at daycare
- ☐ Sunscreen lotion
- ☐ Flushable/non-flushable wipes (potty trainers & users)
- ☐ Two full changes of clothes in a labeled plastic sealable bag

- ☐ A two week supply of diapers, pull ups, ointments and wipes for non potty trained children
- ☐ Children socks must wear non-slip/anti skid soles to prevent slips on the wood floor.
- ☐ Children take pride when they are self-sufficient, therefore, it is advisable that when selecting clothing & shoes for the child that anything that is easy for them to put on/take off be taken into consideration. *(Especially if the child is being potty trained)*
- ☐ Getting messy can be unavoidable at times. Please do not send the children in clothing that you do not wish to damage.

We provide each child with:

- ☐ Nap sheet & cots
- ☐ Personally labeled cup and bibs
- ☐ Personal art supplies (scissors, crayons, glue sticks etc.)
- ☐ All learning curriculum and lesson plans

****Their personal blankets will be kept and washed at Brighter Days FCC.***

NOTE: We ask that you please ensure that any soiled clothing, or bedding sent home is replaced the very next day. Always in a labeled ziplock bag to avoid confusions. Furthermore, as the weather changes throughout the year so do the items needed. Please stay in communication with us to know if anything else is needed.

Records

- ☐ Emergency contact information, including the name of a backup person in case we are unable to reach a parent/guardian
- ☐ Child's Pediatrician and Dentist information
- ☐ A list of everyone who is authorized to drop-off and pick-up the child
- ☐ A signed consent form to obtain emergency medical or dental care
- ☐ Updated immunization records
- ☐ Physicians Report, pre-admission health evaluation form

****You are responsible for updating these records immediately after any changes have occurred.***

Handling Drop-off

Sometimes dropping off a child can be difficult for both the child themselves as well as parents and/or guardians, especially during the first weeks of care.

If your child has a difficult time during drop off, usually a quick reassurance is all they need (*i.e. reminding them that they are loved and will be picked up later*). After having this discussion with the child, we ask that parents/guardians leave as quickly as possible.

We have learned through our many years of experience, that the longer a parent stays the longer the child “performs” for them. Children are very smart and if the parent/guardian leaves, they no longer have an audience and it is easier for us to begin our job of reassuring them and getting them started with their day.

In addition, almost all children view the arrival of a parent/guardian as a “free pass”. Even the best-behaved children will begin to misbehave so please make every effort to prevent them from misbehaving when dropping-off and/or picking-up.

****Please be sure to discuss this with whoever else is dropping your child off in case it is not always you.***

****Although we enjoy visiting and sharing important details about your child’s day, or other issues, if your child’s behavior becomes too disruptive it may be easier to discuss things over the phone. We thank you in advance for your cooperation with us.***

Arrivals and Departure

Here at Brighter Days, safety is the most important from arrival to departure. Children are to stay with the adult at all times and are NEVER allowed to wander-off or go to the car without the parent or guardian.

****Porch drop-offs and pickup only***

Anyone conducting a drop off/pick up at childcare

- ☐ Text message when dropping off/picking up with ETA (*please do not ring the doorbell*).
- ☐ Scan the child in/out of care using the touch free scan on your cell phone.
- ☐ Check for anything going home, and personal belongings in the child's cubby.
- ☐ Children are to stay next to their parents or adults at all times
- ☐ Keep children off the lawn and away from the plants for their safety
- ☐ Children are to remove shoes and place them in their respective cubbies
- ☐ Temperature and health assessments are performed before entering the home
- ☐ Children are required to wash their hands immediately after entering the home

Parking

We have ample parking available alongside the curb in front of the house or across the street. At no time should anyone park in or block the home’s driveway, or the driveways belonging to our neighbors, or in front of the mailbox.

Release of Children

A child will NOT be allowed to leave with anyone other than the parent/guardian, or person authorized by the parent who signs up for the Brightwheel app. Each individual must sign in/out with their own account/code.

When someone else is going to be picking up, parents/legal guardians are to notify us no later than drop-off of that day.

The parent/guardian will need to provide the following information prior to pick-up:

- ☐ Full name and the person's relationship to the child
- ☐ Phone number and/or email address

Anyone other than the parent/legal guardian will have to download the Brightwheel app and receive a code to check the child out of Brighter Days FCC.

All individuals must be at least 18yrs old and have a code for Brightwheel to check out the child from Childcare. Whenever possible, we prefer to be personally introduced to anyone that will be picking up your child.

***Also, if there is ANY reason to believe that the person in charge of the pick-up is under the influence of any substance, they will not be allowed to take the child and the next person on the emergency list will be called.**

Child Custody

It is our intent to meet the needs of children, especially when parents/guardians are experiencing difficult situations such as divorce, separation or re-marriage. However, we cannot legally restrict the non-custodial parent from visiting the child, reviewing the child's records, or picking-up the child unless we have been provided with current legal documents. Copies of the court documents will be kept in the child's file.

NOTE: If both parents have partial custody of the child, then BOTH parents will need to sign this agreement.

Child Abuse and Neglect

By law, we are required to report to the California Department of Family and Child Protective Services or any other law enforcement agency, within 48 hours, that we have suspicion that a child is being abused and/or neglected.

House and Safety Rules

The following rules are enforced for the safety and well-being of everyone.

- No running inside the house
- No biting, pushing, kicking or punching other children

- No walking around the house with food, cups or bottles
- Respectful treatment to property, toys, furniture and others is expected
- Shoes are not permitted on wood flooring
- Willful destruction of property will be charged to the parent at the cost of replacement
- Smoking is prohibited in or around the property including yard and driveway
- No profanity is allowed
- No littering
- Children are **Not allowed to open the front door** and **shouldn't** play with the doorbell
- NO personal toys allowed.(Included but not limited to: electronic devices such as: Phones, iPads/tablets, handheld electronic games, slime/silly putty, etc.)

Discipline Policy

Discipline is:

- ➔ Individualized and consistent for each child.
- ➔ Appropriate to the child's level of understanding; and directed toward teaching the child acceptable behavior and self-control
- ➔ Our staff uses only positive methods of discipline and guidance that encourage self-esteem, self-control and self-direction which include some, if not all, of the following:
 - ◆ Using praise and encouragement of good behavior instead of focusing only on unacceptable behavior
 - ◆ Reminding a child of behavior expectations daily by using clear, positive, statements
 - ◆ Redirecting behavior using positive statements and using brief, supervised, separation or "time out" from the group (when appropriate for the child's age and development) which is limited to no more than one minute per year of the child's age. (ex. A 3 y/o child will not exceed 3 mins of separation, "time out")

The following types of discipline are prohibited:

- ➔ Corporal punishment or punishment associated with food, naps or toilet training
- ➔ Pinching, shaking or biting the child
- ➔ Hitting the child with a hand or instrument
- ➔ Humiliating, ridiculing, rejecting, or yelling at a child
- ➔ Placing a child in a locked or dark room, bathroom, or closet with the door closed; and requiring the child to remain silent or inactive for an inappropriate long period of time.
(over the age rule mentioned above)

***NOTE:** Sometimes, when both the parent and provider are in the same room -such as when dropping-off or picking-up- the children will forget the rules, or they will simply test boundaries. Please help show your child that you respect us, the rules of the house, and our property by reminding them that the rules still apply when you are around. We will do the same and correct them.*

Children Guidelines

The following are rules we have for the children:

- ☐ No playing in the bathroom
- ☐ No coloring on anything other than paper
- ☐ Name-calling, foul language and yelling are not allowed
- ☐ No hitting, kicking, pushing, pinching, biting, spitting or pulling hair
- ☐ No pulling or picking up plants, grass, trees or flowers
- ☐ No picking up, pulling, poking or squeezing of babies
- ☐ Stairs, upstairs bedrooms, and all kitchen cupboards are off-limits
- ☐ Take turns and share
- ☐ Help clean up
- ☐ Good manners, politeness and kindness are expected

Illness Policy

To prevent the spread of any virus, and to keep the child comfortable, they will not be granted admittance to the premises if one or more of the following exists:

- An illness prevents the child from participating comfortably in child-care related activities such as outdoor play.
- An illness results in a greater need for care than what we can provide without compromising the health, safety, and supervision of the other children in care.
- The child has one of the following; *(unless medical evaluation by a health-care professional indicates that the child can still be included in the child-care activities)*
 - Oral temperature of 100.1 degrees or greater
 - behavior changes or other signs or symptoms of illness.
 - Symptoms and signs of possible severe illness, such as lethargy, abnormal breathing, uncontrolled diarrhea, two or more vomiting episodes in 24 hours, rash, fever, mouth sores with drooling, wheezing, sudden behavior changes, or other signs that the child may be severely ill.
 - A healthcare professional has diagnosed the child with a communicable disease and the child has no medical documentation stating that they are no longer contagious.

Communicable Disease Information

Communicable diseases that exclude a child from care are defined by the California Department of Health (CDH) in 25TAC 97.9 (relating to Diseases Requiring Exclusion from Child-Care facilities and Schools). You can access this information from the California Department of Health or Licensing Staff.

- **Please see Appendix A [pandemic policy and procedures]**

Medications and Medical Emergencies

Inhaler and epi-pens are provided by the parent in case of an emergency as mandated by the specific medical directive of the child's doctor/s. To be administered to the child all inhalers and epi-pens must be in the original container, clearly labeled with the child's name and dated with the date the medication is brought to the premises. ***It will be necessary to complete and sign a Medication Authorization form, and the responsibility of the parent/guardian to ensure that all products in our possession are up to date and replaced as necessary.***

No other Medications will be administered by staff at Brighter Days Family Child Care.

Any other medicine needs to be given at home. If a child needs pain medication or fever reducers they need to stay home.

Although minor bumps and scratches are inevitable, we make every effort to help prevent them by keeping the children safe and under supervision at all times. Minor injuries receive appropriate first aid, but in the event of an emergency parents/guardians will be contacted as soon as possible.

Parents and/or guardians are responsible for all costs involved in emergency medical treatment, including emergency transportation if required. Gabriela Cisneros and/or any member of her family or staff, will not be held liable for any sickness or injury of either the parent/guardian or child while on premises or while the child is in their company during field trips or outings.

If a child becomes critically ill or has an injury that requires immediate attention of a physician:

1. Emergency medical services will be contacted
2. The child First Aid or CPR treatment if needed
3. Contact the child's parent/guardian
4. Contact the physician identified in the child's record
5. Ensure the continued supervision of the other children in the group

If a child becomes ill/ exhibiting symptoms while under our care:

1. Contact the parent and/or guardian to pick the child up
2. Care for the child apart from the other children
3. Give appropriate attention and supervision until the parent/guardian arrives
4. Give extra attention to hand washing and sanitation if the child has episodes of diarrhea or vomiting
5. Expect the parent/guardian or authorized person to pick-up the child within 30 minutes

NOTE: We cannot stress enough how important we consider all the children's health to be, so we ask for your child to be SYMPTOM FREE for 24 hours before returning to daycare. If you were contacted due to the child having a fever, diarrhea or vomiting, etc. the child may NOT return to daycare on the following day.

If your child becomes ill (vomiting, diarrhea, fever) during the evening hours or the middle of the night, please DO NOT bring them to child care. This also applies to families with siblings.

If one sibling is ill, we ask that you also not bring the well child to care. Experience indicates that if one child is ill, the well child is next.

Visiting Parents

Parents are welcome to visit during business hours to observe their child or the childcare operations and they may do so with notification and/or prior approval from the provider. However, please remember that younger children have a difficult time when parents come to visit then leave without taking them. If a visit becomes disruptive to our program and the child's learning or child's care, a parent may be asked to refrain from visiting again.

Animals in the Home

It is our duty to inform you that our family has one adult female cat, Cleo. She is fully vaccinated as well as declawed and although she is around the house when we are not operating, you may never see her as she is kept upstairs during operation hours. We also have a Russian Tortoise, Tessa, who resides in the main childcare room as a 'class pet'.

Rest-Time

The State of California requires that ALL children under the age of five have at least a two-hour rest period every day. No child will be forced to sleep; however, they will be encouraged to remain quiet and on their sleeping cots during this time. All children are expected to nap/rest each day. Older children may participate in quiet activities while the younger children sleep; such as watching movies or reading. We ask that parents do not request for a child to be allowed to "stay up" as this rest period also allows our staff to take a lunch break and/or to prepare for the activities following rest time.

Rest-time begins around noon, after lunch, and lasts until about 2:30pm. During this time, we will not take any drop-offs nor do we allow pick-ups. If you must schedule a doctor's appointment for your child, please make sure to make any arrangements necessary to pick them up before (12pm) or after 2:30pm.

Meals and Meal Times

At Brighter Days we provide balanced, nutritional lunch and snacks. Please make sure they have been fed a nutritional breakfast before dropping off at childcare as we do not provide this meal.

We participate in the USDA Food Program as well as the Child Nutrition Program of Southern California. All food served will be nutritious. It will be given in varieties and adequate amounts to ensure growth and development.

If a child requires a special or restricted diet, it is the parent's and/or guardian's responsibility to make us aware of it.

Children are encouraged to try all foods served but they are never force-fed. Additionally, we do not prepare separate meals for children who simply do not like what is being served. We also ask that parents/guardians please do not bring food into our daycare or let the child walk in with half eaten snacks (granola bars, candy, gum, etc.). This is very disruptive to the other children.

Potty Training

Toilet training is a very important step in a child's development. It takes time and dedication as well as understanding and patience. The training can provide a child with feelings of achievement and self-control and will give him/her added strength and pride.

Each step taken in the process paves the way for the next step in the child's development. We understand that each child is an individual and they develop at their own rate. There is no set age at which toilet training should begin. The right time depends on the physical and emotional readiness.

It is important that a child is fully ready before beginning training and we have learned that this is usually between the ages of two to three years old. If training is started before the child is ready, training will be a little more difficult and will take longer to achieve the goal.

With that being said, a child must be able to control the muscles that regulate the bowel and the bladder. Having the ability to get to the potty and undress quickly is also very important.

- Infant rate does apply for Children that are not potty trained.

Below are some hints that may show that a child is ready to begin training:

- ☐ Can express and understand one-word statements such as: "wet", "dry", "potty"
- ☐ They are able to "stay dry" for at least 2 hours at a time
- ☐ Have regular, solid bowel movements
- ☐ Be able to follow simple, two-step instructions
- ☐ Are UNCOMFORTABLE with dirty diapers. (*they ask to be changed or are attempting to change themselves*)
- ☐ They ask to use the potty
- ☐ Ask to wear regular underwear
- ☐ Be able to get on and off the toilet by themselves
- ☐ Understand the association between dry pants and using the potty
- ☐ Enjoys washing his/her hands and like to be clean

A child needs to be able to do most of the above, while in our care, before we are able to begin training. Please don't bring a child in regular underwear until it has been cleared with our staff. During toilet training, we ask that the child be dressed in "user friendly" clothing as much as possible. Some suggestions include shorts and/or pants with full elastic waist.

Absolutely NO tight clothing, pants with snaps and zippers, belts, tights, dresses or overalls. These items are difficult for a child to remove when “in a hurry”. If a child is wearing an outfit that they cannot remove by themselves, they will not feel adequate in the training process.

Absences

In the event that a child will be absent, due to illness or any other reason, the parent/guardian must notify the provider in advance; before scheduled start time. This notice will help our staff plan for menus and activities scheduled for the day.

Leave of Absence

A leave of absence may be granted due to a work lay-off, loss of job, or maternity leave. If you wish to hold a spot, for a child that will be absent from child care for a long period of time. A fee of \$150 each week is required for up to 6 weeks per calendar year. If they are unable to return within the 4 weeks, the fee will return to the full amount or the vacancy will be filled with another child. Any leave of absence will need to be communicated/discussed with the provider before implementation of this policy.

Emergency Closures

Childcare schedules during this time will be arranged and discussed at the discretion of the provider. (payment policy still applies)

Grievance Procedure

If there are any concerns or complaints about our services or program, we ask that this is communicated with us as soon as possible as we continuously strive to improve.

Pick-up or drop-off however, are not the appropriate times for these discussions and a separate meeting time will need to be scheduled. If it is an urgent matter, please be sure to reach your provider as soon as possible via phone call or text.

Withdrawal or Termination of Services

A two-week written notice is required in the event that a parent/guardian decides to terminate child care services with us. Please refer to our Deposit Policy for more information about how your deposit is applied to the last two weeks of care.

Termination by Provider

We reserve the right to terminate child care for any or all of the following reasons:

- Consistent late payment

- Refusal to pay
- Consistent late Pick-up
- Lack of Parental Cooperation with Provider
- Disrespect of provider, staff, or provider's family
- Lack of Compliance to any of the policies outlined in this handbook
- Knowingly bringing an ill child to childcare
- Failure of the child adjusting to childcare in a reasonable period of time
- Unacceptable behavior that interferes with the childcare atmosphere and the wellbeing of other children in our care

Closing Time

Brighter Days Family Child Care closes at 3:30pm. Mon - Fri. This time is NON-NEGOTIABLE.

After hours and days off are our own time and it is to be respected

Early Drop-Off / Late Pick-Up Fees

The following fees will be applied in case of early drop-off or late pick-ups:

- ➔ Early drop-off = \$1.00/minute
- ➔ Late pick-up = \$1.00/minute

Drop off window is between 7:30am-9:00am, children will not be admitted after drop off window period. Parents/guardians will still be charged for late pick-up fees if the child is picked up late by someone other than themselves.

NOTE: Late drop-off does not result in the child remaining under our care for longer than the scheduled pick-up time.

Days Closed for Vacation

A yearly calendar will be provided at the beginning of each year stating any scheduled closures. A minimum of 30 days advance notice will be issued if there are any changes to that calendar; with the exception to emergency closures.

Please note that as stated previously, tuition fees are due for 52 weeks per year regardless of attendance.

Birthdays and Holiday Celebrations

Every child in our care is important to us and we strive to celebrate them as an individual as well as a group. Birthdays are a very exciting time for young children and we would like to make their day as special as possible. We craft each child a birthday crown/hat for them to personalize, wear, and take home. We also encourage parents/guardians to bring in a special treat (i.e.

cupcakes, cookies, favorite fruits and food etc) for the child to share with their peers in celebration of their birthdays.

Throughout the year we hold a little seasonal parties for the children; complete with themed treats, crafts, and games. For these little events we encourage parent/guardian participation by signing up to bring appropriate goodies and food items.

****Before bringing in any food/candy items check in with the provider in order to ensure the consideration of any food allergies that you may need to be aware of.***

Holidays

Full payment is still required when we are closed for vacation and/or holidays.

We will be closed on the following Holidays:

- Martin Luther King Day
- President's Day
- Good Friday/Easter
- Memorial Day
- 4th of July
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving Day/ Black Friday
- Christmas Eve/Christmas Day- New Years Eve/Day

NOTE: If these days fall on the weekend, we will remain closed for a few business days after or before the holiday. **Advanced written notification will be provided if this is the case*

Parent Resources

Parents can obtain a copy of the Minimum Standard Rules for Registered and Licensed Child Care Homes and a copy of the most recent Licensing at: www.cclld.ca.gov

Child Care Licensing Information:

Cisneros Family Childcare (Aka. Brighter Days Family Child Care) Lic #: 334844374

- For the Department of Justice “Registered Sex Offender” database, please go to: www.meganslaw.ca.gov
- For the Local Child Care Licensing office call: (951) 782-4200
- For PRS Child Care Abuse Hotline call: 1-800-252-5400

Contract Adherence

Please understand that this is our home as well as our business. We ask that you as clients of our business are respectful of our family and home by adhering to the policies and procedures outlined in this Parent Handbook. This handbook outlines important information so make sure to keep it accessible to periodically review it as necessary.

We reserve the right to amend any portion of the parent-provider contract, enrollment application and/or handbook at any time. If and when changes are made, a new copy with the amendments will be provided.

Final Note

It is important that you feel comfortable with our policies and procedures. If you have any questions, concerns or feel uncomfortable with one or more of our policies please express that to us before proceeding with enrollment. We are always open to suggestions and as previously mentioned, we feel that communication is key to provide a safe, quality environment for the children in our care.

If there are any problems or concerns in the future, we always encourage reaching out for resolution. If a lengthy discussion is needed, a time that is convenient for both of us will be scheduled.

Policy Agreement

By signing this page, you are indicating that you have read the policies and have a full understanding of them as well as any procedure mentioned. You are acknowledging that you agree to follow them.

We will provide copies of any revisions or additions to our current policies as soon as they are available.

Parent or Legal Guardian Signature

Date

Parent or Legal Guardian Signature

Date

Appendix A: Pandemic Policy and Procedures

This policy is intended to help guide you in an emergency pandemic.

We follow all guidelines, regulations and recommendations set forth by the CDC and the state and Federal Government as they are updated, monthly, weekly, daily etc.

NOTE FROM PROVIDER: *I understand that this is a very strict policy, however, this is to ensure that everyone in my care, as well as myself and my family are staying healthy and safe. This is the only way I can continue to provide care in a safe manner, for all families involved. We all need to work together to ensure the health and safety of everyone. It is my intention to make your transition with the guidelines I have in place as easy to understand and follow as possible.*

Drop-Off and Pick-Up Procedures

Parents/guardians are asked to use the provided hand sanitizer upon arrival and check-in the child with their phone using the QR scan code on the Brightwheel app on the iPad.

Upon arrival children will receive a wellness check, this includes a daily temperature check that will be updated throughout the day.

Parents/guardians will need to inform us of their child's overall health for the past 24 hours and are required to inform staff if themselves or their child has been in contact with or been exposed to a person who has tested positive for any communicable disease and/or if they are displaying any symptoms such as coughing, fever over 100.4 degrees, wheezing, shortness of breath, sneezing, rash, runny nose, vomiting, chills, body aches, muscle pain, sore throat etc.

If a child is in good overall health he or she will then be allowed to enter and wash their hands immediately before entering the childcare rooms.

All jackets, sweatshirts and shoes will remain outside. Any diapers, wipes, or extra clothing shall be left outside the daycare doors in the cubby that is labeled with the child's name.

Do not bring; toys, stuffed animals, blankets or other personal items such as sippy cups, drinks, or food as these items will not be allowed. All soiled clothes will be placed outside in the child's cubby for pick up at the end of the day.

At this time parents will NOT be allowed inside home; visiting will be suspended and all drop-offs/pickups will be conducted at the front door/porch.

Parents are required to wear a mask at all times when dropping off and picking up their children and be mindful of social distancing.

Symptom check upon arrival

We are required by the CDC and CCL to do a symptom check on every child upon arrival. During which we will check for; rash, runny nose, cough, wheezing, shortness of breath, diarrhea, vomiting, body aches, chills, muscle pain, sore throat, or fever which should not be above 100.1 degrees.

Illness Policy and Monitoring

A child who is symptomatic, especially with a fever above 100.1degrees, will not be allowed to come back to Child Care until they get tested for the communicable illness in question and receive a negative result.

Because the symptoms of communicable illnesses are still unclear in children, we reserve the right to add to the list of concerning symptoms at any time.

We know that it is hard to tell if these are symptoms of teething, or allergies but there will be NO EXCEPTIONS at this time. We would rather be safe, than sorry.

If a doctor clears your child to return to Child Care there must be a medical clearance in writing stating the date the child was seen, the diagnoses determined by the doctor, and a negative result for any possible communicable illness; then, and only then, can the child can return to our normal daily routine.

If a child becomes ill or symptomatic while in our care the parent/guardian will be notified immediately and required to come pick up the child. The symptomatic child will be removed and kept away from the other children to avoid exposure, as well as all materials and toys will be promptly disinfected.

Exposure to Covid-19

In the event that we are informed that someone has been exposed or been in contact with someone who has tested positive for COVID-19, or children in our care are exhibiting symptoms, all parents will be notified and we will close for the amount of days as per the recommendation by the Center for Disease Control. We suggest that all members of your respective households get tested and will not allow any child to return until they have received a negative test result for COVID-19.

Our Duties/Procedure

In the effort to maintain the safest environment possible for all of the children in our care we have new routines and daily guidelines that we as staff follow. This includes consistent hand washing and cleaning/disinfecting of all areas of daycare inside and out as required by the CDC and CCL.

Children 2 years and older are required to wear a mask at all times, we will do our very best in ensuring that this rule is followed. Visual reminders are posted around for children to see proper sneezing and coughing techniques as well as proper hand washing routines.

All children will be assisted in handwashing to ensure that they are washing properly (20 seconds). At nap time we will be spacing each nap cot 6 feet apart with heads in the opposite direction. We will also be limiting the sharing of toys/supplies and limiting the number of people allowed in every room to a maximum of 10 children in the room.

All children will be provided with their own supplies; labeled with their name. This includes their own naptime cots and sheets that we wash every Friday. Their own lunch boxes along with their own personal utensils, and a water and milk cup will be labeled with their names for their own use. All of their eating and drinking utensils will be washed and sanitized in the dishwasher after each use to ensure proper cleanliness.

All staff are required to take their temperatures daily, wash hands upon arrival and frequently throughout the day, they are also required to wear a mask at all times. Hand sanitizing stations have been placed throughout the home to ensure easy and frequent access.

Tuition and Payments & Closure

In the case of an emergency closure due to a pandemic, the Tuition Policy agreed upon in our handbook will still be followed; unless there is a previously discussed arrangement decided by the provider.

By signing this Pandemic Policy and Procedures handbook you agree to abiding by the rules and procedures outlined.

Child/Children Name(s): _____

Parent/Guardian Name: _____

Parent/Guardian Signature: _____

Date: _____

Parent/Guardian Name: _____

Parent/Guardian Signature: _____

Date: _____