

Dandelion Childcare Parent Handbook

Dear Parents and Guardians,

Thank you for choosing Dandelion Childcare for your childcare needs. The purpose of this Parent Handbook is to outline the policies and procedures under which we operate as licensed childcare providers.

It can be a challenge to find the right care provider to fit the needs of you and your child. We offer a safe, loving, and educational environment for your child to grow, learn and play.

It is my goal to offer your family the quality daycare experiences you deserve. Please feel free to openly discuss any concerns you may have at any time. An open and honest relationship is the key to a happy, successful childcare experience for everyone.

Thanks again for joining the Dandelion family! We look forward to providing your child with a safe, nurturing, educational, and loving environment.

Sincerely,

Dandelion Childcare

ABOUT US

Mission Statement

The Dandelion Childcare experience is designed to promote each child's own individual social, emotional, physical, and cognitive development. Our mission is to provide a safe and developmentally appropriate learning environment which fosters a child's natural desire to explore, discover, create, and become a lifelong learner.

State Licensing Requirements

Dandelion Childcare complies with applicable licensing regulations and standards. These standards relate to our home, health and safety procedures, nutrition, care given to child ratios, and record keeping. We believe that these standards are in the best interest of the children. Our facility is subject to inspection by the state, city health, fire, and licensing officials.

Hours of Operation

Dandelion Childcare is open from 7:00am to 5:00pm, Monday through Friday.

Holidays/Closures

I realize your need for reliable childcare and will attempt to give as much notice as possible whenever I must close for any reason. I will be closed for the Holidays to spend quality time with my family.

Daycare will be closed with pay on the following holidays:

New Year's Eve, New Year's Day, Christmas Eve, Christmas Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving, Black Friday

I also take up to 2 weeks, or 10 business days, of unpaid vacation, most likely during the summer months. I reserve the right to take up to 10 paid sick or personal days per calendar year. We also use these days for continuing education classes such as CPR, Pediatric First Aid, etc. to keep our childcare license in good standing.

Admission and Enrollment

Based on the availability and openings, our facility admits children 6 weeks to 12 years of age. Enrollment forms must be completed, and first tuition payment paid, prior to your child's first day of attendance.

Inclusion

Children of all ability levels are entitled to the same opportunities for acceptance and belonging in childcare. If your child has an identified special need, we'll work together with their health care professionals to develop a care plan.

Non-Discrimination Policy

At Dandelion Childcare, equal educational opportunities are available for all families, without regard to race, color, national origin, gender, age, ethnicity, religion, disability, political beliefs, marital status, sexual orientation, special needs, or any other consideration made unlawful by federal, state, or local laws.

Confidentiality

We abide by all state privacy laws. Records and information about your child and your family will only be released as required by regulatory agencies.

Staff Qualifications

We participate in orientation and ongoing training in the areas of child growth and development, health and safe environments, developmentally appropriate practices, guidance, family relationships, CPR, and First Aid.

Publicity

Occasionally, photos will be taken of the children at the center for use within the center or on our website. Written permission will be obtained prior to use of photographs.

CURRICULUM AND LEARNING***Learning Environment***

We provide a rich learning environment with curricula that are age appropriate. We have a flexible routine and strongly believe that learning happens through play. We strive to foster creativity, self-expression, effective decision-making and problem-solving, responsibility, independence, reasoning, and the ability to work and play with others.

Transitions

Your child's transition to Dandelion should be positive and exciting. We will work to ensure the smoothest possible transition occurs as new routines and new people are introduced to your child's day.

Celebrations

You may bring treats for your child's birthday or other holidays, but it is not mandatory. We always provide cupcakes, balloons, and other party favors for special days! We celebrate all holidays with a theme based on the holiday.

Rest Time

Infants sleep according to their own schedule and are put to sleep on their backs. We directly observe all infants by sight and sound, checking on sleeping infants every 20 minutes. After lunch all children participate in rest time. Children are not required to sleep and may be given quiet activities instead.

Toilet Training

We are committed to working with you to make sure that toilet learning is carried out in a manner that is consistent with your child's physical and emotional abilities.

Parents will be required to supply pull-ups. Children will be allowed to come to daycare in cotton training pants/underwear after they have been accident free for at least two weeks in pull-ups. Communication between parents and the provider is imperative for a successful transition from diapers to the toilet.

GUIDANCE

General Procedure

Dandelion Childcare fosters success in learning with a caring, responsive, and safe environment free of discrimination, violence, or bullying.

We encourage children to be fair, respectful of other people and property, and to learn through consistent communication, clear rules, and cooperative problem solving to help develop self-discipline.

Discipline Policy

Good behavior is achieved through patient redirection, consistency, and positive reinforcement. We demonstrate manners, kindness, and respect for others, by example. Developmentally appropriate guidance techniques are always used.

TUITION AND FEES

Payment

Payment is due one week in advance, by 5:00 PM on Fridays. There are no deductions for absences, holidays, or closures due to inclement weather, power outages, or other situations beyond our control.

ATTENDANCE AND WITHDRAWAL

Absence

If your child will not be attending daycare due to illness or other, please let us know as soon as possible. Discounts aren't provided for absences due to illness or other personal reasons.

Suspension and Expulsion

Our program is committed to providing a safe, nurturing environment conducive for learning and growth for all our children. We strive to ensure all children in our care are set up for success.

Dandelion Childcare reserves the right to cancel the enrollment of a child for the following reasons, not limited to, but including:

- Non-payment or excessive late payment of tuition
- Failure to adhere to policies as outlined in this Family Handbook
- The child has needs that we cannot adequately meet
- The child's behavior threatens the health and safety of him/herself, or the other children

DROP-OFF AND PICK-UP

General Procedure

Please drop off and pick up your child according to our agreed upon schedule. Only certified Parents/Guardians may pick up daycare attendees.

Authorized and Unauthorized Pick-Up

The child will ONLY be released to the parent/guardian with legal custody or persons over the age of 18 who are designated by the parent on the Emergency Contact Form or otherwise authorized in advance, in writing.

If we have are not able to reach you or a person listed on the Emergency and Release Contact within a reasonable time after scheduled pickup, after 2 hours or more, we are required to contact local authorities.

Right to Refuse Child Release

We may refuse to release children if we have reasonable cause to suspect that any person picking up a child is under the influence of drugs or alcohol or is physically or emotionally impaired in any way that may endanger the child.

PERSONAL BELONGINGS

What to Bring

Infants: 2 to 3 bottles to be kept at the center, at least 2 changes of weather appropriate clothes, diaper cream, and a full pack of diapers and wipes.

Toddlers: at least 2 changes of weather appropriate clothes, diaper cream, full pack of diapers and wipes, jacket, shoes, a swimsuit, towel, sunscreen, bug repellent spray, and a cup labeled with child's name to keep at the center.

Preschoolers: 1 change of weather appropriate clothes, jacket, shoes, a swimsuit, towel, sunscreen, bug repellent spray, and a cup labeled with child's name to keep at the center.

Please label all items brought from home with your child's name to prevent them from becoming misplaced or lost.

NUTRITION

Foods Brought from Home

Each day we provide nutritious meals, and healthy snacks. Milk or juice is served with all the meals, with snacks and water offered throughout the day. The meals and snacks constantly vary throughout the week to ensure the children receive a well-balanced diet.

Food Allergies

If your child has a food allergy, notify us in writing so that we can make appropriate substitutions. And implement an action plan for emergency care as completed by the family physician.

Infant Feedings

Infants will be held for bottle-feeding until able to hold his or her own bottle. Bottles will never be propped. Infants are fed at least every 4 hours and usually not more than hourly. Expressed milk may be brought from home if frozen or kept cold during transit. Please label containers brought from home must with the child's name. Solid foods will only be introduced in consultation with the child's family.

Children 24 months and Older

No child shall go more than 4 hours without a meal or snack being provided. Round, firm foods that pose a choking hazard for children less than 4 years of age are not permitted, such as whole grapes, peanuts, popcorn, and hard candy.

HEALTH

Immunizations

Immunizations are required according to the current schedule recommended by the U.S. Public Health Services and the American Academy of Pediatrics.

Illness

Please do not bring a sick child to Dandelion. We reserve the right to refuse entry to a child who appears ill. You will be called and asked to pick up your child if they exhibit any of the following symptoms.

- Illness that prevents your child from participating in activities
- Illness which poses a risk of spread of harmful diseases
- Fever, severe rash, diarrhea, or vomiting

Allergy Prevention

Families are expected to notify us regarding children's food and environmental allergies, and should provide details of the child's symptoms, reactions, treatments, and care.

Medications

Bug repellent, diaper ointments, and creams may be given to your child by myself if needed. Parents are required to fill out the proper form and to supply all medications in their original container.

Cleanliness

We work hard to provide an environment that is healthy and clean as clean as possible, to help minimize and/or prevent the spread of germs.

Staff wash their hands:

- Before beginning work
- Immediately before handling food or feeding children
- After using the toilet, helping a child use the toilet or after changing soiled clothing or diapers
- After contact with any bodily fluid, such as wet or soiled diapers, runny nose, spit or vomit
- After handling a pet or pet equipment
- Whenever hands are visibly dirty
- After cleaning a child, the room, toys, or bathroom
- Before giving medication or applying ointment

Children wash their hands:

- At arrival each day
- Immediately before and after eating
- After using the toilet or having soiled clothing or diaper changed
- Before and after using water tables
- After using playdough or other substances
- After playing on the playground
- Whenever hands are visibly dirty
- Before going home

SAFETY***Clothing***

Please dress your child in practical clothing that allows for freedom of movement and is appropriate for the weather. Your child will be involved in a variety of activities including: painting, outdoor play, sand, water, and other activities.

Extreme Weather and Outdoor Play

Outdoor play will not occur if the outside temperature is greater than 90F or less than 30F

Injuries

Safety is a major concern in childcare and so regular safety inspections are completed inside and outside the center area to prevent injuries. If your child sustains a minor injury such as a scraped knee, first aid care will be administered by a trained caregiver. If the injury produces any type of swelling or needs medical attention, you will be contacted immediately.

Biting

Biting is a normal stage of development that is common among infants and toddlers- and sometimes even among preschoolers. When biting happens, our response will be to care for and help the child that was bitten and to help the biter learn more appropriate behavior.

Respectful Behavior

All children and families will be treated with respect and dignity. In return, we expect the same from all our families.

Smoking

Dandelion Childcare is a non-smoking facility. Smoking is strictly prohibited on the premises, this includes but is not limited to cigarettes, E- cigarettes, vapor, and smokeless tobacco.

Child Custody

We are legally bound to respect the wishes of the parent/guardian with legal custody based on a certified copy of the most recent court order, active restraining order, or court-ordered visitation schedule.

Suspected Child Abuse

We are required by law to report all observations of child abuse or neglect cases to the appropriate state authorities if we have reasonable cause to believe or suspect a child suffering from abuse or neglect or is in danger of abuse or neglect, no matter where the abused might have occurred.

EMERGENCIES

Fire Safety

Our center is fully equipped with smoke alarms, carbon monoxide detectors, and fire extinguishers. Our fire evacuation plan is reviewed with the children monthly during our fire drills.

Medical and Dental Emergency Procedures

Emergency information is kept on file at the facility. If your child is injured while at the daycare, first aid will be administered. If treatment by a doctor is necessary, we will contact you or the doctor you have chosen to treat your child. Parents are responsible for all costs involved in emergency medical treatment, including emergency transportation if required.

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

- A phone call to 911 is made
- Child's parents or emergency contacts are called
- Child is separated from the other children and appropriately cared for
- Parent, provider, or ambulance takes the child and health records to the doctor or hospital

Evacuation Procedures

Dandelion Childcare has written policies and procedures for dealing with emergencies and natural disasters. Evacuation plans are posted in the facility. In the unlikely event, children will be evacuated to an emergency location, and you will be notified as soon as possible.

Family Handbook Acknowledgement

Please sign this acknowledgement, and return it prior to enrollment. We look forward to getting to know you and your family.

“I have received and reviewed the Dandelion Childcare Family Handbook. It is my responsibility to understand and familiarize myself with it, and to ask for clarification of any policy, procedure, or information that I do not understand.”

Recipient Signature

Date

Provider Signature

Date