

2020-2021

Tiny Toes LA Handbook and Contract Agreement

Welcome

Welcome to Tiny Toes LA. To facilitate a line of communication between us I have created this handbook. It covers my childcare philosophy, business policies and expectations. Please read this handbook carefully. Feel free to reach out and discuss with me any questions that you may have.

My Child Care Philosophy

As a family child care provider, my goal is to provide a safe and happy place for children where they can learn, grow physically, emotionally, intellectually, and socially at their own pace. I believe children learn through play and benefit from a structured yet flexible schedule. _____

Communication

Communication is very important to me. When I accept a new family into my business, I like to be sure that we can share openly any concerns or questions that may arise. It is important that there is a similar child care philosophy between us. If at any point you have questions, concerns, or would like to discuss your child's progress. Please do not hesitate to contact me. Sensitive issues will be discussed in private outside of regular child care hours either by telephone or conference. Conferences will not be scheduled as a routine part of your child's care; however, should you like to have a conference, you may request one at any time. _____

Enrollment Policy

There are several forms that I must have completed and in my possession before I can assume the responsibility of caring for your child. NO EXCEPTIONS. This is to ensure that your child will get the very best care possible from Tiny Toes LA.

The forms are as follows:

- *Child Care contract agreement
- *Caregiver/parent agreement
- *Admissions Form
- *Permission to Photograph
- *Discipline and Guidance Policy
- *Child Assessment Form

Deposit

A deposit in the amount of one month's tuition is required upon enrollment. This will go toward your child's first month of care. _____

Trial Period

All new children will be cared for on a one month trial period beginning on your child's first actual day of care. During that time the parent or provider may terminate the childcare agreement with 24 hour notice. If the agreement is terminated by the parents there will not be a refund for the remainder of the month in which the contract agreement was terminated. If the agreement is terminated at this time by the Primary Caregiver for reasons that are not at fault by the parents then the remaining portion of trial period payment will be refunded.

Payment Procedures

Full time care \$ _____ (weekly, biweekly, monthly)

Part time- case by case depending on days (specific amount will be in individual's contract). Full payment must be made prior to child's care. If paying biweekly then payment will be due on the Friday prior to the next weeks care. If paying monthly your monthly tuition will be due on the first business day of the month. If payment is not made on the date it is due, a charge of \$5 a day will be assessed to amount due (this does include weekends).

Payments may be made by cash, Zelle, or check, as long as no checks are returned to me for nonpayment. Repeated late payments may be grounds for termination. Checks are to be made payable to Andrea Ugalde. The child(ren) will not be accepted into care if payment has not been made. _____

NSF Checks

If a check is returned to me for non-sufficient-funds, you will be required to pay all fees that I incur as a result of the returned check. Child care services will be immediately halted until full payment of tuition and NSF charges have been made, in cash. If I receive a second check with NSF, all payments from that day forward are to be made in cash. _____

Hours of Operation

Hours of operation are Monday through Friday from 6:00a.m. to 6:00p.m. Please allow yourself plenty of time to arrive by 6:00p.m. as late fees are applied starting at 6:01p.m. Your specific hours will be outlined in your Contract and Rate Agreement. I require two weeks written notice if you need to change your enrollment hours. I also reserve the right to terminate the agreement if the hours conflict with the capacity of facility. I reserve the right to change my hours. In the event that our hours change, I will give you a minimum of two week notice.

Open Door Policy

I maintain an open door policy for parents. This means that you are always welcome to call or drop in to see your children at any time during regular child care hours. You are required to let me know of your presence before entering the premises. Open door policy does NOT mean that my door will be kept unlocked. I believe it is extremely important to keep the doors locked for the safety of the children. I do not want unwanted or unexpected visitors to enter without my permission or knowledge. Your child's safety is my first priority. _____

Signing in and Out

I am required to have all parents sign in and out for pick-ups and drop-off each day. This gives me a written record of the child's attendance, hours, and the person who dropped off/picked up child each day. _____

Persons Authorized to Pick Up Child

I will only allow persons who have been authorized by the parent to remove the child from my care. Photo identification will be required at pick up. I will only release children to authorized family members and those authorized on Emergency Contact List. _____

Holidays and Vacations

The following are paid holidays when they fall on a day regularly scheduled for care:

- January- New Years Day**
- January- Martin Luther King Jr. Day**
- February- Presidents Day**
- March- Cesar Chavez Day**
- March/April- Maundy and Good Friday**
- May- Memorial Day**
- July- Independence Day**
- September- Labor Day**
- October- Indigenous Peoples Day**
- November- Veterans Day**
- November- Thanksgiving and the Friday after**
- December- Christmas Eve and Christmas Day**
- December- New Year's Eve**

Should any of the above holidays fall on a weekend the previous Friday or Monday will be taken off.

I will be taking 10 days paid vacation yearly. You will receive a minimum of 2 weeks (14 calendar days) notice prior to my taking any vacation time. In the event of an early release day I will give a minimum of 1 week notice. _____

Sick Leave

If the need arises for me to take a sick day, I will notify you as soon as possible. Three sick days per year are paid, anything beyond three days will be credited back to you for the following months care. _____

Supplies

Parents are responsible for supplying diapers, wipes, ointments, and sun block. Two changes of clothing at all times must remain in child's locker. Your child will be given his/her own locker in which to keep their belongings. _____

Clothing

Child must arrive at child care with weather appropriate clothing and shoes for that given time of year (or that given day). Please be sure that clothing and shoes fit the child comfortably. Velcro or slip on shoes are strongly recommended. _____

Items from Home

Please refrain from allowing your child to bring items from home that are not required for care such as: toys, candy, gum, and small chokeable items, etc.

Meals

Parents are required to fill out a food program participation form prior to enrollment. The following meals will be served daily:

- Breakfast 6:30a.m.
- Morning Snack 9:30a.m.
- Lunch 12:30p.m.
- Afternoon Snack 3:30p.m.

Cleanliness and Hygiene

I do my best to maintain strict cleanliness and hygiene standards. Children's hands are washed before and after all meals, after playing outside, and after diapering or using the toilet. I use paper towels for drying hands, so children do not have to use the same towel. I wash my hands frequently and also use antibacterial gel. All napping areas including mats and pack n plays are washed regularly. Pillows and blankets for each child will be washed weekly (unless soiled, then they are washed as often as necessary). _____

Toilet Training

Toilet training will be done in a relaxed manner with the cooperation of the family. If potty training is begun when your child is ready, the task is easy and quick. Please provide an extra change of clothing (possibly two) as well as pull ups or thick cotton training pants. _____

Naps and Quiet Time

All children over the age of 18 months old are required to have a rest/sleep period not exceeding 3 hours. If a child cannot sleep after one hour I will provide him/her with a quiet time activity until the rest of the children have awoken. Nap mats and pillows are provided for each child. Please provide your child a blanket from home. _____

Activities and Curriculum

The main goal of this child care is to have fun, improve social skills, and encourage creative expression. I will use a variety of activities to accomplish this goal. Free play, reading, art, music, and dramatic play are just some of the activities children will participate in daily. Every week children experience a new theme in which they are encouraged to participate. _____

Stretch N Grow

Weekly your child will be taking a Stretch N Grow class, this class teaches the importance of exercise and nutrition in a fun manner. Class price is included in your tuition. _____

Yoga

Weekly your child will be taking a Yoga class. Class price is included in your tuition. _____

Birthday Parties

Each child's birthday is his/her "Special Day." I will provide (with your permission) a small cake or cupcakes for this special event for all to enjoy. _____

Discipline

Corporal punishment will not be used at any time. Only positive methods of discipline and guidance will be used including: Redirecting, using praise for good behavior, and (when necessary) supervised separation from the group for some quiet time. _____

Behavior of Child

Children occasionally will act out of their behavior which is very normal. However, dangerous behavior to the other children or destructive behavior to personal property WILL NOT be tolerated. Tiny Toes LA reserves the right to terminate the care of any child if this behavior is to occur. Any personal property destroyed will be the responsibility of the parent or guardian to replace. _____

When is your child too ill for Child Care?

A child will not be admitted into care if one or more of the following exists. The illness prevents the child from participating comfortably in child-care activities, including outdoor play. The illness results in the greater need for care than I the caregiver can provide without compromising the health and safety of the other children in care. The child has one of the following: Fever, Vomiting or diarrhea, Greenish or yellowish discharge from the nose, Pink Eye or eye drainage, Head Lice or nits, Unexplainable rashes or open sores, Severe or heavy cough that interferes with normal activities, Chicken pox, measles or other communicable disease.

Child may only return to care under these circumstances: Child must be symptom-free (without fever-reducing medication) for 24 hours before returning to care. OR The child has already ingested a prescription medication for 24 hours and is no longer contagious and has a note from the Dr. stating the child is no longer contagious. _____

Medication

If possible please give required medication at home before child care and when they return home in the evening, if your child must have additional doses I will only do so under the following guidelines:

Parent signs an authorization including times to administer each medication according to the label direction.

Medication is in original container labeled with the child's full name and the date brought to the home.

Only given to the child for whom it is intended in the amounts according to the label directions or as administered by a physician.

Administering of medicine will be documented with date, time, and amount, name of medication, name of child and sign name.

No medication will be given after the expiration date. All medication will be stored out of reach of children and separate from food when refrigeration is needed.

Emergency Medical Attention

In the event your child requires emergency medical attention 911 will be called. First Aid or CPR will be administered if needed. Parents will be contacted immediately, if parents cannot be contacted I will contact the emergency contact provided on the emergency form. _____

Fire Safety

I have a written fire evacuation plan and practice a fire drill with the children at least once a month. _____

Mandatory Reporting

I am required by law to report any suspected or known child abuse, child sexual abuse, and child neglect, including medical neglect. To avoid misunderstandings, please inform the child care provider if your child has sustained an injury before arrival. Parents will receive an accident report if the child receives an injury at facility, and immediate phone call if it is a serious injury. A copy of the accident report will be placed in the child's file. _____

Immunization Records

Immunization records must be on file before child attends child care. Each time a child receives new immunizations, a new and updated copy must be brought to facility for the child's file. State law requires records be current at all times. If Licensing inspects Tiny Toes LA and a child's immunization records are found to be in violation, the parent will be required to pick up the child immediately. The child will not be allowed to return to care until immunization records are in compliance. Documentation must have been validated by a physician or other health-care professional with a signature or rubber stamp and include:

- *The child's name and birth date
- *The number of doses and vaccine type
- *The month, day and year the child received each vaccination

Documentation may be the original record, a photocopy, or a handwritten copy that the parent has signed and dated. _____

Vision and Hearing Screenings

State law requires that all children 4 years of age and older have a vision and hearing screening on file, please be sure to have this done at your child's 4 year well check and provide me with a copy of the screening. All that applies to Immunizations records above applies to vision and hearing screenings as well.

Licensing Information

Parents may review the Minimum Standard Rules for Registered and Licensed Childcare Homes and the most recent Licensing inspection report. Parents may contact the local licensing office. _____

Child Car Pets

Tiny Toes LA is also home to three dogs that are current on rabies vaccinations as required by California Standards. Tiny Toes LA also has three cats and one rabbit. All animals are very healthy and have a statement of health. Hands are washed after any child comes into contact with animals. _____

Termination Policy

I reserve the right to terminate enrollment for the following reasons (but not limited to):

- Failure to pay
- Failure to complete the required forms
- Lack of parental cooperation
- Failure of child to adjust to the child care after a reasonable amount of time
- My inability to meet the child's needs
- Lack of compliance with handbook regulations
- Serious illness of child or provider
- False information given by parent either verbally or in writing

I appreciate as much advance notice as possible when terminating, and will give the same courtesy in return. You are required to give one month's written notice when you decide to terminate child care. The one month will be paid in full regardless of whether or not your child is in attendance. If monthly payment has been made at the first of the month there will be no refunds for the remainder of that given month. _____

Changes to Child Care Contract

The policies and procedures contained herein are subject to change at the childcare provider's discretion, and parents will be given advance written notice regarding any changes made to this contract.

Changes to this contract may ONLY be made by Andrea Ugalde of Tiny Toes LA. _____

Absences

Tiny Toes LA is a tuition based program with fixed expenses; therefore, we cannot give credit or make-up days for the absence of your child/children. We pay staff, custodial services etc., whether your child is present or not. Our facility and our team members livelihood depend on the tuitions you make. You will have to prepay your contracted hours every month to keep your child's spot at Tiny Toes LA. For our facility to thrive and survive we can't save spaces for non-paying children. When a school holiday occurs or Natural Disaster, Civil Unrest, Catastrophes, etc., you are still responsible for paying that day. _____

Tardiness and Pick-up

Late pick up policy: Tiny Toes LA closes promptly at 6:00pm. Your child must be picked up by then, unless you have arranged extended care, which normally requires 48 hrs notice and an additional tuition arrangement. Repeated tardiness may result in cancellation of your child's enrollment. Excessive tardiness is considered to more than 3 times in the year. Late Fee is \$1.00 per minute after 6:00pm. You must pay the late fee upon arrival unless agreed otherwise with the provider at the time of late pick up. Please pay the provider in cash only. If you do not pay, or make other agreement with the director, your child may not attend the program until that balance has been paid in full. When late without notice, our staff member will make every effort to contact you or persons listed as your emergency contacts. Please contact the provider/facility as soon as possible if you suspect on running late, and don't have alternative pick up arrangements. _____

Tiny Toes LA Photography & Video Consent

We will use multimedia to keep parents posted of the days' activities. Tiny Toes LA will use children's photograph and/or film/video for promotional purposes of the program. Your signature below indicates your permission to allow Tiny Toes LA to use your child's photograph and or film/video for promotional purposes. _____

Confidentiality

Tiny Toes LA is committed to keeping personal family information confidential. We will only release information to parents/guardians. If parents/guardians wish for any information to be shared, they must give Tiny Toes LA permission in writing. _____

Tiny Toes LA Contract 2020-2021

CHILD'S NAME _____ Age: _____

Enrolling in: Full-time Childcare _____ or Part-time Childcare _____

Child care Schedule: _____ full week (40+hrs). Mark if need Extended hours _____ Please fill in times below (hours a.m.-p.m.) for preferred schedule, including extended hours:

Monday: _____ Tuesday: _____ Wednesday: _____ Thursday: _____ Friday: _____

Tiny Toes LA reserves the right to make changes in part time schedule requests - preference will be given to full time spots.

ONLY CONTRACTED DAYS CAN BE GUARANTEED! Permanent added on hours or change in days will be stipulated in a contract amendment.

Date of Birth: ____/____/____ Sex: M ____ F ____ Home Language: _____

Home Address: _____ City: _____ Zip: _____

Home Phone#: _____ Email Address: _____

Parent/Guardian 1 Name: _____ Cell#: _____

Guardian 1 Employment: _____ Position: _____

Address: _____ City: _____ Zip: _____

Work Phone#: _____ Work Email Address: _____

Parent/Guardian 2 Name: _____ Cell#: _____

Guardian 2 Employment: _____ Position: _____

Address: _____ City: _____ Zip: _____

Work Phone#: _____ Work Email Address: _____

Release of Liability

I hereby agree to hold harmless Tiny Toes LA, Tiny Toes LA Staff, Directors, Administrators from any liability related to any and all Tiny Toes LA activities and programs. I hereby acknowledge the existence of the implied risk associated with all programs for children and the areas where such activities and programs take place. Matters of legal concern must be resolved through binding arbitration.

I HAVE READ AND UNDERSTOOD ALL THE INFORMATION INCLUDED IN THIS CONTRACT AND BY SIGNING, I AGREE TO ADHERE TO THE TERMS OF THIS CONTRACT. IT IS FURTHER UNDERSTOOD THAT POLICIES AND TERMS OF THIS CONTRACT MAY BE CHANGED AND AMENDED, AND, THAT I SHALL BE INFORMED IN WRITING OF SUCH CHANGES WITH A 30 DAY NOTICE. I HAVE RECEIVED A COPY OF THIS CONTRACT.

Parent/Guardian Name (Print)

Parent/Guardian Signature

_____ Date: _____

Emergency contact info card:

Emergency Contacts for : (Child's name) _____

The law requires guardians to sign their child in or to sign them out. Failure to comply with this law may result in suspension or termination of this contract. Your child/children will not be released to any person that is not listed on the emergency contact list. If you need to have your child/children picked up by someone not included on this list, a required telephone call from you and a written authorization is needed. Appropriate identification will be required. Tiny Toes LA must have a copy of any court document that mandates special custody arrangements. Besides guardians listed above, we will release children only to the following individuals:

Name: _____ Relationship: _____

Address: _____ Phone#: _____

Name: _____ Relationship: _____

Address: _____ Phone#: _____

Name: _____ Relationship: _____

Address: _____ Phone#: _____

Earthquake out of State Contract: _____

Phone#: _____

Dentist's Name: _____ Phone#: _____

Address: _____ City: _____

Physician's Name: _____ Phone#: _____

Address: _____ City: _____

List any specific health concerns your child may have (i.e. Illness, allergies, sensitivities, etc):

Prescription medications may be administered ONLY when authorization forms are on file with Tiny Toes LA. See Director for details.

Does your child have a current Individualized Education Program (IEP), Section 504 Plan, or any other special needs?

Tiny Toes LA will provide services in the manner necessary to provide equal opportunity and access to their programs. If the Tiny Toes LA director becomes aware that child with a disability needs accommodation(s) to participate in the program, the Tiny Toes LA director will contact the Regional Center, which in consultation with the Division of Special Education, will identify the reasonable accommodation(s), if any, that may be necessary.

EMERGENCIES

In case of an emergency, Tiny Toes LA will make every effort to contact the guardians of the child involved, before any treatment is begun. However, in the event we are unable to make contact with the parents or guardians, we require this medical release to be signed by all the participants in the program.

I HEREBY AUTHORIZE THE PHYSICIAN OR HOSPITAL SELECTED BY THE TINY TOES LA CHILD CARE TO HOSPITALIZE, SECURE TREATMENT FOR, AND TO ORDER INJECTION, ANESTHESIA, OR SURGERY FOR MY CHILD.

It is further understood that the undersigned will assume full responsibility for any such treatment, including the payment of all costs, and will hold Tiny Toes LA, its representatives, the Tiny Toes LA director, teachers and staff, harmless there from.

Name of Insurance: _____ **Policy#:** _____

Parent/Guardian Name (Print)

Parent/Guardian Signature

_____ **Date:** _____