**Abundant Love Child Care Operational Policies and Procedures**

*Greetings! If you are receiving this, you have made a conscious choice to place your child or children in my care. It is with sincere appreciation that you have entrusted me to assure that your child receives the care and attention he/she deserves. Everything that I do, I do with* ***LOVE*** *in mind.*

*In an effort to provide professionalism and assurance of my commitment to you, I am providing you the parent and/or guardian with my policies and procedures.*

*My goals and philosophy of childcare are as follows:*

* *It is my belief that every child is an individual and a blessing who has his/her own rate of developmental learning. Each child is accepted, nurtured,* ***LOVED*** *and taught as an individual with* ***LOVE***
* *It is my desire to encourage and build each child’s creativity and imagination with* ***LOVE***
* *I am to instill a sense of self-worth and encourage their self-confidence with* ***LOVE***
* *To provide activities and an environment that will assist your child to keep a positive self-esteem with* ***LOVE***
* *Discipline will always be handled and guided to a more acceptable means of expression with* ***LOVE***
* *Ultimately, it is my goal to assure that your child is cared for so that he/she may grow physically, intellectually, socially and emotionally to the best of his/her ability. If at any time you desire to offer your advice and/or suggestions that will better assist me in caring for your child, please feel free to do so*

*I promise to provide a* ***LOVING*** *environment, as well as affectionate and attentive care along with nutritious snacks and meals with appropriate activities*

***Parental Expectations***

* *In accordance with the state law, parents will be required upon admission of your child to provide an up to date immunization record. You will also be required to submit a listing of any health needs and the name of your child’s physician. Your child must have or be in the process of obtaining all immunizations at the medically appropriate times. Once the immunization has been completed, it is your responsibility to assure that an updated copy is submitted to me immediately.*
* *If your child is going to be absent or late, please call in advance, this helps with assuring if I am able to take drop-ins etc.*
* *All children need to be present and on time each day. I prefer this because we will have a routine that we follow each day. When a child is late, it can disrupt their day and the other children as well. I desire for each child to have a chance to learn and participate in daily activities including breakfast, snacks, lunch and age appropriate activities*
* *Please bring your child rested and appropriately dressed for school activities including cold and hot weather.*
* *Please provide an extra change of clothes for those days that your child may have an accident*
* *Parents with infants will provide their child’s formula, diapers, wipes, bibs and a change of clothes (labeled with the child’s first name and initial of their last name) etc. that will be needed for the care of your child for the course of each day*
* *Parents with infants or toddlers that have bottles and/or sippy cups, pacifiers etc. will be labeled with the child’s first name and last name initial*
* *Please bring your child a blanket with a pillow for naptime. Please label all items with the child’s first name and initial of last name. Both items will be returned home every Friday for proper cleaning and to be returned with your child when they return at the beginning of the week.*
* *Please refrain from sending candy, gum and toys with your child unless it is a special occasion such as parties or resting toys/animals*
* *Please pick your child up on time. If you are running late, please be considerate and call me*
* *Please be prompt in your childcare payments so I can meet my household needs and obligations as well.*
* *Please take interest in your child’s day-to-day growth and activities. I would* ***LOVE*** *for you to interact with them*
* *Parents are always welcome to visit their children anytime during the day. I encourage parent involvement and participation, and I enjoy getting to know all of my parents. Knowing you helps me to know your child.*
* *Communication on a regular basis about your child’s rest, nutrition, toileting, new skills, fears, interests, joys and also any changes in any area of their life. (i.e. living arrangements, eating habits increase or decrease etc.)*
* *You are required by Child Care Licensing to sign your child/children in /out daily. By no means, will any parent be allowed to drop off or pick up a child without following these safety measures. These are mandatory state requirements and must be adhered to at all times without any exceptions.*
* *In an effort to minimize child/children disappointments resulting from broken or lost toys, I would prefer that all personal toys be left at home. A toy to share at times such as Show and Tell is acceptable when communicated. I am not responsible for lost or broken toys. With this in mind we ask that you do not allow your child/children to bring valuables to the daycare. Abundant Love Child Care or the Caregiver is not responsible for lost or broken items that you insist on bringing. I do reserve the right not to allow the child to play with the item and it will be put up in the child’s cubby or bag until the parent comes to pick the child up.*
* *Treat each other and your child with respect*

***What you can expect of me as your Child’s Caregiver***

* *Safe and Secure in home care*
* *Lots of tender LOVING care*
* *Protection at all times*
* *Nutritionally balanced breakfast, lunch and snacks (supper when applicable)*
* *Non-Smoking environment*
* *Treat each other and your child with respect*
* *Large fenced in and safe back yard for outdoor activities*
* *Positive encouragement, environment and reinforcement*
* *To always operate with Integrity*
* *Clear and precise communication at all times*

***Notice of Pets***

*This is to inform you that I do have two dogs that live on the premises. The dogs have had all of his/her shots including his/her rabies and all shot records are available for your review per your request. I ensure you that my pets do not create any unsafe or unsanitary environments. I also assure you that good hygiene and hand washing is always practiced on a regular basis. If you should have any additional questions or concerns, please do not hesitate to bring it to my attention. The State of Texas Licensing is also aware of them being on the premises and have checked all required shot records and do so upon every visit I have with them.*

***Safety Plan for Pets***

*During the hours of operation, the pets will be locked in their own personal/individual kennels and will remain on the second floor of the home. The dogs will be let out in the morning prior to operation hours to be fed and let out in the backyard to use the restroom. They will be let out after the hours of operations thereafter. The dogs will have a gate barrier that will remain across the top of the stairs as well as a gate barrier at the bottom of the stairs for additional security purposes. In the event that an emergency arises concerning the dogs, I always have my cell phone in hand or in a very near vicinity of where I am at all times downstairs while I am interacting with the children in my care. If there is any form of danger presented, I will assure that actions will be taken immediately for the protection of all parties involved. At this time after being open for 9 years, I take pride in the fact that I have* ***never*** *had any incidents or reports concerning any of my pets. They all have been in my care since they were weeks old. They are not a threat and have* ***never*** *posed* ***ANY*** *harm to anyone. If you should need a reference from any of my past and/or present parents concerning any behavior they have observed concerning my pets, please feel free to contact me and I will give you that information upon request. Many of my parents have had interactions with my pets on the weekends and at kid’s parties that have been held at my home and they all can attest to the fact that they are friendly and safe. If you should have any further questions or concerns concerning this, please contact me so we can further discuss this matter.*

***Photos/Videos/Website***

*Periodically I take pictures and record videos of my daycare babies so that you as the parent(s) and guardian(s) can have precious memories of those special moments that you may miss while working and providing for your family. Our children grow up so fast and I know that there are times that you may miss some of those moments such as first steps, first words, first crawl, learning progress and just some of the funny moments. I do this so that you as the parent(s) or guardian(s) may capture those moments and have them to save and share with other family members etc. I also will send these photos/videos in text form for you to marvel over. If you have a problem with this in any way or any questions, PLEASE do not hesitate to let me know. Please be advised photos/videos are not shared with anyone else it is limited to our daycare family ONLY.*

***Fees and Payment Policies***

*Your childcare fee is due on* ***Mondays*** *and is considered past due/late on that* ***Monday @ 6:01p.m.*** *The fee is to be paid on time unless otherwise discussed with me. I do understand that things happen but I believe in effective communication if there should be a problem. Each situation will be handled accordingly. Please understand that your payment is contingent on my family’s well-being and it is greatly appreciated if this is handled in a professional and timely manner at all times.* ***Your weekly fee is due even if your child misses ANY days of the week. There is no prorating of fees, including holiday or vacation weeks as well. During the holidays when the day care is closed for a full week, you are required to pay 50% of your fee for that week.*** *If you have an after-schooler that will need care for the week(s) that they are on holiday breaks or otherwise, the rate for that week will increase since I will be caring for them all day as opposed to only after school. Please see the price list for those rates. If your child /children attends one day of the week, two days, three days, four or five days a week the same fee is due. It is your discretion and choice as to when your child is absent during my open days and hours, however keep in mind that there are no discounts or proration’s. Paying your fee keeps your opening for your child secure.* ***If you miss an entire week and it is NOT your/or my vacation week, you are required to still pay 50% of your tuition for that week. This includes parents that are off during the Summer months and holidays.*** *If you decide to keep your child out of daycare and I am open during the summer months or any other weeks, you are still required to pay 50% of your weekly tuition. You have the right to keep your child/children at home with you but this should not disrupt the fees due and the times that they are due. This secures your spot at all times because another child could be receiving service in your child’s spot when they miss. Regardless of a week of vacation or holiday being missed out of a said month, you are still required to pay your quoted fees and again, no proration’s will be accepted. Please understand that I will do my very best to accommodate each of you, however if your child/children’s tuition is not paid by 6:31pm on Monday for the week, you may incur a late fee of $20.00 additional for that week. Abundant Love Child Care reserves the right to refuse service to anyone whose account is not current.*

***\*If there is ever an increase in childcare tuition/fees, it will be provided in writing within a two-week period. It will become effective two weeks after receiving the notice.***

***NCI Payments***

*If you receive NCI, your co-pay is determined by Neighborhood Centers Inc. not Abundant Love Childcare and* ***cannot*** *be altered by me or any staff members of Abundant Love Child Care for any reason.* ***Please be advised that no discounts and/or proration can or will be applied for any reason including holidays or vacation time.*** *Your fee is a* ***MONTHLY*** *fee not a* ***WEEKLY*** *fee. Once you have received the amount in which you owe monthly from NCI, a SET date(s) will be established and will be followed each month thereafter. You are required to pay on time. NCI does periodic pop up visits to the daycare to physically see our books and also makes periodic calls as well checking to see if payments are being made on time and if you are current with your payments. If you are found to not be in compliance with on time payments this can cause you to lose your NCI for your child/children and is beyond my control. I cannot jeopardize my business when it comes to this. If I am found to be giving false information concerning whether or not a parent is paying or not, I could lose the privilege of my daycare receiving NCI payments from NCI/Worksource. Please, I ask that you not put me in these predicaments. I have no control over what they find concerning your payments. They WILL cancel your case immediately.* ***If there is ever a time that NCI drops your coverage you are responsible for the weekly fee for your child/children.*** *If you do not pay your portion of the agreed upon NCI payment you will concur a late fee that you will be responsible for or there will be no service rendered for your child until payments are caught up. I cannot and do not control NCI’s decisions or reinstatements, this is totally handled between you and NCI. I am not required to call on your behalf concerning these issues. If this continues NCI has to be contacted which will cause you loss of benefits. If you should have any questions concerning this matter, please do not hesitate to contact me.*

***Promise to Pay Process & Notices (Promissory Notes/Letters)***

Effective immediately anyone that has a balance for their daycare fees will be subject to termination and/or receiving a ‘Promise to Pay” letter. This letter is to insure that any balances that you have will be paid even if you are terminated or you decide to terminate services from Abundant Love Child Care. This Promissory Note will be drafted by my accountant/CPA and has to be signed by the person responsible for paying the weekly tuition for your child/children as a representation of their parent(s) or guardian(s). **Upon enrollment of your child an acknowledgement form has to be signed in agreement that you clearly understand this part of your responsibility and you understand that I have a legal right to terminate for non-payment and your failure to pay can and will be sent to a small claims court for collections, closure and resolution.** Opportunities will be given to clear all balances prior to any actions, however if there is no resolve the next steps will be taken. This will include regular pay parents and those whom receive assistance from NCI or any other entity. If you already are enrolled, I will be sending this out personally for your signatures so this can be placed in each child’s file. This will be a notarized document for my security and yours. Please understand that I am running a business and it is nothing personal it is just to insure that my business books stay free and clear of any overages and that all services that has already been received by you and your child/children and workers such as myself or those employed at Abundant Love Child Care have been compensated for services already rendered. If you have any questions or concerns, please do not hesitate to contact me immediately. I will be more than happy to explain this clause to you more in depth if need be. Thanks for understanding.

***Statements and Balances***

*At the end of each year you will receive a statement of payments for child care for tax purposes. This information will have all information needed in order for you to be able to file your taxes. Each payment that is paid is recorded in a database that I have acquired to assure the accuracy of all payments. By December 31 of each year,* ***ALL*** *balances should be taken care of, no exceptions. I do understand that we all have our financial challenges, however; unfortunately, I will not be able to give you your statements until* ***ALL*** *balances have been taken care of for that particular year. If you happen to have a balance, your statement* ***will*** *be held until the balance is paid in full. My system will not release the statements when it detects a balance. In order for me to keep my books in order each year the system I am subscribed to will* ***not*** *allow me to close any accounts out until payments are fulfilled. I desire for you to be able to file your taxes in a timely manner as well as I want to do so as well. It is imperative that you clear your balances and take into consideration that I too have to file my business taxes on time so that I will not concur any penalties/fees due to lack of timely filing. Please keep this in mind so that you will know what to expect in advance.*

***Pay It Forward***

*Pay it forward is always during tax season and it is a time to get ahead when it comes to your weekly daycare fees. When you get your taxes back you can let me know that you desire to “pay it forward”. Forms are already available for you to fill out with how far in advance of a payment you would like to make and I will create your invoices and you have the option to pay online or you can pay cash and a receipt will be given to you for your records. Pay it forward can also be taken advantage of at “any” time of the year as well but most parents take advantage of it during the tax season. If you should have any additional questions concerning this process, please do not hesitate to contact me.*

***Forms of Payments***

***Online Credit/Debit Cards:*** *I have obtained a system that is in conjunction with my Food Program where you may pay your tuition online. Upon enrollment in my daycare you will be set up with this process with a User Name and Password, once you log in online you will be prompted to change your password so that you may have total access to your account. A reoccurring invoice will be sent to you weekly and you may pay your fee that way. This is the* ***PREFERRED*** *way to pay your daycare fees each week or monthly if you are on NCI. This is a free service and does not require you to have any additional fees. In conjunction with this online system I also have a credit card machine that can be used* ***ONLY*** *if the online system is down for some reason.*

***Checks: I no longer accept this form of payment UNLESS it is on an APPROVED emergency basis however;*** *If your check is returned, you will be charged $35.00. If this should happen, Abundant Love Child Care will no longer accept checks as a form of payment for your tuition. You will have to make other arrangements for paying your tuition.*

***Cash:*** *I do accept cash however please keep in mind that I do not have change readily accessible to give you back so if you decide to pay by cash please make it the exact amount. You will also receive a written receipt for your cash payment.*

***Cash App*** *– My cash app name is $LaShawnDenee. If you desire to pay weekly by this, all you have to do is download the app on your phone and link your bank account and begin sending or receiving monies. There is no fee to you to use this form of payment. It is quick and easy and saves you from having to carry cash around or having to go to the bank to make withdrawals.*

***Zelle –*** *I can be found under my phone number or email address. –* ***THIS******IS MY PREFERENCE***

***PayPal*** *– (I don’t use this much at all anymore) If this is your choice of payment, you can enter the daycare name; Abundant Love Child Care, or my phone number which is 832-755-9958 or use the daycares email address which is alcc@ymail.com.*

***Hours of Operations/After-Care Hours/Late Fees***

*My regular hours of childcare operations are from 6:00 a.m. to 6:00 p.m. and after care offered from 6:30p.m. to 10:00 p.m. Monday through Friday. Aftercare is offered but at an additional rate. (Please see rate sheet) Evening childcare fees begin at 6:30 p.m. and ends at 10:00p.m. Each case will be different depending on the times you will need my services beyond 6:00 p.m. Fees will be discussed once the hours of service is established per week. I will offer some weekend care providing it is not every weekend and it is discussed in advance so that I can properly plan with my family accordingly. Please know that I will do my best to accommodate you; however, I too have a family that needs and wants my time as I have given your child/children each day and all week. Please take that into consideration that I do not mind caring for your child occasionally on the weekends but it has to be an in advance case-by-case situation. Additional fees for weekend care will be determined as needed. I appreciate your consideration concerning this matter. An emergency or occasionally working late or overtime is certainly understandable. If this should occur, my expectation is for you to communicate this to me as soon as you realize you will be running late. Like you and your family after a long and full days of work, my family and I value and enjoy “quality family time” as well. In the event that you are late picking up your child fees will apply. The fees are as follows. If you are late and pick up your child after 6:00 pm. you will be charged $1.00 per minute per child up until 10 minutes, after 10 minutes your late fee will increase to $2.00 per minute per child. After 30 minutes your fee will increase to $5.00 per minute per child. Please be advised this will be in effect beginning at 6:31 pm. If late pick up continues, I reserve the right to refuse service at any given time.*

***Inclement Weather***

*Please be advised that when there is bad weather, the safety of your child/children is our first concern. With that being said Abundant Love Child Care adopts the same process and procedures that are followed by the area school district in which I reside which is* ***Fort Bend ISD****. If they close or have a delay in the start of their day, then* ***Abundant Love Child Care*** *will do the same. This is for your protection and mine. I also do not want the liability of having children stranded nor something to happen where you as the parent, guardian or someone that is authorized to pick them up cannot get to them in an emergency weather situation. When there has been a warning given publicly from a news media or any other sources it is a trusted source and I would rather take precaution. At the end of the day safety is my number one concern. Please respect the decisions of officials and abide by the rules. I desire to run an accident free establishment and with this in place it will assist in that process.*

***Drop-Ins***

*I do take Drop-ins however it is contingent upon my space/ratio availability. If I am able to care for your child/children, there is a maximum of 8 hours that the child can be in my care. With this care it does include meals that will be served under the time frame the child/children is present in my care. Below is the rate for this service. Please be advised that this service is first come, first serve.* ***Drop-Ins welcomed at a rate of $50.00 each day (Limited to a 6 to 8-hour time frame)***

***Food and Nutrition***

*When you enroll your child in my daycare, food will be provided for all children that are* ***not*** *infants. Along with all of the other paperwork that you receive to fill out to enroll your child, there will also be an enrollment concerning food and nutrition. I am registered with a USDA Child Care Food Program and as your child’s child-care provider, I play an intricate role in assuring that he/she has nutritional meals and snacks while in my care. Nutrition is important when it comes to their health, attitude, energy and learning abilities. Because your child/children spend more time in child-care than they do at home, the meals and snacks that I serve through the program are a very important part of providing proper care. If you ever have a desire to see what your child will be served on a particular day, a menu for the week is always posted in the Parent Information Center where you sign your child in and out. If for religious or allergy purposes that you have some special request concerning the consumption of certain foods/drinks I ask that you, please inform me of those in writing. If you have foods/drinks that you choose for your child to have, you are more than welcome to bring those items each day or weekly and they will be labeled and served to them accordingly. Childcare Minimum Standards 747.3101 states (b) You must ensure a supply of drinking water and should always be available to each child and is served at every snack, mealtime, and after active play in a safe and sanitary manner. (c) You must not serve beverages with added sugars, such as carbonated beverages, fruit punch, or sweetened milk except for a special occasion such as a holiday or birthday celebration. Childcare Minimum Standards 747.3116 states The American Academy of Pediatrics recommends that children drink no more than four to six ounces of fruit juice a day. Over consumption of 100% fruit juice can contribute to overweight and obesity.*

*Children under the age of 12 months should not be served juice at all. Whole fruit, mashed or pureed, is recommended for infants seven months up to one year of age.*  *Please note that this does* ***NOT*** *change your weekly or monthly fee in the event you bring your child/children’s meals. This is your choice as the parent. I am required to offer Vitamin D Milk and Water, however if your child is allergic to that or due to religious belief you prefer something different please send it with your child. All of the above needs to be specified in writing so that if and when the state or nutrition comes in it will be documented from you for their review.*

***Transportation***

*Your child will not be transported anywhere without your permission. Transportation will be provided only in the event of an emergency. If this should be the case, you will be notified in advance.*

***Provider’s Vacations, holidays, sick days and/or absences***

*The following days are considered paid holidays and I am also either closed or closing early: THESE DATES ARE STANDING FOR EACH YEAR****. I am required to take at least 9 holidays per year per Workforce.***

***January 1*** *(New Year’s Day) –* ***Closed – (lands on a Tuesday)***

***January 2*** *(Day after New Year’s) –* ***Closed – (lands on a Wednesday)***

***January 20*** *(Martin Luther King Day) –* ***Closed – (lands on a Monday)***

***February 17 (****President’s Day) – Closed* ***– (lands on a Monday)***

***April 10 -*** *(Good Friday - first Friday of the Month) –* ***Closed – (lands on a Friday)***

***April 13 –*** *(Fort Bend ISD Day) -* ***Closed – (lands on a Monday)***

***May 25-*** *(Memorial Day - last Monday of the Month) –* ***Closed – (lands on a Monday)***

***September 7 –*** *(Labor Day – first Monday of the Month) –* ***Closed – (lands on a Monday)***

***September 25 – (****Fort Bend ISD Day) – Closed – (****lands on a Friday****)*

***October 9*** *– (Fort Bend ISD Day) – Closed – (* ***lands on a Friday****)*

***October 30*** *– (Fort Bend ISD Day) – Closed – (****lands on a Friday****)*

***The dates below are already vacation days because I am closed the week of Thanksgiving***

***November******25*** *– (Thanksgiving Eve) –* ***Closed – (lands on a Wednesday)***

***November 26 – (****Thanksgiving Day – Fourth Thursday of the Month) –* ***Closed – (lands on a Thursday)***

***November 27 -*** *(Day after Thanksgiving) –* ***Closed – (lands on a Friday)***

***December 24th*** *(Christmas Eve) –* ***Closing Early at 12:00 pm (if open, depends on attendance) – (lands on a Tuesday)***

***December 25th*** *(Christmas Day) –* ***Closed – (lands on a Wednesday)***

***December-*** *December 26th (Day after Christmas) –* ***Closed - (lands on a Thursday)***

***\*\*If care is needed on any of the below days, please contact me at least a month in advance so that arrangements can be made \*\****

***December-****December 27th – Closed –* ***(lands on a Friday)***

***December –*** *December 31st (Day before New Year’s)* ***– Closed - (lands on a Tuesday)***

*\** ***Abundant Love Child Care will close at 12:00 p.m. the day before Thanksgiving (if open), Christmas (if open) and New Year’s (if open)***

***Please always refer to the Parent’s Corner Board to the left of the sign in sheet desk on the wall for your continuous reminder of days and dates. These dates are ALWAYS posted the first or second week in January yearly.***

***Vacations/Off Days/Sickness***

***VACATIONS:*** *If at all possible, I will always give you a* ***two-month notice*** *or more of my vacation plans. Please pay attention to the Parents Corner located on the wall for all updated off days, vacations and holidays.* ***Three times a year****, I will /have schedule myself a week-long vacation. Please understand that as I provide your child with excellent care it is important that I too receive restoration, have relaxation and time with my family as well so that I can stay healthy, well and rested mentally and physically to care for your child/children in the manner of expectation. These weeks are “no charge” weeks for you. You will need to find alternate childcare for your child or plan your vacation around the same time, if applicable. During my vacation time* ***Abundant Love Child Care is closed****, however there* ***MAY*** *be special arrangements made for those whom* ***MAY*** *need my assistants or staff to be available for service to you or I can provide referrals. (This is not promised) Please keep in mind that due to the fact that my assistants and staff are also family members there may not be an opportunity to arrange special arrangements as we all may be on a family trip/vacation. In addition to these “no charge” weeks, you are given* ***one week*** *of your choice during the year for your personal vacation plans that is free of charge. Keep in mind that if your free week is not used in that particular year, you may NOT roll over that week for another upcoming year. If you don’t use it, you lose it. Please be advised that I expect the same courtesy of knowing in advance the week you choose to take as vacation.* ***The notice of your plans has to be made in writing to be valid, at least two weeks in advance in order to receive that week free of charge. No Exceptions.***

***STANDING VACATIONS/OFF DAYS:*** *There are a few weeks that I know for sure will be standing vacations for me and my family.* ***WEEK 1:***  *My first week of the year that I may take off is during Spring Break which is normally the 1st or 2nd week in March each year. This is so that I may have time with my kids as well. It is very important to me to spend quality time with my children/husband as I spend with your children.* ***WEEK 2:*** *The week of my birthday (July 24) is always one of the two to three weeks I take off per year.* ***WEEK 3 & 4:*** *My last week is the week of Thanksgiving, however that could change and if so it would be the week of Christmas unless otherwise specified but if it changes you will be notified in ample time to make arrangements. During the Christmas holiday I may take a couple of days off as well but you will be notified in advance of those days. If there are any changes in these dates, I will let you know in ample time as well.* ***Please check the parent’s corner board on the wall by the sign in sheet as often as possible. I will place reminders there for you as they come up.***

***WEEK 1: March (Spring Break each year)***

***WEEK 2: July (My birthday)***

***WEEK 3: November (Thanksgiving week each year)***

***WEEK 4: December (Specified Days as listed on Parent Board)***

***OFF DAYS:*** *When it comes to any day(s) that I am ill and/or need to be off and I am not able to care for your child/children, you will receive a deduction from the following week’s fee* ***if*** *a last minute notice is given to you. When things come up that I have to take care of with my own family, religiously, medical appointments or personally I will give at least a* ***two week notice*** *so that you can plan accordingly. Please understand that I have to take time to have doctor’s appointments for myself, my children, and spouse including jury duty if contacted etc. just as you do. To the best of my ability you will be notified well in advance to make the proper arrangements if I should have something that I have to do or take care of concerning me or my household. I will contact you as early as possible if I become ill and unable to care for your child, in order for you to find alternate care for that day.*

***FBISD Days*** *– I do take off the few days during the year that Fort Bend is out so that I can spend time with my own children. This is important to me just as your child/children are to you. I take these days because it is my time to be able to do things for my children that I do not get to do during the week such as Doc appts etc. As I take care of your child/children I hope that you understand that I must do the same for mine. I follow the Fort Bend Calendar each school year and all dates are always listed on the Parents Corner board which is located to the left of the table where you sign your child in each day. Thanks for your cooperation and your understanding.*

***SICKNESS:*** *Each child will be observed for symptoms of illness and abuse. Any child that is showing symptoms of illness will be separated from the group; if his/her appearance warrants, this is for the safety of all other children in my care.* ***If your child is running a temperature above 100 degree Fahrenheit, has diarrhea, is throwing up or have any other contagious condition, you will be notified immediately so that he/she can be picked up as soon as possible.*** *In all of these cases a child becomes contagious to other children at the daycare and to me as the caregiver as well. Your child* ***must*** *be picked up from daycare. Your prompt response to this matter should be taken serious and time of contact will be noted. When a child is sick and needs to be picked up it is critical that you or an authorized person be at the daycare in a timely manner. Doing this will allow other children and myself to stay protected from anything contagious and it keeps your child safe as well so that if medical attention is needed it can be given in ample enough time. Time is of essence when a child is sick, minutes and seconds matter. If your child is showing any of these symptoms, I would prefer for them to stay at home so that other children will not be effected. Once a child has presented to have a fever while at the daycare, he/she will have to stay home the next day.* ***The state of Texas states that a child must be fever free for 24 hours before he/she can return to daycare per Child Care Licensing.***

***EXAMPLE:******If I call you to come and pick up your child on a Wednesday, they cannot return until that Friday providing they have stayed fever free for a 24-hour time frame.******NO EXCEPTIONS!*** *Please do not ask me to compromise this rule. It is for the protection and safety of myself, the workers and the children that are in my care. This is the same standard that all of Texas school districts abide by as well from Elementary to High School. Please do not try to compromise the safety of others because all rules will and must be followed. This rule set by the state will be followed if there was another child with a fever, you would expect for me to follow the same rules. School districts will* ***NOT*** *allow your child back to school for a* ***FULL*** *24 hours even after no signs of a fever the next day and my stance is the same. Please take into consideration the importance of this rule set by the state. It is for the protection of your child as well as other children in care and the workers as well. If any child shows abuse, the Department of Family & Protective Services will be notified immediately.*

***State Approved Workers/Assistants/Staff***

*I have arranged for a couple of people to be my back-up/stand-by assistants in the event that I need to take off or I get ill. Those appointed people are* ***Faye Eulian (my Mother), and Cheryl Matthews (my Sister).*** *Each of the above listed have fulfilled the requirements to be an active worker at Abundant Love Child Care. Each person has been cleared with a Background Check through the State of Texas and are free and clear to render services for your child/children. They have also met all other requirements per the State of Texas guidelines as well. When and if any of the said above care for your children you will receive their contact information to be able to contact them concerning your child/children. They have been trained and are always kept abreast of any changes pertaining to policies, procedures or care of your child/children. If you should have any additional questions or concerns, please do not hesitate to contact me.*

***Serious Illness or Injury***

*If a child is seriously injured or becomes seriously ill, I will administer CPR and /or appropriate First Aid until EMT’s arrive on sight. 911 will be immediately notified when applicable. The parent will be contacted as soon as possible. I will make sure that my first priority is to secure the health of your child before contacting you. I understand that you desire to know immediately if something happens to your child, however my goal is to get help first then contact you.*

***Outside Activities***

*Since children learn through active use of their senses, some great opportunities for learning occur outside. However, the playground is a potentially dangerous place. With proper supervision, the outside playtime can be a fun place and experience for children to learn. With this in mind, collectively we must observe and follow the rules below:*

* *Children will be expected to have on the proper attire such as shoes that will allow the child to explore the great outdoors. Please no flip flops.*
* *Children will not be allowed to engage in any hazardous play of any kind. I will use redirection, praise, distractions and any other technique of positive discipline.*
* *Children will never be allowed outside alone or unattended. They will be well supervised.*
* *Age appropriate toys such as hoola hoops, soft variety balls, frisbees, jump ropes etc. will be used at playtime with supervision to assist with your child/children’s motor skills and their small and large muscles.*

***Administering of Medicine***

*If your child needs prescription medicine administered, please sign the “Medicine Log” Stating times and the amount of medicine to be given to your child. All medicine must be clearly labeled with the child’s name and directions for proper amount of dosage and time. Please understand that when you fill out the Med Log it is very important that you fill it out in its entirety as this is a very important responsibility. By no means, do I want to over or under dose your child. If you do natural remedies and you desire that, please advise and you must also log that as well.*

***Procedures for the Release of Your Child/Children***

*For the safety of everyone involved, your child/children will only be allowed to leave with an authorized person whose name is on file. I will* ***NOT*** *release children to children that are underage even if it is a sibling. If the sibling is 18 or older and is on the authorized pick up list, then that release will be granted/permitted. Also an authorized adult* ***MUST*** *sign the child/children in and out of the daycare. You cannot send a child to sign your child/children out unless they meet the criteria stated above. A written notice or telephone call is required from you if the normal person that usually picks up the child has changed. Proper-pictured identification will be asked for upon arrival before the child is allowed to leave with them. Please inform everyone that is placed on the authorized list that they will be asked to show their photo ID. This is strictly in place for the safety of your child and your full cooperation is appreciated. If there should be any changes in authorized persons that you have on file, you must update this information as soon as possible. Abundant Love Child Care assumes no liability for the release of children to the listed authorized individuals. In the case of separated/divorced parents, it is important that the registering parent indicate on the enrollment application who has legal custody, and who will be picking the child up. In the case of sole custody, the custodial parent is required to provide a copy of the divorce decree. (This information is required by state law to be in your child/children’s folder. If at any time this information needs to be changed, please inform me as soon as possible and make the proper changes on your child’s files. If this information is not received, I have no other choice but to release the child/children to the absent parent with or without the custodial parents’ consent). This confidential document will be filed accordingly.*

***Discipline Guidance***

*As your child’s caregiver, I will only use positive methods of discipline and guidance to encourage self-esteem, self-control and self-direction, which will include using praise and encouragement for good behavior instead of focusing on unacceptable behavior. I will use age appropriate discipline to the child’s level of understanding. All discipline will be individualized and consistent for each child. There will be no harsh, cruel, or unusual treatment to any child. Unacceptable behavior will be reported to the parent/guardian for assistance in correction of repeated behavior. For further information, please see your policy. In addition to behavior issues that your child/children may portray, I reserve the right to refuse service for continued behaviors of such that will not be conducive to the safety or tolerance of those whom work for Abundant Love Childcare and those whom are enrolled. There will absolutely be no fighting, cursing, kicking, pushing, hitting, rough play, wrestling, slapping, biting, spitting, down talking, name calling, harsh verbiage, inappropriate word choice, teasing, taunting or bullying behavior at any time. If any of the mentioned behaviors persist other decisions and arrangements will have to be made for the protection of myself and those whom are enrolled. There will be no exceptions concerning this. I cannot and will not jeopardize other children enrolled in my daycare to be exposed to things that they are not use to or those things that are unacceptable. If your child is allowed to use certain words at home or have a particular type of behavior that I do not tolerate here, they must abide by the rules here. If this should be a problem, then their stay here will be terminated.*

***\* All parents must sign and return the Discipline and Guidance Policy and a copy of it will be provided to you for your records.***

***Termination Notices***

*If for any reason that you decide to take your child out of my care, a* ***full******two-week notice*** *is* ***required in writing****. If you* ***fail*** *to give a two weeks’ notice of termination of` your child/children from my daycare facility, you will be required to still pay your fees for that week and the week or weeks that you failed to give notice for. Please be advised that by the last day of your child/children attending the daycare ALL fees must be paid in full. Please understand that it is important for me to have this in advance notice because I need ample enough time to make sure that my needs for my household is met.* ***Example:*** *If you are pulling your child out of my care by July 1, 2012 then your notice will have to be submitted by June 18, 2012 for it to be valid and this assures a* ***full*** *two weeks. If you decide to pull your child/children out without the two week notice it can cause uneasy circumstances. Please be advised that I too have the right to refuse service if your child poises to have behavior that is unsafe to the workers, other children enrolled or to them self. Just as it is important for your child /children to be safe the same stands for others that have to be in the environment with your child. If your child’s termination from my in-home childcare is requested by the Caregiver, the Caregiver will give the same* ***two weeks’ notice*** *to you the parent in writing as well.*

***Address/Phone Changes***

*If you should move from the address that you originally placed on your child’s enrollment package, then you are required to update this information immediately by filling out a change of address form. This also includes any contact numbers as well.*

***Children’s Name Changes***

 *If a child’s name changes in any way this information must be changed in my systems as well and must be accompanied with the correct documents as proof.*

***Your Name Change, Children’s Name Change, Marriage or Otherwise***

*If you get married or divorced and your name changes in any way, please inform me of this change so the changes can be made in my systems as well. If your child/children’s last name changes for any reason, you are required to provide a copy of the change and the birth certificate as proof.*

***Emergency Preparedness Plan***

*Per Child Care Licensing, I have prepared an emergency preparedness plan that is available for your review per your request*

***Child Abuse Hotline***

*If you should suspect a child is being abused or neglected, you may call 1-800-252-5400 to make a report.*

***Local Child Care Licensing Contact Information***

*You may contact the local Child Care Licensing Office located at 2221 W. Loop 610 S*

*Houston, Texas 77027. The phone number is 713-940-3009. You may ask for my most recent Licensing Inspection report and/or any questions about the Minimum Standard Rules for Registered & Licensed Child Care Homes. You also have the option to go online at* [*www.dfps.state.tx.us*](http://www.dfps.state.tx.us) *to look up any additional information concerning any inspections for Abundant Love Child Care. A complete copy of the Minimum Standard Rules for Child Care Homes is located in a separate binder at the sign in/out table for your review at any time.*

*Thanks in advance for your cooperation. If you should have any questions or concerns pertaining to this information that has been provided to you, please do not hesitate to contact me.*

***\*\* Please be advised that I reserve the right to refuse service to any said person or child at my discretion for any said reason. \*\****

***If you should have any additional questions or concerns, please do not hesitate to contact me at the number listed below. If there is anything that was not covered or was made unclear, please do not hesitate to contact me concerning those things as well. I will be happy to review anything with you upon your request. Please understand that it is your responsibility to read each section in its entirety so that you are aware of any changes that have taken place at your child’s daycare. Please reframe from asking me to do anything that would be against any rule or regulation that has been set forth that would put either of us in any awkward situation or put me in jeopardy of violating my work ethics or job status.***

***Thanks in advance for trusting me with your precious blessings. It is my pleasure to be able to serve you and your family.***

***By signing the attached, you are acknowledging that you clearly understand and agree with what has been written. You also take full responsibility concerning the things in this packet and will adhere to each and every rule put in place for the protection of your child/children and the daycare staff as a whole.***

***I look forward to serving you and your family in the upcoming year. May God continue to add blessings to your life throughout the entire year and beyond.***

***Abundant Love Child Care Provider***

***LaShawn Denee’ Grisby***

 ***Owner/Founder/Director/Caregiver***

***832-755-9958***

***Revised: January 1, 2020***

***Receipt of Operational Policies and Procedures***

***For***

***Abundant Love Child Care***

***832-755-9958***

*I (we) have received a copy of the Operational Policies and Procedures of Abundant Love Child Care and agree to the terms of this agreement. I have read it in its entirety and I understand clearly what is expected of me and what the expectation of the Care Provider is as well. Please understand that if there was something that you failed to read in full and an issue that is discussed in this packet arises and you did not read it, I am not at fault for any unread material that has been provided to you.*

*By me signing this, I am acknowledging that I take full responsibility for assuring that all of these things be followed accordingly.*

*Parents Printed Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Parents Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Child’s Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Relationship to child/children: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Provider’s Printed Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Provider’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

***Revised on January 1, 2020***