



Green Sprouts Family Childcare  
Policy Handbook

Established: 2020  
Hours: Monday - Friday 8:30am - 2:30pm  
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License #: 376100335

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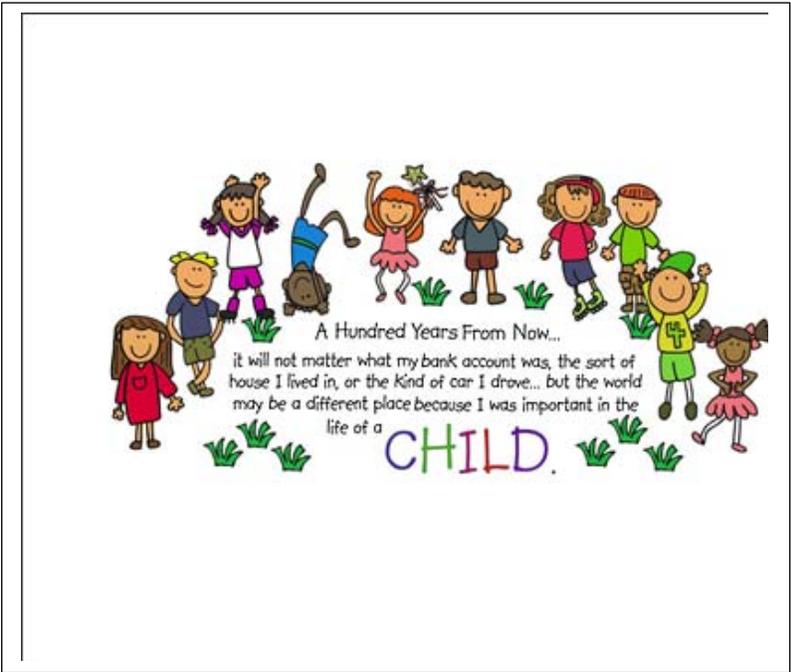
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PLEASE READ THIS PARENT HANDBOOK CAREFULLY.

ALL CLIENTS MUST BE ABLE TO FULLY ACCEPT AND COMPLY WITH ALL PROCEDURES AND POLICIES WITHIN THIS HANDBOOK AND THE AFTER-SIGNED CONTRACT.

IF YOU DO NOT AGREE WITH **ANY** PORTION OF THIS HANDBOOK, CARE CANNOT BE PROVIDED



# INTRODUCTION

## A Note from the Provider

Teaching and caring for young children is such a rewarding passion; it is the only profession I have ever known. One of the most important aspects of providing child care is the parent/provider connection. I believe that it takes a village to raise a child and I am so honored to be invited into your child's life. I look forward to becoming a team with you so that your child has every tool he/she needs to GROW! I ask that you are patient, kind, understanding and fair. As a provider, I promise to extend these same respects to your family.

I commit to respecting you as clients and I ask that you respect me as a small business owner. Please view me as a childcare provider who offers my services like any other business. I have set my own policies and guidelines while also adhering to licensing laws and state regulations. The policies I have in place are all there for good reason and are set to protect you, your child and my business in every possible way so that we thrive as a team for your child.

Many of the policies in this handbook are required by federal, state and local agencies such as Community Care Licensing and the Health Department. I am licensed through the CA Department of Social Services-Community Care Licensing Division and I must comply with their regulations. The policies I have created are the result of these requirements as well as my passions and philosophy surrounding the program I run and the children in my care.

My mission is to offer quality care, fun, learning experiences and to treat every child as an individual worthy of respect. If you are hesitant or disagree with any of my guidelines or policies, I wish you the very best in finding that perfect daycare who meets all your wishes. If you can agree to and comply with all set policies, I welcome you to Green Sprouts Family Childcare. ~ Jody Green

## Overview of the Program

Green Sprouts operates as a part-time licensed family childcare program. It serves toilet trained children from age 2 to 5 years old, prior to starting Kindergarten. It is geared toward families looking for a half day program that offers daily enrichments, developmental activities and peer interaction where children come to learn and play for a few hours during the afternoon. It is ideal for parents who work part time or for non-working parents who have alternate care for their child during daycare closure days. My daycare closure schedule follows the local school district calendar (open during summer break.)

My goal is to provide a preschool-like experience where children gain skills in areas such as social interaction, problem solving and team work. I follow a set weekly curriculum and encourage learning through a variation of activities focused on developmental stages and core concepts for kindergarten readiness. I implement this through planned activities within curriculum themes but most importantly, through PLAY!

The daily schedule includes rest time from noon to 2p.m. for all ages and tuition covers two healthy snacks and lunch.

I provide weekly curriculum with the help of Experience Curriculums "Mother Goose Time" which can be found and researched at [www.mothergoosetime.com](http://www.mothergoosetime.com). It is a research-based approach to learning. The Experience Curriculum Program applies child development theories and brain research to a unique model of teacher support, child experience and family engagement. I also pull my own curriculum from websites, curriculum books and from my experience in the classroom as a preschool teacher. It is my goal to be more than a place your child simply comes to play each day. I want them to learn and be empowered as individuals too!

## Non-Discrimination Policy

All families are welcome in my program. In accordance with Federal and State law, I do not discriminate on the basis of race, color, national origin, religion, sexual preference, gender or gender identity, disability or medical condition.

## Confidentiality

Confidential information will only be shared on a “need to know” basis. This includes licensing who, by law reserves the right to interview your child, without parental consent while in my care. This is an exceptional circumstance which includes but is not limited to situations such as: obtaining information about me, the provider or ongoing investigations which are conducted to protect/ensure the best interest of the child. Information not pertaining to your child (billing, personal information) will be kept confidential at all times.

## Provider Rights

I have the right to safe home conditions. This means that ANYONE may be denied access to my home or property if their behavior presents a risk to me, the children or my family. I also have the right to be respected and to be paid on time, in accordance with the signed childcare contract.

## Parent Rights

In accordance with California Department of Social Services Community Care Licensing Division you have a set of legal parental rights. These are included in your contract and you will be given a copy to sign (LIC 995.) In my program, you have the right to an “open door” policy. If at any-time you feel that you are not getting the quality care you deserve, I welcome you to discuss your concerns with me so that we may resolve any issues. I am always available by email, phone or in person. I ask that any conversations which cannot be held in the span of drop off/pick-up times be scheduled either in person or by phone after program hours. My priority is the safety and supervision of the children in my care so these conversations are best had when I can devote all my time to you without putting children in my care at risk. Per Licensing, a time frame of more than

ten minutes requires any adult to have the same background clearances as the provider or volunteer/staff and therefore, I do ask that no parent remain longer than the necessary transition time.

## Parent Code of Conduct

Please be courteous and respectful at all times. As stated in federal regulations, I cannot have a child at the daycare if ever the child’s parent(s) is prohibited access. Actions or incidents that would require a parent being denied access include the following:

**Swearing/Cursing:** No parent or adult shall curse or use inappropriate language on daycare property at any time whether in the presence of young children or not.

**Threats:** Threats of any kind will not be tolerated.

**Confrontations:** Parents must be responsible for their behavior and actions at all times. All disagreements or disputes must be dealt with in a calm and respectful manner.

## Intoxication/Impairment

If ANY parent/pick-up person is suspected of being under the influence of drugs or alcohol or in any other way impaired, alternate methods of pick-up must be arranged and the child will NOT be allowed to leave my property until a new pick-up person arrives. Resistance will be met with a call to 911.

## Smoking on the Property

Green Sprouts is a non-smoking property. Please do not smoke or dispose of cigarette waste anywhere on or within 100 feet of the property.



## Mandated Reporting

I am a mandated reporter. Under the Child Protective Services Act, mandated reporters are individuals who are mandated by law to report suspected child maltreatment. Mandated reporters are required to report any known or suspected child abuse or neglect to the county child welfare department or to local law enforcement. As a mandated reporter, I only need **suspicion** of abuse or neglect to make a report. (LIC 9108)

## My Philosophy

I believe every child has the right to be treated as an individual worthy of respect. I believe in providing a nurturing, safe environment full of opportunity and imagination so children learn through play and positive social interaction with adults and peers. I believe that the more experiences in this type of environment a child has, the better able he/she is to reach all developmental milestones. While play is so vital to every child, I also believe age-appropriate structure and discipline help guide children. Positive reinforcement and clear, gentle boundaries are pivotal in helping children understand how to ease through transitions and work through problems on their way to independence. I strive to provide these things through positive examples, consistency, modeling proper behaviors and always validating feelings.

## Guidance and Discipline

### My Approach to Discipline/Guidance

It is my policy to provide age appropriate, child centered guidance and discipline to the children in my care. This policy helps to minimize conflict, promote positive adult/peer interactions maintains the safety and security of every child. I strongly believe in using positive reinforcement and age appropriate discipline to help define boundaries and foster each child's independence, in an appropriate way. At its roots, discipline means instruction or training. Discipline does **not** mean punishment.

## Discipline Techniques

**Limit Setting-** Rules are simple, few and clear. Boundaries and expectations change with the age and ability of each child.

**Consistency-** Set rules will be followed through with. This way, children always have predictable goals and outcomes.

**Modeling-** Children can expect to see me model behaviors such as compassion, kindness and expression of feelings and emotions.

**Passive Intervention-** Children are given time to work through their own conflict, emotions or problems without intervention. I am the observer, to a point. When the safety of a child or children becomes a concern, I will intervene. This is a non-intrusive way to foster independence, problem solving and self-soothing of big emotions.

**Physical Intervention-** If a child cannot work through emotions, problems or conflict, I will step in. Sometimes this requires me to intervene by separating children, holding a hand to prevent hitting etc. Usually this is needed only when safety of one or more children is of concern.

**Redirection/Choices-** Negative behavior will be addressed and an appropriate behavior will be suggested to replace it.

**Validating Feelings-** I will always validate feelings by asking things like "Why are you angry?" Then, listening to the child and making them feel heard. When conflict with more than one child arises, I do not require any child to "say sorry" but rather attempt to engage in conversation about what is happening and what is the best solution for all involved. I believe communication is better than a "band aid" statement.

**Time Outs-** I do not believe time outs are affective. If a child is struggling, another activity will be provided, they will not be made to sit in a chair, corner etc. I may require one activity until the child is able to transition.

# ENROLLMENT

## Admission Check-List

These completed forms in their entirety are necessary **before** your child may attend the daycare:

- Contract Agreement
- Signed “contracted Schedule” agreement
- Identification & Emergency Information
- Signed Notification of Parental Rights
- Signed Parent Notification of Additional Children in Care
- Signed Consent of Medical Treatment
- Completed Enrollment Form
- Signed Authorization of the Application of Topical Products
- Signed Permission for Field Trips
- Signed Permission to Photograph
- Signed Permission for Vehicle Transportation
- Copy of any child custody court order dictating custody or visitation
- Copy of your child’s current immunizations
- Payment for the first weeks’ tuition
- Security fee equivalent to one-week tuition
- Payment of non-refundable \$25 enrollment fee
- Signed back page of parent handbook

## Fees Due at Sign Up

Upon submitting the completed Parent Packet clients are responsible for paying their child’s first week AND last weeks’ tuition fees. **These fees are due the day the contract is signed.** Without the signed contract and these sign up fees, your child is not enrolled and spot holding fees will apply until I receive them both.

## Last Week Security Fee (tuition)

A non-refundable one-week security fee is required up front for each child in the amount equivalent to one weeks’ tuition. This security fee will be used to pay tuition for the last week of enrollment, provided the parent gives the required, written notice of withdrawal.

\*See “withdrawal” section of handbook.

## Trial Period

The first two weeks of care are considered a trial period for both parties. If at any time or for any reason, either party would like to withdraw, no written notice is required. **No refunds** will be given within this time frame, regardless of which party chooses to terminate care.

## Positive Transitioning

A new childcare setting requires adjustment on the parent, child and provider. Children tend to respond to the signals given from the adults about how apprehensive or accepting they will be to new care. Reassuring words, hugs and kisses followed by a quick exit is typically the best way to handle drop off time. If your child struggles with morning drop off, I will do my very best to make this time comfortable and less stressful.

At home, you can help your child’s transition by:

- Talking positively and excitedly about the daycare, me and the other children
- Acknowledging and validating your child’s fears or emotions
- Assuring your child that you always come back
- Saying good-bye when you are ready to leave and then leaving promptly
- Letting your child know that you are leaving is better than sneaking out when they are not looking. This method promotes transition distrust and insecurity between you and your child

If your child has severe difficulty calming down or is too distressed, I will always notify you within a reasonable time period and we can discuss the possibility of you returning to pick up your child. This typically is not an issue and children are fully adjusted within a week or so.

# HOURS, SERVICES & FEES

## Hours of Operation

- Full Time: 8:30am-2:30pm M-F
- Part Time: 8:30am-2:30pm MWF or T TH
- Closed weekends

Closure dates correspond to my local school district calendar and will be observed in accordance to that schedule. The following are paid vs unpaid closures:

## Paid Closure Dates: (you are charged)

- \*MLKJ Day      \*4<sup>th</sup> July      \*Lincoln's Day
- \*Labor Day    \*Veterans Day \*Memorial Day
- \*Washington's Day

## Unpaid Closure Dates: (not charged)

- \*Thanksgiving Break    \*Spring Break    \*Winter Break

## Full-Time Care

Full time care covers five days per week from 8:30-2:30 for a total of 6 hours per day.

## Part-Time Care

Part time care covers a minimum of two days per week from 8:30-2:30 for a total of 6 hours per day. Part time options are preset and cannot be altered.

**Option #1** MWF 8:30-2:30

**option #2** T TH 8:30-2:30

## Schedule Changes

Clients who wish to change their child's days of enrollment must submit a contracted schedule change request **one week** in advance of needed changes. Requesting this schedule change does not guarantee it can be approved and it is subject to my availability.

A schedule change will not be considered approved until a new contracted schedule form is signed by client and provider. If the schedule change requires an additional security fee, approval will be contingent upon full payment of all fees.

## Billing & Payments

Tuition is due **in advance** on a weekly basis. Tuition invoices are created and emailed via the Parent app or by email if necessary. They will be created and sent to you each Tuesday. Invoices are due no later than 5:00pm on Fridays (you are paying for the following week.)

If your tuition payment falls on a holiday, it is due on the business day **before** the closure. No tuition credit is given for closure days due to listed holidays, emergency closure or any days a child is absent due to vacation. However, each child is allowed to miss 5 days per year without pay for illness or family emergency. If tuition has been paid, I will credit these day(s) on your next invoice.

**SERVICES WILL NOT BE PROVIDED WITHOUT ADVANCE PAYMENT.**

## Late Tuition Payments

There will be an immediate \$20.00 late tuition payment fee applied if your tuition is paid after 5:00pm each Friday. An additional \$10.00 per calendar **day** will be added to your account until your tuition balance and late payment fees are paid in full. This includes missed payments over weekends. \*See example chart below.

**Example: payment is due Friday 5:00pm**

<u>Payment Received</u>	<u>Total Late Fees Owed</u>
Friday 5:01 pm	\$20.00
Saturday	\$30.00
Sunday	\$40.00

If payment is not received as of your child's next attendance day, services will be suspended until tuition and late fees are paid in full. Discounts are not given for days missed due to late payments. Late payments are unacceptable and are grounds for immediate termination.

## Accepted Forms of Payment

Cash, personal checks, money orders, electronic payment and payments made directly through the Parent app are acceptable forms of payment. The Parent app is **required** to be downloaded by all clients regardless of payment usage. This is how you will securely sign your child in and out of the daycare each day. Payment made through the app offers reoccurring invoices/payments and it allows you to be in full control of your payment history/options and the way you receive information. Receipts for all payments will be sent immediately after payment.

## Cash Payments

Cash payments must be handed to me in the exact amount. Any excess cash that is given will be applied towards your next invoice

## Personal Checks/Money Orders

These must be written in the **exact** amount either to Jody Green or to Green Sprouts Family Childcare. Checks will **not** be held or accepted post-dated. Please do not endorse below the endorsement line as this creates issues when depositing.

Checks will be deposited using eDeposit. This is done through my bank with my phone and the process is instant. It is the parent's responsibility to ensure that funds are available at the time of writing the check.

## Returned Check (Non-Sufficient Funds)

A \$35.00 returned check fee will apply to cancelled or returned checks as well as any stopped payments. If additional fees are incurred due to the returned check, that amount will also be placed on your account. This includes but is not limited to, overdraft charges. All payments, fees and additional charges become due immediately. After **one** returned check, future tuition must be made by cash, electronic payment or money order, no exceptions. A total of two returned or denied payments will result in termination of care.

## Late Pick-Up Fees

Late pick up after your contracted hours results in a late pick up fee of \$15 for the first ten minutes and \$1.00 for every minute thereafter. These fees are due no later than drop-off on your child's next attendance day. More than three occasions of late pick up is grounds for termination of care.

**Complete failure of any client to pick-up a child or designate an alternate, approved pick-up person after repeated attempts to contact you, will result in me assuming abandonment and calling 911**

## Non-Payment

Late and/or nonpayment of tuition and/or fees is grounds for immediate termination. You will be responsible for all payments due, including the required notice period, regardless of your child's attendance

## Spot Holding

With a small program, there is limited space for enrollment. Sometimes, a new child is not ready to start just yet and I am asked to hold onto the open spot. This puts me at risk for losing potential clients and income in the event a client decides not to follow through on enrollment. For this reason, I do not offer spot holding. If a client would like to enroll, **non-refundable** payment for each week of enrollment is due regardless of the child attending. I require the contract to be signed and each week of non-attendance be paid up front, along with all other enrollment fees (registration fee, one-week security fee etc.) If the client wishes to cancel the contract before the start date, all weeks paid in advance are **non-refundable** for any reason. This is to protect me and prevent loss of income by turning away potential clients. Tuition is based on enrollment, not attendance. Therefore, if your child is enrolled in my program, fees are due regardless of attendance.

## Subsidized Childcare

Clients are responsible for paying a “co-pay” or the “difference” in fees that the subsidy program does not cover. Any tuition not covered by the program is the client’s responsibility.

### If Subsidy Program Starts Mid Enrollment:

- Any back dated tuition credit will be refunded to the client after the subsidy program has paid the provider.
- Last weeks’ security fee (last week tuition costs) will be held until the child leaves care. Once the provider has been paid by the subsidy program for final week of care, the difference in tuition will be deducted and refunded to the client.

## Referrals

Referrals are the best compliment I can be given. As a thank you, I offer a discount of 25% off one weeks’ tuition for one child for each referral that enrolls as a regular full or part time client. The new client just needs to tell me who referred them. The discount will be applied to your next invoice after the referred child has attended and paid for four consecutive weeks of care

## Reviews

One of the best ways I can advertise the quality of care I provide is through reviews from happy clients.

A review can be left:

- In writing and given to me personally
- On my Facebook page: “Green Sprouts Family Childcare #376100335”
- On my business website: [www.greensproutsfamilychildcare.com](http://www.greensproutsfamilychildcare.com)
- Yelp
- Google

## ATTENDANCE

### Late Arrival

I ask that clients inform me before their child's scheduled drop-off time if they will be late. Failure to do so may result in the child being marked absent. Late arrivals do not allow for late pick-ups. Late pick-up fees will apply if a child is picked up late.

### Field Trips

All clients are required to fill out a Field Trip Permission form in order to enroll. On occasion, we may go on short field trips. These might be the local library, the park or a walk around my neighborhood. Some field trips require walking and other field trips will require short rides in my vehicle which will be covered by the required Transportation Form.

All field trips will be within city limits. During field trips, I will use the Parent app to keep you updated of our whereabouts and our return to the property. If you are not comfortable with transportation or field trips, I cannot accept your child's enrollment.

### Transportation

All clients are required to sign a Transportation Permission Form in order to be enrolled. This allows me to transport children in the event of an emergency or when travel is necessary for my own family, in emergent situations. This coincides with the field trip permission form.

Outings/transportation require no advance notice. I will however, always keep you informed via the parent app. When in transport, all children will be in approved safety seats (provided by me) in compliance with state laws. My driving record is spotless and I am fully insured to transport passengers. My insurance policy is available for you to view, upon request. If you choose not to utilize the car seats I provide, you may provide one to remain stored on the property.

**Field Trip AND Transportation Forms are  
REQUIRED for enrollment.**

Clients are required to inform me before their child's drop-off time if the child will be absent.

### Client Vacation

Absences due to vacation require payment as usual. Payment is due before vacation starts. **Vacation days cannot be substituted with illness days.**

### Client/Child Illness/Emergency

Clients will not be charged for a total of 5 days per child, per year, for absences due to illness or family emergency. Paid days will be credited back to you.

### Provider Personal Days

I reserve the right to take 10 **unpaid** personal days during the year. These are outside of the scheduled holidays and are as follows:

- **10 days per calendar year:**
  - a) A *minimum* of two weeks' notice will be given.
  - b) Can be taken all at once or broken up.
  - c) Clients are **not** charged tuition for these days.
  - d) Clients are responsible for finding alternate care.

### Provider Illness

On days of closure for personal/family illness, no charges will apply. A credit for these days will be applied to your next invoice. If possible, I will have a substitute for these days so children can still attend.

### Emergency Closure Tuition Payments

If I must close due to natural disaster, national emergency, state/county shut downs or loss of power, full tuition is still required. These are unforeseen circumstances and are not discounted.

### No Shows

No shows do not affect fees. You will be charged as normal. Three instances on a no show are grounds for termination.

# GENERAL INFORMATION

## Policy Revisions

Revisions to the policies included in the contract or in this handbook will be made with one-week minimum notice. Changes which require immediate implementation per state or licensing regulations will take place immediately and without notice.

Situations not covered in the handbook will be handled individually and will be based on the ability of the provider to accommodate changes. I reserve the right to waive policies and procedures at my discretion without voiding the contract. My contract will be enforced at all times, please read the handbook and contract carefully.

## After Hours Babysitting

While I love your child and spending time with him/her, I am a childcare provider running a business. Therefore, I do not babysit client's children beyond business hours, for date nights etc. I am flattered you'd ask but do not offer this service. I also realize life happens. Therefore, if for some reason you need to request an early drop off or later pick up, please contact me prior and we can discuss your needs. Fees will apply.

## Child Custody

In cases where the child is the subject of a court order (custody order, restraining order or protection from abuse order etc.) I must be provided with a copy of the most recent order. The orders of the court will be strictly followed.

## Communication

### Bulletin Wall & File Bins

The bulletin wall and bins are full of information, please review them daily. Things you'll find here include:

- Weekly curriculum
- State Licensing notices
- Weekly meal menu
- Newsletter/Flyers

## Communication with the Parent App

Clients will be required to download the Parent app in order to stay connected with information from me. This app allows instant texting/email, real time activity updates about your child's day. This is the #1 way we can keep open lines of communication.

## Signing Your Child In/Out

You or an adult (18+) authorized by you, must sign your child in/out of care each day. In the entrance to the daycare, there will be an iPad set up with the Parent app. Sign in/out requires entering a four-digit PIN code and then using a finger to sign your name. The app will keep track of times your child was signed in/out. For your child's safety, this is mandatory. Please notify me with details in writing of any absence and I will record this in my attendance records.

## Other Adults Picking Your Child Up

If someone other than a parent/guardian is to pick up your child, you must list that adult on your child's Emergency and Identification Form.

If the adult taking your child from daycare is not on the form, I **must** have your **written** permission in advance. This can be in email, paper or text. No verbal permission is allowed. Unfamiliar adults must show a picture ID with full name that matches your written permission before they will be allowed to sign your child out of care. This is per licensing laws and will be strictly enforced.

## Daycare Rules

The rules are fairly easy:

- Walking feet and inside voices
- Hands to yourself and use your words
- Take turns and be patient
- Listening ears and kindness

# The Program

## Supply List (Parent Provided)

On your child's first day of attendance (or before) please provide the following items from home:

- One-week supply of baby wipes or toilet wet wipes for toilet needs
- 2 **full** changes of clothing to keep at daycare
- Light jacket/sweater
- Sunscreen
- Proper shoes for active days, outside time

## Provided Supplies

To ensure that I have everything your child needs, when he/she needs it, there are things I have chosen to provide. Please do not bring the following items:

- Cups/Sippy Containers & Dishes
- Snacks and lunch
- Bedding and pillows
- Car Seats (if bringing your own it must remain at daycare and not go back and forth)

Please do not bring bags/back packs to daycare. Each child will have ample space in a cubby for all items.

## Toilet Training

My program enrolls children between the ages of 2 and 5 years of age that are toilet trained. I do not toilet train children. However, I am willing to assist with toileting reminders and toileting hygiene.

Children who enroll in the program must:

- Be in underwear all day
- Communicate bathroom needs
- Can dress and undress without help
- Stay dry during rest time

## IEP/IFSP Plans

As a provider, I am committed to working with families whose children have Individualized Family Service Plans (IFSP) or Individualized Education Plans (IEP.) A copy of your child's plan must be provided to keep on file for support/goal objectives.



## Pets in the Home

Green Sprouts is home to pets! Our home currently has three furry family members. Interaction (if any) will be supervised for the safety of children and pets.

**The dog** (Genie) She is friendly but will spend most of the day in another area of the house.

**The bird** (Toby) He is small and caged during business hours. He doesn't bite and is fun to watch. If it's a nice day he gets wheeled outdoors. If it is too hot/cold he is brought back inside.

**The Bunny** (Luna) She is friendly and calm. She loves the quiet and prefers to have her bunny space in the carpeted garage. She likes pets but not playtime.

During business hours, the pets are perfectly fine sleeping in other rooms and having no contact with the daily goings on. However, I do not promise no contact. If your child has pet allergies, Green Sprouts is probably not a good option for him/her. Keep this in mind if you have an allergy too!

## Rest Time

Rest time is daily from Noon-2:00pm for all ages. Each child will be given a napping cot, a clean fitted sheet, top blanket and pillow. These items are provided by me and stay at daycare in your child's cubby. They will be washed each Friday or sooner, if soiled. Children are not required to sleep but this time is for restful, quiet bodies only. Parents may pick-up early if it is desired that the child skip rest time. Pick-up shall be no later than 11:45am so as not to disrupt rest time for other children. There is no discount in tuition rate for this early pick-up.

## TV/Media/Electronics

I do not allow recreational screen time during regular daycare hours. Occasionally, I use the TV for an aide to my curriculum. This could be curriculum DVDs, Dance/Movement lessons or lessons on YouTube to facilitate what we are learning about.

# NUTRITION

## Meals Provided/Times Served

### AM Snack

- Served daily at 9:45am

### Lunch

- Served daily at 11:15am

### PM Snack

- Served daily at 2:00pm

Meals and snacks are provided to children at no additional cost to clients. Serving times may vary slightly depending on how busy our day gets but these times should typically be as scheduled.

## Menu Guidelines

All children will be served the same foods. Alternate food options will not be provided simply because a child does not like the food. During meals, your child will never be forced to eat but all foods will be offered. They will be encouraged to try new foods in a positive way through healthy choices.

My program is not enrolled in a food program. I set the meal options and pay for groceries. My menu is based on "My Plate." Feel free to check it out here: <https://www.choosemyplate.gov>.

As a former lunch lady in the Santee School District, I am familiar with this program and it is implemented in all local district schools. "My Plate" emphasizes on nutrient-rich options from the food groups including vegetable, fruits, whole grains, lean proteins, and fat-free and low-fat dairy.

## Menu Items

My goal is to provide nutritional foods that children like to eat. I will occasionally make hot meals but the majority of the items offered will be "brown bag" style or items you would find in a bento box. This limits my time in the kitchen and allows for better supervision and more time being engaged with the children during our time together.

## Food Allergies

If your child has a medical dietary need (allergies etc.) please discuss this with me so that accommodations can be made. Any child with allergies must have a written special diet statement from their doctor on file.

## Special Diets

My program is not set up to offer individualized meals to children other than those with medical reasons. I am not reimbursed through a food program and shopping would be very hard for me if I allowed each family to decide what foods were offered to their child. If your child has a non-medical related special dietary need (vegan, vegetarian etc.) it is in the best interest of your child to find a program which can tailor to these diet needs. Many of the larger childcare facilities have cooks on site which may be able to offer these alternate options.

## Foods Brought from Home

Please refrain from bringing food or drinks from home. If you have suggestions for our menu, I would like to hear them but do not guarantee they will be added.

- Water is available at all times.
- Lunch will be served with low fat milk.
- Snacks will be served with water and on occasion, diluted juice as a treat.

## Celebration Foods

If you would like to bring in a treat to share, please ask. I will let you know if it is okay, based on allergies.

# VOLUNTEERS & STAFF

## Requirements of Provider/Staff

The child care provider, staff, substitutes and volunteers age 18 and older are required to have the following per licensing regulations:

- California criminal record clearance or exemption.
- Child Abuse Central Index clearance.
- A negative tuberculosis (TB) clearance.
- Preventative health practices certification.
- Pediatric CPR certification (renewed every two years.)
- Pediatric first aid certification (renewed every two years.)
- Four hours of Mandated Reporter training (renewed every two years.)
- Must remain current on required immunizations.

Any adult age 18+ living in the home has criminal record clearance, a negative tuberculosis test and is current on all vaccines. This is a requirement of CA Community Care Licensing.

## Staying Longer Than Transition Time

Parents staying longer than normal transition time are considered by licensing as volunteers and must have the same clearances as any volunteer etc. If you wish to have conversations/meetings which require longer than normal drop off/pick up time, please let me know so we can schedule a time before or after hours to meet.

## Substitutes in My Absence

Substitutes must legally follow and meet all requirements set forth by licensing rules and regulations. The person I turn to in this event is my husband, Nick Green. He is 100% legally qualified through the Dept. of Social Services to cover for me in the event I am absent or need assistance during business hours. If at any time I need to physically leave the property, notification will be provided as far in advance as possible. This does not include urgent/emergency situations.

## Meet Your Child's Provider! That's Me!

As your child's provider, I like to inform clients of my working/educational background and why I feel I am qualified. A little bit about my qualifications:

- I have worked for a total of 12 years as a preschool teacher in both large (corporate) daycare centers as well as a couple small, privately owned centers.
- I graduated from Grossmont College in 2004 with an AA Degree in Early Childhood Development/Early Childhood Education.
- I completed my degree with a total of 38 units in the Child Development field with one course in particular which allowed me to be an intern of-sorts in a Reggio Emilia program at The Children's School in La Jolla, California.
- For two years, I worked at Polinsky Children's Center as a residential care-worker. This is a 24-hour facility for the temporary emergency shelter of children who have been separated from their families for their own safety. Children at this center range in age from birth to 18 years.
- I was a nanny for several years to a family friend and her daughter while my own children were quite young.
- Most recently, I worked for the Santee School District in Child Nutrition Services as the lunch lady at Pride Academy School.
- I have spent many years being a stay at home mother. Now that my own children are older, I own my own business as a small family home childcare provider.
- I continue to further my education and training by staying informed and up to date on licensing regulations, attending classes offered in my field and renewing all required trainings on time.
- My most valuable experience to date, is being a mother! My own children have taught me lessons in kindness, compassion, resilience and patience. I pride myself in these areas and extend them to your family as your childcare provider.

# Health & Safety

## Illness Policy

My program is a “well-child” program. This means that the occasional mild cough or cold is not grounds for exclusion. However, if your child experiences any of the symptoms of diagnosis outlined in the illness policy, your child will not be permitted to attend.

Exclusion from care is based on **symptoms**, not diagnosis or cause. For example, if your child gets a fever of 100°F or higher, they are required to stay home whether the fever is caused by a virus, immunizations or teething. The cause is not what excludes attendance, the symptoms are.

If your child should show symptoms of exclusion at daycare, I am required to separate your child from other children and call you immediately. You or an authorized person on the pick-up list will then need to pick your child up within 30 minutes.

If I cannot reach a parent or do not get a response within 10 minutes, I will begin to call the numbers listed on your child’s Emergency Contact Form. Be prepared for illnesses and have a back-up plan. Clients are required to notify me immediately if a child has a contagious illness so I can notify all parents of exposure. Confidentiality will be upheld as to which child is ill.

## Re-Admittance

Children must be **symptom free** for a **full** 24-hours before re-admittance. The 24 hours begins after your child is symptom free.

Over the counter medications which help to reduce pain/fever mask symptoms. If these medications are being used and wear off during care hours, I will need to send your child home if it appears they are not able to normally function at daycare or symptoms of exclusion return. I do not administer OTC medications without a prescription from your child’s doctor.

If your child is sent home sick, the 24-hour exclusion becomes a 48-hour exclusion minimum.

## Symptoms of Exclusion

Children are required to be excluded from daycare if they show any of the **symptoms**:

- Fever of 100°F
- Severe sore throat, coughing or colds that impede daily activities.
- Strep throat
- Green/yellow discharge from the nose or eyes
- Ear discharge
- Head lice, nits or scabies
- 2 or more watery stools within 24-hours
- 1 or more instances of vomiting within 24-hours
- Severe diaper rash
- Conjunctivitis (pink eye)
- Mumps, measles, influenza, pertussis (whooping cough,) croup, impetigo, tuberculosis, rubella, rosella or any other illness covered by routine immunizations.
- Rash anywhere on the body
- A **new** regimen of antibiotics. Child is excluded for 24-hours after first dose.
- Intestinal parasites
- Contagious or transmittable virus/illness
- Child is too tired or miserable to participate in a normal day of daycare.
- Any **new** immunization requires 24 hours exclusion.
- Any symptom I feel risks the health & safety of myself, my family or the children care.

There may be times when a child may be excluded due to the required amount of care he/she needs when experiencing a common cold or illness. These could be coughs which impede a normal day of activity or unusually excessive discharge. If a child’s cold results in any discharge that is unmanageable for me to continue maintaining a sanitary environment, it becomes an exclusion symptom and the child will need to be picked up from daycare. When sanitary conditions become a question, it is up to my discretion and each instance will be handled on a case by case basis.

## Doctor's Notes

In certain situations, I may require that a doctor's note/medical form is provided **before** your child may return to care.

These forms require a written diagnosis from your child's physician (not a nurse) and must contain the following information:

- Child's name
- Diagnosis
- Treatment plan
- Length of recommended exclusion
- Clearance stating the child may return to care without risk of infection to others.

I will make the decision as to whether or not your child is ready to be re-admitted to care. Do not assume that a doctor's note is automatic permission for re-admittance. Re-admission is always at my discretion for the well-being of all.

## Immunizations

Verification of your child's up to date immunizations must be on file before your child may attend.

Immunization records must be kept current while your child is enrolled in the program.

- Children receiving **new** (never before administered) immunizations will be automatically excluded from child-care for 24-hours after the immunization is given, regardless of reactions or not. The best way to avoid disruption of care is to schedule immunizations on a Friday so your child has the weekend to stay home.

Children who exhibit symptoms of exclusion due to immunizations must still follow the exclusion policy. There is no exception to this rule. Failure to follow this rule is grounds for immediate termination of care.

## Medication

The only type of medication I will administer is prescribed medication with a doctor's note:

- Short term prescription medication with approved doctor's note.
- Prescribed antibiotics where a dose cannot be missed; with approved doctor's note.
- Long term chronic illness medication with approved doctor's note.
- All disability related medication.

I **do not** administer over-the-counter medications purchased for temporary easement of symptoms during illness. These include Tylenol, Motrin, Organic medications like Little Fevers, nose sprays, cough drops, eye drops etc. These medications will not be administered without a written prescription from your child's doctor.

## Dose & Drop

Giving your child medications such as fever reducer/pain medicine and then bringing him/her to childcare is frowned upon. These medications are "comfort" medications and are used for masking or reducing symptoms during illness.

After the medication wears off, symptoms return and I cannot administer them unless prescribed. If your child needs these medications to ease illness or symptoms, they are best kept home for the day. Any symptoms in the exclusion list that return after medication wears off, will result in your child needing to be sent home for the day.

## Topical Products

I will gladly apply topical products at daycare such as lotions, sunscreen etc. I will require a Topical Products written consent form in order to do so. Topical products must be provided by the client in an unopened, original container and labeled with the child's name. This will become part of the belongings your child keeps at daycare at all times.

## Prescription Medication

Prescribed medication will only be administered at if dosages cannot be given at home. Medication must be accompanied by:

- A doctor's note (see doctor's note section)
- Parent Consent for Administration of Medication Form (LIC 9221)
- Original container:
  - a. Child's name
  - b. Medication name
  - c. Date prescribed
  - d. Dosage instructions
  - e. Prescribing physician

## Antibiotics

Children that begin a new (never before administered) regimen of antibiotics must be excluded from care for the first 24-hours starting after the initial dose. This is to minimize the risk of infection to others. Most antibiotics take 24-hours to take effect and render the infection incommunicable. This 24-hour rule also lowers the instance of a child having a severe allergic reaction while in daycare. Children exhibiting symptoms of exclusion due to antibiotics must still follow the illness policy.

## Universal Health Precautions

Staff and Children's hands are washed before preparing, handling or eating food, after toileting or diapering, after contact with blood and any time that hands become dirty.

Please do not bring sick siblings or family members into the daycare home during drop-offs/pick-ups.

## Cleaning/Disinfecting

I keep the environment very clean to cut down on the spread of germs. All toys and surfaces will be cleaned and disinfected daily and/or in accordance to licensing standards. Toys that need cleaning/disinfecting sooner than at the end of each day will be tended to immediately or taken out of reach until cleaned properly. All eating utensils will be properly washed/disinfected after each use.

## Injuries

Little ones are expected to experience occasional minor scrapes or bruises during regular play. Every effort is taken to prevent these instances through close supervision and child-proofing. However, please expect the occasional "ouch."

All minor or superficial injuries will be reported to the parent either through the Parent app, in person verbally, by phone or on paper in the form of an "ouch report." Minor injuries will be treated with soap and water, bandages and ice etc. If I feel the injury requires medical attention, a call will go out to you first, followed by those listed on your Emergency Contact Form.

## Medical Emergencies

If an emergency injury occurs, emergency personnel will be called first and the parent will be called next. If necessary, a child may be transported by ambulance to the nearest hospital. If available, a sub will be called in so that I may accompany the injured child until a parent or emergency contact arrives. These injuries will be reported to licensing. Parents are responsible for costs involving medical treatment.

## Emergency Drills

Each month I conduct emergency drills. This is to ensure I keep myself and the children prepared in case of an emergency. All drills are documented in the Emergency Drill Log Form and kept for licensing and my own personal records.

## Emergency Contacts

Each child must have on file, a list of names and phone numbers of emergency contacts. These contacts need to be persons in the area who are authorized by the parent to pick-up and drop-off the child in case of illness or emergencies when the parent cannot be reached.

Please be sure those listed are over the age of 18, are aware that they have been listed as a contact and that if called, they can arrive to pick up your child within 30 minutes. Pick-up will require identification. Parents must ensure this list is up to date at all times.

## Emergency Protocols

In the event of an emergency or natural disaster, children will be cared for on-site if it remains safe. If the property becomes unsafe, children will be moved to another location. Parents will be called during emergencies and updated on conditions and whereabouts. Once it is safe, parents will be required to pick up their children as soon as possible. Limit phone calls during emergencies to keep the phone line free for emergency services to be reached if needed.

On the property, I keep a several-day supply of emergency items such as food, water, blankets, flash lights etc. There is a first aid kit included as well. Sign out procedures must be followed during these situations. If an adult other than you are sent to pick-up your child, they must be on your child's emergency list. If an adult is sent who is not, I will need the persons full name in writing (text, email etc.) and he/she must provide identification to match the name given.

## Emergency Evacuations

In the event of an evacuation due to fire, earthquake or other emergency/natural disaster I will follow recommendations of local authority. I will retrieve emergency supplies and the emergency binder. The children will be accounted for based on the roster/daily attendance sheet and led off the property to the designated evacuation meeting place. I will then account for children a second time and once safe, begin calling parents.

## Utility Outages

Any time my home is without electricity or water for more than 2 hours, I MUST legally close the daycare. I will call each client and the children will need to be picked up within 30 minutes and remain home for the remainder of that day or until services at the daycare have been restored. This a requirement of licensing laws. If the outages are extended, please arrange for alternate care until the daycare can resume normal operation.

## Fires & Fire Extinguisher

There is a fire extinguisher located by the back-sliding door which leads to the backyard. The daycare is equipped with two smoke alarms and two carbon monoxide detectors. All fires will be handled as an emergency situation and children will be moved to an evacuation site and 911 will be called.

### Primary Evacuation Site

10422 Tomel Court  
Santee, CA 92071  
(Next door neighbor's house)

### Secondary Evacuation Site

10052 North Magnolia Ave.  
Santee, CA 92071  
(Lawn of church across the street)

# WITHDRAWAL FROM CARE

## Parental Termination

In the event that a child/family needs to withdraw from child care and cancel the child care services agreement, a Parent Withdrawal Form is required with a minimum of **one-week** advanced notice. Parent Withdrawal Forms can be downloaded and printed from my website and one will be included in your parent packet for future use if needed, when you enroll.

Parent Withdrawal Forms must be filled-out in pen and are accepted **before** your child's last week of care begins. Any final tuition or fees due, are required to be given with this notice. Withdrawal Forms cannot be given to me on closure days such as holidays or my vacation days.

The one-week security fee paid upon enrollment will be used towards paying for your child's last week of care under the condition that proper written notice one week prior was given. If proper notice was not given, the security fee is forfeited and any outstanding fees, tuition and late payments as well as the last week of care will still be owed by the client.

## Application of Last Week Security Fee

Payment of your child's final week of care is required and paid up front, regardless of whether your child attends during that time.

The one-week security fee will serve as payment for your child's final week of care provided that an appropriate notice of termination in writing is given. If proper notice of termination is not given, then the fee is forfeited and payment for that final week is still owed.

## Provider Termination

Generally, I will provide written notice of termination if I am unable to continue providing care for a child. I reserve the right to dismiss any child at any time, with or without cause. In some cases, immediate termination may occur if actions by the parent(s) or child interfere with the safety or overall quality of care for the children/families enrolled.

Examples of why I may choose to terminate a child's enrollment (with or without notice) are:

- Non-payment of childcare services and/or lack of adherence to tuition payment policy.
- Falsified information on forms or otherwise knowingly falsifying information.
- Repeated unapproved late pick-up, early drop-off or No Shows.
- Intentionally or frequently bringing a child to care who is sick.
- Bringing a child who is medicated to mask symptoms to care (dose and drops.)
- Clients refusal to adhere to policies set forth in their contract, handbook or contracted schedule.
- Failure to complete required forms.
- Lack of parental cooperation in regards to resolution of differences or failure to meet/discuss ongoing concerns.
- Damages beyond normal use to property by parent, child or other adults
- Child fails to adequately adjust at daycare.
- My inability to meet a child's needs.
- Inappropriate, threats, physical, verbal or emotional behavior by parents, guardians or other parties toward anyone on or in the daycare home or property.
- Unprofessional behavior of any sort toward myself, my family or other clients.
- Continued enrollment of the child poses a health or safety risk to others or causes burden to provider or daycare resources.
- Past due balances must be paid within 30 days of termination. A detailed invoice will be sent within one week of dismissal to clients listed address.



### ACKNOWLEDGEMENT OF RECEIPT COMPLIANCE OF PARENT HANDBOOK

I \_\_\_\_\_ (Parent(s) / Guardian Name) have received and read in its entirety the Green Sprouts Family Childcare Parent Handbook.

I understand the policies and procedures given to me and agree to adhere to **all** daycare policies and procedures.

*Please note: Green Sprouts Family Childcare policies and procedures are subject to change in order to reflect the needs of the program, children and families I serve.*

*I Jody Green, reserve the right to make changes or modifications at any time to policies or procedures. Modifications will also be made when required by state licensing agencies. I will inform parents of changes taking place in a timely fashion.*

Signature (Parent/ Guardian Name) \_\_\_\_\_ Date \_\_\_\_\_

Signature (Parent/ Guardian Name) \_\_\_\_\_ Date \_\_\_\_\_

