

WEE FRIENDS DAYCARE, LLC

3213 Wood Avenue
Burtonsville, MD 20866
240/271-3447 (direct)
www.weefriends.org

POLICY MANUAL

Wee Friends Daycare is dedicated to celebrating the joy of children as they learn and grow. We especially look forward to sharing these experiences with your child. It is our hope to provide a home-like atmosphere for your little one where he/she can enjoy crafts, outside play, songs, food, stories and playing with other children. In order for us to provide the best environment possible, we ask for and encourage the cooperation of parents. You may feel free to make any suggestions at all, but it is necessary that you respect the rules of the daycare as well.

DAILY ARRIVAL AND TRIAL PERIOD

The daycare opens its doors at 7:30am and closes at 6:00pm. Your child's time of care will be detailed on the contract. Please do not bring children early without first discussing it with the provider.

If you are running late for drop-off, please call as soon as possible to inform us as to whether your child will arrive by your contracted drop-off time.

The first fourteen days of the child's care will be a trial period. If a problem arises within those fourteen days that cannot be resolved, either you or the provider may terminate the agreement without further commitment. The Agreement is also subject to termination immediately by Wee Friends Daycare in accordance with Section 3 of the Agreement.

ATTENDANCE, RATES & FEES

Parents are encouraged to use only the hours scheduled in their signed contract. Any changes must be approved ahead of time.

Registration Fee

There is a non-refundable one-time \$35 registration fee (\$15 for any of your other children thereafter) to be paid at time of contract signing.

Rates for Daycare

The rates for children will be posted on our website under Tuition/Hours of Operation: <https://www.weefriends.org/tuitionhours-of-operation.html>

Wee Friends, LLC pays for various activity fees, arts and crafts projects, and holiday parties.

Parents need to indicate (in writing) the hours that you intend to pick-up your child on your contract. If you pick-up after the agreed upon time, there will be a charge of \$1.00 per minute late fee. Please call and inform us if at all possible when you expect to be late. There is a one-time grace period. After that, this fee is strictly enforced. We have children and events after work as well.

The daycare fee is subject to change. Provider will give at least 30 days notice of any changes. The fee is non-refundable even if your child misses a day or more. Parents must pay for the entire week whether the child is here or not. There is no reduction in fees for holidays, sickness, inclement weather, or just taking the day off.

Parents are responsible for payment of the days that you have contracted for in order for your child to attend daycare. If you need hours other than your scheduled hours, please contact the provider in advance as soon as possible. The day is being held for your child's use, whether they are here or not because you have contracted for that day.

Parents are responsible for giving the provider a written two-week notice should you no longer need daycare for your child. Should you not give the provider the two-weeks notice, payment will be due in-full for both weeks within two weeks of last date care was given. If the provider has to terminate care, the parent is responsible for the last two weeks tuition in-full within two weeks from the termination date.

PAYMENT POLICY

Parents agree that any tuition/fees incurred that week will be payable on Friday of each week.

Tuition/fees are based on booked days, not attendance, therefore parents are responsible for tuition whether his/her child attends or not. This includes sick days, statutory holidays and vacation time.

A penalty fee of \$35 will be assessed for any returned checks. If more than one check is returned, your account will be placed on a cash-only basis. **Please make all checks payable to: Wee Friends Daycare.**

Upon request, receipts can be given monthly.

ILLNESS POLICY / HEALTH DEPARTMENT REGULATIONS In the event that your child is sick and will not be attending daycare, please notify the provider by telephone or text as soon as possible.

Parents agree to keep their child at home or seek alternate care arrangements for any ill child.

Per **Health Department Regulations**, **no child may be admitted to a Day Care Home or Center with the following symptoms:**

- * Pain - any complaints of unexplained or undiagnosed pain
- * Rash
- * Fever (100°F/38.3°C or higher)
- * Sore throat or trouble swallowing or hacking cough
- * Discharge from eyes and/or ears
- * Colored discharge from nose
- * Headache or stiff neck
- * Unexplained diarrhea or loose stool combined with nausea, vomiting or abdominal cramps. The child will be kept at home until all symptoms have stopped.
- * Nausea or vomiting
- * Severe itching of body and scalp

* Known or suspected communicable diseases.

It is required to keep (or take) a child home when the child:

*** Is suffering from one or more of the above symptoms**

*** Is not well enough to take part in the activities at the daycare**

Ultimately, the care of the child is the parent's responsibility. If your child is ill or becomes ill while in daycare, we will call for you to pick-up within an hour. We do this so as not to risk the spread of illness to other children. If you are unavailable to pick-up your child, you must arrange for another individual to pick-up as soon as possible.

Parents must inform the daycare within 24 hours of a diagnosis of a serious illness or contagious disease of a communicable nature in the family. This is to protect the provider's family as well as those whose families attend the daycare. Failure to do so is grounds for termination of care, in accordance with Section 3 of the Contract.

Should an emergency occur and either you or your alternates cannot be reached, Wee Friends Daycare will use its own judgment in seeking appropriate medical attention for your child.

Parents agree that a child will be symptom-free, **without** the aid of symptom-reducing medications such as Tylenol, for a full 24 hours prior to returning to daycare. We reserve the right to ask for a note from your family doctor, depending on the illness/disease.

MEDICATIONS

Under Maryland State Law, no medication can be administered to your child unless a "Physician's Medication Form" accompanies it. This includes prescription and nonprescription medications. Your child's name, the date and instructions for its use must be on the label and the medication must be in its original container. You must give your child's first dose of medicine prior to their arrival at daycare. Please bring your child's medicine in a bag and ensure that the bag has been clearly marked with the following: your child's name, the time the medication should be administered, the amount of medication to be given and where the medication needs to be stored.

Any minor scrapes and scratches will be cleaned with soap and water and bandaged. For anything more serious you will be notified immediately. If there are any major emergencies, we will contact EMS immediately. If we cannot get in contact with you, Wee Friends Daycare will call the emergency contact on the card provided.

DISCIPLINE POLICY

Your child will be disciplined in a manner appropriate to the situation. This discipline is not abusive and does NOT include corporal punishment. Usual discipline consists of talking [redirection] and cooling down periods, removing the child from the situation and asking the child to take a deep breath (or several) in order to better calm down. If needed, we will have a conference to discuss behavioral problems and ways to solve them. However if such behavioral problems are not solved within what Wee Friends deems to be a reasonable time, then Wee Friends Daycare reserves the right to apply Section 3 of this Agreement. Acceptable behavior is encouraged by giving positive verbal rewards.

LUNCH AND SNACKS

Wee Friends Daycare will provide lunch for your child at a cost of \$3.00 per day. Alternatively, parents can provide lunch for their child instead. If you choose to pack a lunch for your child, please inform us if the lunch sent with the child needs to be refrigerated. We will provide breakfast until 9:00 am and a morning and afternoon snack for all children over one. Parents must supply all food for children under the age of one. Due to children with severe peanut allergies, nuts and peanut based foods (such as peanut butter) are not permitted. Beverages are available all day.

NAP TIME / QUIET TIME

All children under the age of 6, who are in care for the better part of the day, will lay down for a short rest or sleep period referred to as quiet time. Please explain this to your child prior to the start of daycare. Please do not ask us to keep your child awake all day. Both the children and provider need this time to recoup. If you so desire, you may send your child's favorite blanket or stuffed toy along with them to sleep with. Make sure your child's name is printed on the item. Rest period is usually between 1:00pm and 3:00pm.

TOYS

Please do not send any toys from home with your child. If your child needs a special toy or item for sleeping, it will be allowed, but it will remain in their cubby until quiet time/rest time so that it will not be lost.

HOURS OF OPERATION, HOLIDAYS & VACATION

Unless other arrangements are made, our hours of operation are Monday to Friday 7:30am to 6:00pm.

We will be closed on all Federal Holidays and:

Good Friday

Day after Thanksgiving

Day after Christmas

If you have any questions about whether we are closed or not, please feel free to call 240/271-3447.

Weekly fees include all sick days, holidays and vacation time - these are paid days. Refunds and credits will not be given for days when your child does not attend.

Our daycare will close for one week each year for vacation in addition to five (5) days of yearly paid personal leave to be taken as needed. Provider will give you at least 30 days notice prior to any scheduled vacation closing. Personal leave days may have somewhat shorter notice as they are usually used for emergencies or on the rare occasion when our approved substitutes are unavailable.

PROVIDER SICKNESS/EMERGENCY POLICY

If the provider is not available due to an illness or an emergency, you will be notified as soon as possible that a substitute will be taking my place for that day. In the unlikely event that my substitute is unavailable that day, you will be notified as soon as possible so that you may make other arrangements for that day. Any sick day(s) that I use shall be deducted from my yearly personal leave accrual.

Providers shall receive five (5) days of paid personal leave on a yearly basis.

Parents are requested to give two weeks advance notice of scheduled vacation or other leave.

PICK-UP POLICY

Please notify the provider if an unauthorized person will be picking up your child. Written permission must be received before we will release a child to anyone who is not authorized on the registration form. In the event that a parent cannot be contacted, it is the policy of the Wee Friends Daycare to call an emergency contact should a child remain in care after your scheduled pick up time.

POTTY TRAINING

If your child is old enough to potty train, Wee Friends Daycare will try to help you potty train them while they are in our care. Provided; however, Wee Friends Daycare makes no warranties or representations regarding potty training. We do expect you to continue the training once you pick up your child in the evening. Until they are completely accident-free, Wee Friends Daycare requires that pull-ups or diapers be sent in addition to underwear as a daily measure in case it is needed at rest time or if there are an excessive number of daily accidents. If your child requires a diaper, we ask that parents provide only disposable diapers and baby wipes. We cannot risk contamination of surfaces that other children touch if a child has accidents at daycare. Since potty-training children do have accidents, please send in several additional sets of clothes for your child's cubby, regardless of age or how well and how often they use the facilities at home.

BASIC POLICY

Parents will supply diapers and anything baby related, e.g., wipes, formula, pacifier, blanket, teething medication, bottle or cup. Wee Friends Daycare has plenty of sheets, playpens, blankets, bibs, etc.

Open communication. Explain clearly and carefully your wishes and expectations about how your child will be cared for. Good communication helps us work together in the best interest of your child.

Agreement on terms or arrangements. You should fully understand the terms of the contract and the policies and procedures, as well as the swim waiver and the transportation waiver that you as the parent are agreeing to.

Please try to indicate to your little one prior to enrollment at daycare that this is not only a fun daycare, but it is someone's home as well. We try to reinforce the rules our own children follow:

- No hitting, biting, pushing, kicking, etc.
- No throwing or breaking things.
- No running in the house or jumping off furniture.
- No leaving the house or yard.
- No name calling, teasing, bullying, etc.
- No children are allowed in prohibited areas.
- No toys, money, jewelry, or anything else of value may be brought from home.

TERMINATION OF CHILDCARE AGREEMENT

Either party may terminate the child care agreement with two weeks written notice. Payment for the two weeks is to be paid, whether the child attends or not.

ZERO TOLERANCE

Please **do not come to daycare under the influence of alcohol or illegal**

drugs. Provider may immediately terminate care for the following or other reasons:

- * Failure to complete required forms
- * Serious illness of child or provider
- * Lack of parental cooperation
- * If a parent does not make regular payments
- * False information given by parent
- * Our inability to meet the child's needs
- * Unruliness of a child
- * Excessive crying from the child
- * If a parent fails to abide by these policies, as outlined in the handbook .
- * Child's inability/unwillingness to rest or remain quiet during quiet time
- * Verbal or physical abuse of any person or property by parent, child, relative or friend.

CONTRACT AND POLICY MANUAL

From time to time there will be revisions to the policy manual and to the contract. All families agree to sign a new contract within at least 30 days of their contract expiration period; however Wee Friends Daycare, at our discretion, reserves the right not to renew contracts. Wee Friends Daycare reserves the right to make changes in rates and policies, as deemed necessary. Parents will be notified, in writing, of any changes that may occur. Every attempt will be made to give at least 30-days notice of any changes and parents agree to these changes or they may elect to cancel enrollment without penalty. Typically, contracts are renewed once a year unless a change of days is requested.

Parents are agreeing to pay for a position as well as a service. No refunds are given for late arrivals or early departures. All childcare services will be contracted. The contract is a legal document obligating the provider to supply a service to the parent and obligating the parent to pay the provider for that service. There are other requirements in the contract. I urge you to thoroughly read the contract/policy manual and realize that it is a legal and binding contract and that parent(s) will be held liable for each item of the contract. By signing it, you are accepting it in all its terms.

We hope that the topics outlined above provide some sense of what we hope to accomplish and what expectations are from both the parent and provider. **Please read over the contract and policy manual carefully.** As always, please feel free to call (240/271-3447) or email kmcpeter1@hotmail.com with any questions whatsoever. We are here to help.