

# Story Time Family Daycare

842 Boulder Avenue  
Lathrop, CA 95330

(209) 475-8923 or (209) 481-3795  
License #393619902

Welcome Parents,

Thank you for choosing Story Time Family Daycare for your preschool and childcare needs. Enclosed you will find a copy of my ~Parent Handbook. It may seem like a lot of information, but this is to let you know what you can expect from me as your child's care giver and in turn to also let you know what is expected once my contract is signed.

Please take the time to go over this handbook. We have viewed it during your interview, but this copy is for you to reference back to. If, at any time you have a question regarding my policies, please don't hesitate to ask. I want to always have an open line of communication with you.

A new contract will be signed by all families at the beginning of each year. I reserve the right to make changes in policies as I deem necessary. You will be notified, in writing, of any changes that may occur. Every attempt will be made to give at least a two-week notice of new changes.

I look forward to welcoming your child/ren into my childcare. As a family child care provider, my goal is to provide a safe and happy environment for each child that will stimulate their physical, intellectual, social and emotional growth at their own pace. I offer loving care that focus' on each child as a unique and wonderful individual and in doing so, builds self-esteem and respect for others.

I look forward to working with you and building a lasting relationship with you and your child.

Thank you,

Serena Ageno

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## **Philosophy:**

Story Time Family Daycare is pleased to provide quality child care that meets the needs of your child/ren. We provide a loving and nurturing environment for all of the little ones entrusted into our care. We believe that you as a parent you are the most important provider and teacher in your child's life. We'd like to think of ourselves as second-best or rather a mothers choice. We want your little one to feel like this is a second home; seeing as though majority of their precious waking hours are most likely spent with us. We try and provide opportunities and experiences that stimulate your child's physical, social, emotional, and education growth. We strive to provide the flexibility to meet the unique needs of your child/ren and to help them develop to their fullest potential.

## **Program Content and Emphasis:**

Our program strives to meet the developmental needs of the individual little one. The scheduling, pace and rhythm of each activity is consistent with recognized principles of childhood education. These principles establish that each child develops at his or her own unique rate. I provide a wide and well-rounded range of activities. If there are certain activities or skills you wish to see emphasized, please take the time to discuss those preferences with me.

## **Parent/Caregiver Communication:**

Communication is very important to me. When I accept a new family into my child care, I like to be sure that we can share openly any concerns or questions that may arise. It is important that there is a similar child care philosophy between us. I welcome questions, feedback, or discussions of any kind that are oriented towards a positive outcome for the child. Sensitive issues will be discussed in private outside of regular child care hours either by telephone or conference. I do ask that if for any reason you have any questions or concerns please let me know as soon as possible.

## **Trail Period and Withdrawal:**

A two week trial period will be given— upon enrollment, to determine the suitability of the arrangements. If, at any time during the two weeks, you feel the arrangement has not proven workable, then you will be required to give a two week notice in writing. I will also have the right to terminate, with the same notice. If I feel that it is not working out. If there is a problem where I feel that it is affecting the safety and welfare of the other children that I care for, I have the right to immediate dismissal. If, however, you are happy with the care that your child is receiving and your child is settling in, then we will enter into a permanent contract.

## **Holding Fee:**

I do not charge an enrollment fee; however, before your child is admitted into child care (or to hold a future spot) a holding fee must be paid. This holding fee is \$50.00. In the event your child does not start care by the agreed upon date, your position will be forfeited and your deposit to hold the position will become nonrefundable. The holding fee will be applied to your first billed payment.

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## **Sign In/Out Procedures:**

It is required that each child be signed in and out with a full signature of the person leaving them and picking them up, along with the time dropped off and the pickup time. We will not allowed the little ones to leave the premises with any person NOT authorized by phone call, written note from parent(once verified) or whose name is not on the emergency card. The person picking up will also be required to show a state issued photo ID.

## **Separation:**

All Children experience anxiety at some time. Separation concerns are a part of a child's adjustment to outside of the home care. For each child, this concern is very real, yet a normal and a healthy part of the development process relating to adjusting and gaining trust. As a parent you may feel anxiety, especially if this is your child's first time in a care setting or a new location. Some examples to help the process go as smooth as possible are:

Try to be as positive as possible. Talk enthusiastically about the fun your child can have with the other children.

Spend a few minutes with your child before leaving the first time. When it is the time to leave make sure that you tell you little one goodbye.

Please do not linger this will delay the adjustment process and may make the adjustment process take longer. Once you leave a lot of the time the little one will stop crying within minutes. Sometimes it does take a little while for your little one to start arriving and not cry when you leave please be patient and know that they are ok.

## **Child Abuse and/or Neglect:**

While we never expect child abuse or neglect to be a problem however as a required by California state law and licensing requires to report immediately to the police or Child Protective Services any instance in which there is a reason to suspect the occurrence of physical, sexual, emotional child abuse, child neglect or exploitation.

## **Discipline:**

We like to teach children with challenging behaviors to become self-controlled and responsible for their actions by modeling appropriate behaviors. We use positive encouragement and redirection. I stress two main patterns of behavior: respect of other people and respect for property. If your little one is having a hard time we will first let them express themselves, then we will try and redirect them. If the behavior persists, we will use a short time-out to allow them to regain composure. They will never be humiliated or made a spectacle.

Please keep in mind that there WILL be disagreements between children. Young children— especially, who are not adept at communication; have a hard time expressing their feeling's. Sometimes they hit or throw toys, etc. Although teaching children appropriate behavior is what I will be doing, remember that this behavior is normal in most cases.

If I feel there is a chronic behavioral issue that needs attention, I will let you know so that you and I are handling it in the same way and your child has continuity in discipline

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between our homes. These types of behavior might include such things as biting, use of bad words, chronic hitting, etc.

Together, we will try to find a solution. You may be called to remove your child if his/her behavior prevents me from being able to properly care for the other children. If problem continues, other arrangements for the care of the child will have to be made, for the safety and well-being of all.

Under NO CIRCUMSTANCES will there be any spanking, physical abuse, verbal abuse, name calling or isolation used. Neither food nor sleep will ever be withheld from children as a means of punishment.

## **Emergency/Evacuation Plan/Child Accidents/Injuries:**

If an emergency arises and we are evacuated you will be notified immediately on where and when to pick up your little one. If for any reason your little one has been injured and needs treatment by a health care professional, we will make every effort to contact you and the healthcare professional you have provided on your application. If you are not available we will then contact those on your emergency contact list. In case of an EMERGENCY, I will administer necessary first aid. Police Department or Paramedic Unit will be called and your child will be transported to the hospital. YOU WILL BE NOTIFIED IMMEDIATELY. If an ambulance is called to transport your child, the cost of the ambulance will be covered by the parent or guardian.

## **Licensing Requirements:**

Story Time Family Daycare is licensed by the State of California's Community Care Licensing Division through the Department of Social Services. We are subject to inspection by the state licensing department. Inspections pertain to staff qualifications, the facility and playground, nutrition, health and safety matters, record keeping and child to staff ratios. Licensing Department has the right to enter and inspect our home without advance notice whenever children are in care. They have the right to interview children and inspect all records without notice or prior consent. They also have the right to observe the physical conditions of the children, including conditions which should include abuse, professional physical examination of a child enrolled in our care.

## **Fire Drill Procedures:**

We have quarterly fire drills. The children are instructed to go follow using our colored lead rope outside and walked across the street to neighbor's house. This is to ensure that they know the proper procedure in the event that there is a fire. We will immediately call you in the event there is an actual fire.

## **Smoking:**

This is a non-smoking home and there will be no smoking anywhere on the premises. Cigarette butts are not to be discarded in the driveway, yard, planters, etc. Please respect this.

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## **Transportation:**

At this time I do not transport for any reason.

## **Meals:**

We understand the importance of proper nutrition. We provide a well-balanced morning snack, a full lunch and an afternoon snack each day. Our menu includes good that are common and a child's favorite. If for any reason your little one is allergic or simply dislikes any of the items we serve we will try to adjust or substitute for something we know that they will like.

Breakfast is served between 8:00am to 9:00am, snack is served at 10:00am and 3:30pm and lunch is served at 12:00pm.

I believe mealtime should be a pleasant time; therefore, children are always offered food but are not forced to eat it. Children, who choose not to eat, will not be served food until the next meal or snack.

## **Birthdays:**

Your little ones birthday will be celebrated on or near his or her birthday. This is normally done during the afternoon snack time. You are more than welcome to come and share this special time with us. You can provide a good treat or we normally provide the treats. Please advise if there is something special they would like.

## **Naptime/Rest Time:**

All children are to lie down for a rest period in the afternoon. Even older children will benefit from a short period of "Quiet Time". Naptime is my only opportunity to take a break, clean up after lunch, do paperwork, fill out daily notes and do activity planning. I provide mats/playpen and blankets. If you child has a special blanket or stuffed animal that he/she sleeps with, please send it along. This will be the only time they will be allowed to have any special toy from home.

## **Toys and Personal Items:**

There might be special days where your little one is asked to bring their favorite toy to share. This will be the only time a special item is requested. If your little one brings something from home it will be asked to be placed in his or her bin. We are not responsible for lost or broken toys.

## **Proper Attire:**

Please remember when dressing your little one that we can get messy. Your little one will be painting, playing on the grass, in the sandbox, playing with chalk and other various activities. Please remember that they will get stained and messy. Please dress them appropriate. I will not be responsible for "Cute" clothes getting messed. The children will participate in all activities regardless of their dress.

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## **Vacation and Sick Time:**

Every Calendar year you are allowed 5 vacation and 5 sick days. These can be used all at once time or spaced out; however a 2 week notice must be given for proper billing. If a sick day is used and you have already been billed the debit will be posted to your next billing cycle.

## **Absenteeism and Illness:**

If your child is absent for any reason including sickness and vacation, you will be required to pay for your little ones tuition unless otherwise discussed for use of the vacation and sick time allowed. Please let me know as soon as you have decided to keep your little one home. This ensures that we are able to update the log. If your little one gets sick while in care, you will be contacted to come pick them up. If for some reason we are unable to get in contact we will call the contacts on your emergency list. You will be required to pick them up within an hour. They will be isolated in an area away from all the other little ones running around until they are picked up.

## **Illness and Sick Care:**

The health and well-being of all of the children here are the utmost importance to me. It is for the protection of the children that I must insist on a strict adherence to my Health Policy. Please read it carefully. If you have any questions or doubts, regarding the statements it contains please discuss them with me now. Do not wait until your child is sick to think about what would be best for all concerned. At that point you may be making the decisions based on emotion instead of logic. Even with all our precautions, children do get sick and or hurt. Due to my concern for all of the children enrolled in my child care there are certain guidelines that I require all my clients to observe. In some cases, if your child needs to be seen by a doctor, you will be required to submit a signed report from your doctor before your child can return to child care. This is to ensure that a child does not return to child care when he or she may be in danger of exposing someone else to an illness. Some contagious illnesses are no longer contagious after the child has been on medication for 24 hours.

It is important to realize that if a child is unable to participate in the normal routine or needs more care than I can provide without neglecting the others in my care, that child must stay home. I know we both agree there are times a child needs to be with the parent for both physical and emotional comfort.

The following are a list of common symptoms that would require your little one to stay home or need to be picked up.

- 100 degree or higher fever (must be fever free for 24 hours before coming back)
- Nausea and/or vomiting
- Sore Throat
- Two or more Diarrheas
- Skin Rash
- Earache

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- Watery or inflamed eyes
- Discharge from eyes
- Lethargic behavior
- Communicable diseases

If your child is unable to go outside or participate in daily activities, please inform me. Special needs required by one child restrict the activities of all the children. Prolonged requests for special treatment may result in a request to keep the child home until they are able to participate in normal activities.

## **Health and Safety/Immunizations:**

There are a number of immunizations required by law before your child may attend child care. Upon application for enrollment you will be asked to provide an immunization record. You will be informed of any immunizations that will be needed before your child starts child care. Children with minor illness may attend childcare at the provider's discretion. There are also some illnesses that by law exclude the child from attending child care. Some of those illnesses are but not limited to:

\*Infectious Conjunctivitis   \*Infectious Diarrhea   \*Impetigo   \*Chicken Pox

\*Hepatitis A   \*Scarlet Fever   \*Scabies   \*Ringworm   \*Strep Throat   \*Lice

Should your child require a modified diet due to recovery from an illness or injury, please inform me. You may be requested to supply the necessary foods required.

## **Medication:**

If your child is on medication and it must be administered while at child care, the medicine must be in the original container and labeled with the child's name, doctor, name of medication, dosage and when it is to be taken. I will also have a form for you to sign giving me permission to administer the medication to your child. Medication will be given at the time or with the meal you specify and a written record kept. All Medications will be stored in a locked box or area.

## **Toilet Training:**

Children should begin toilet training no sooner than 18 months. Forcing your child to train before he/she is ready can result in bedwetting, frequent accidents, constipation or regression, in times of stress. I believe that most children are ready to begin toilet training around two years of age. Of course, all children are different. While some may be ready at 18 months, others are not ready until 2 years. Some readiness signs to look for are (1) language skills, the ability to say "potty" or some other term which indicated that your child needs to use toilet. (2) An interest in staying dry or clean. (3) Self-help skills, the ability to dress and un-dress



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themselves. (4) Staying dry for longer periods of time throughout the day. It is not a good idea to dress your child in overalls, pants with difficult fasteners or \*onesies\*.

This will be frustrating for your child. Your child's readiness is something we can discuss because consistency between our homes will be very important. This is a special time for your child, a sign that he/she is growing up. Toilet training should be a good experience; punishments for accidents are very inappropriate.

## **Picking up children late:**

There will be a late fee as stated in your Fee and Rate Agreement for picking up late without prior commination and agreement. If excess picking up late is observed then your contract might need to be amended to count for the additional time.

## **Failure to Pay:**

If payment is one week past due care will be suspended until payment is made or care will be terminated, unless an agreement has been made.

## **Visitors:**

I do not allow any visitors into my home unless they are immediate family members or have proper documentation from either the state or Family Resource and Referral. Any new clients appointments will be scheduled after all of my current clients have left. This helps to ensure the security of the children and parents. Every Thursday and Friday however my father in law comes after 3:30pm to pick up my daughter or son for grandparents time this is the exception to having anyone in the house. If in the event I should have a family member in the home while your child is here I will notify you via text or email.

## **Withdrawals:**

If it becomes necessary to withdrawal your little one from care a 2 week written notice must be provided. If proper notice is not received you are responsible for the final two weeks payment regardless if child is in attendance.

## **Termination of Care:**

Your little one can be asked to leave if we feel your little ones needs or behaviors are something that we feel they might be fit better in a different location., or if your child's behavior is negatively affecting the welfare and safety of all other children. We will work with you and your little one before care is terminated. We do however have the right to terminate services immediately or at our discretion.

## **Open Door Policy:**

We have an "open door policy" which means, as a parent, you are welcome to come at any time to visit or observe activities. We do want to remind you that when you do arrive or come

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for a visit our little ones like to act out or act for attention. They are not like that while you are not here so please keep that in mind.

## **House Rules:**

Please go over this section with your child so they may also know what is expected of them while at child care. I expect all children (age taken into consideration) to know the rules of the house. These I assume are quite similar to the ones you have in your own home. I don't intend for these to sound as though I don't allow the children to play and enjoy themselves, but I feel it is important with the number of children in a child care setting to follow these rules to insure safety and lower maintenance of my home.

- No hitting, biting, pushing, kicking etc.
- No throwing or intentionally breaking anything
- No picking up babies or toddlers
- No leaving the house or the yard
- No name calling, teasing etc. Everyone is treated with respect
- NO GUM or candy please

Sometimes at pick-up time, the children may get rowdy because someone else is here (you). Your child has listened to my rules all day. Please show your child that you respect me and my rules by reminding them and enforcing them while you are here. Believe me, when they get older, you will thank me...

Please remember there are times we have places to go or appointments that we have to meet at the end of the day. For this reason, please don't be late. Child care hours END at 6:00 p.m. (Remember your contracted pick-up time.) I am willing to work with the parents if need be when it comes to a possible later pick up time. This is a case by case basis and does not apply to everyone.

## **Learning Experience and Playtime:**

Attending my Child Care should be an enjoyable experience for the child as well as the parent. While at child care, your child will be exposed to many kinds of learning experiences including:

- Music and finger play
- Story and listening adventures
- Poems, books, flannel stories
- Computer time (4 yrs. and older)
- Large and small muscle play
- Self-initiated play
- Numbers and counting
- Letter recognition
- Social development and kindergarten readiness
- Individual play time

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- Weekly themes

Parents can be confident their children are being well cared for in a cheerful environment. Parent involvement is encouraged. Parents may visit any time (during daycare hours).

## Outdoor Activities

Our outdoor activities will include using the playground equipment in the backyard, riding toys and playing organized games. Children, no matter the age, will NOT be allowed outside to play unsupervised. During the summer most of the day is spend outside. During the winter, children will go outside if the temperature permits. If your child is too sick to play outside he is too sick to attend child care. Please make sure your child is appropriately clothed for the weather.

## Substitute Care Arrangement:

A substitute provider is considered someone who provides care and must meet the same qualifications as a certified provider. At this time I do not have a substitute care provider I however am looking into locating one.

- The provider has also identified an emergency backup person that may be called for assistance in the event of an emergency : Nicholas Ageno .
- The parents are responsible to locate a back up care in the event that I shall have to close. I will attempt to give as much notice as possible.

## Enrollment Forms:

Parents must meet with me in order to discuss their child's specific needs and to review the program's policies. The following forms are required to be on file for each child per certification standards:

- ❖ Parent information and checklist (to be completed by provider and parent together) ™
- ❖ Enrollment and emergency medical consent form ™
- ❖ Authorization to administer medication form ™
- ❖ Immunization Record may be submitted within 30 days after enrollment ™
- ❖ Policies and Procedures reviewed.
- ❖ All mandated state forms

I have read and understand the terms and conditions related to the parent manual and policies. I agree to abide by the rules, terms and conditions stated in this manual.

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## Signatures:

<p>The signatures below indicate agreement with this contract and with the Written policies of the provider. The provider may change policies as needed with advance written notice.</p>	
Signature of Parent:	Dated:
_____	_____
Signature of Parent:	
_____	_____
Signature of Provider:	
_____	_____

*If the parent or legal guardian is under the age of 18, a co-signer must sign this agreement and act as guarantor to the contract and agree to be bound by all financial terms.*