

QUALITY CHILD CARES

HOURS OF OPERATION:

MONDAY—FRIDAY

6:00 a.m.—8:00 p.m.

PARENT

HANDBOOK



Revised 12-1-14

**NO FAMILY WILL BE DENIED SERVICES DUE TO RACE, CREED, SEX, OR
NATIONAL ORIGIN**

PHILOSOPHY:

Our philosophy is to work hand in hand with parents to offer a pleasant, safe and enriching program for the development of each individual child.

Much time and effort will be used to develop social skills, self-image, and discipline. Children will be taught to play with others and individually. The children will be included in such activities as arts & crafts, music & rhythm, theater games and supervised free play with manipulative toys. All rooms are supervised at all times.

Meals are planned in conjunction with the School and Community Food Service Program of the State Department for Education. The Child and Adult Care Food Program (CACFP) is a healthful program designed to meet the nutritional needs for children. *Parents will be required to complete an Income Application for free and reduced meals for each child enrolled.* These income applications are for our use only. Confidentiality is a must. We are reimbursed accordingly, through the State Department, for the number of children in the free, reduced and paid categories. Our reimbursement is based on these applications. With the income applications we are able to give your children better quality meals while maintaining reasonable tuition rates.

DISCIPLINE:

We follow the Kentucky law guidelines in carrying out disciplinary methods. The law states: “Disciplinary methods shall be designed and implemented through positive guidance to help the individual child develop self-control and assume responsibility for his/her acts.” Our disciplinary methods include the following:

- 1. Establish simple and consistent rules, for both the children and the staff, who set the limits of behaviors.**

2. Do not subject children to harsh mental or physical discipline, nor shall any method of discipline be used that is humiliating, threatening, shamming, or frightening.
3. Profane or abusive language shall not be used.
4. No association of discipline with rest, toileting, or food.
5. “Redirection” shall be used before any other form of discipline is used.
6. “Time-out” is a discipline technique of having a child sit in a chair away from the other children. It is the rate of one minute for each year of age. *For example, a child four years of age shall sit for a time-out period of four minutes for misconduct.* “Time-out” will be used only if the child is demonstrating constant misbehavior and will be used as a last resort.
7. Parents may be asked to withdraw their child from the center for the following reasons:
 - a. Excessive biting. (See biting policy)
 - b. Discipline and/or behavioral problems. (Director’s discretion)
 - c. Daycare fees not paid weekly.
 - d. Parents not complying with company rules. All withdrawals are ultimately decided by our management staff.
 - e. Children not being able to conform to a childcare atmosphere. Adequate time will be given to try to work with the child, but the Director reserves the right to ultimately decide if the child/children will be terminated from the center. We reserve the right to terminate enrollment for any reason.

PROCEDURES:

1. **SICK CHILDREN:** According to State Regulation 922 KAR 2:120/sec. 2: “A child showing signs of an illness that may be communicable to others in a daycare setting shall not be admitted to the regular childcare program. If a child becomes ill during the day, he/she shall be placed in a supervised area isolated from the rest of the children. The parent or designated person shall be contacted immediately and arrangements shall be made to remove the child from the facility.”

IF A CHILD HAS ANY OF THE FOLLOWING SYMPTOMS WHILE UNDER OUR CARE:

- a) Actual temperature of 101°F or above (102°F if taken under armpit).
- b) Undiagnosed skin rashes.
- c) Vomiting (one time).
- d) Diarrhea (This means more than one loose stool. If a child has just one loose stool, the child will be observed for additional loose stools or other symptoms).
- e) Head lice.
- f) Other symptoms of acute illness.

THE FOLLOWING STEPS MUST BE TAKEN:

- a) The teacher in the classroom will inform the director, manager, or administrator immediately.
- b) The director, manager, or administrator will determine when or if to notify the parents.
- c) A child with acute illness shall be isolated in the office from all other children while waiting for parents/guardian to arrive.
- d) The child/children will not return to the center until he/she are symptom-free for 24 hours.
- e) The director will make the final decision whether a child may return to the center.
- f) Medicine that is to be taken must be logged-in on the medicine record form and any prescription medicine must be in the original container with the doctor's instructions on the label. *ALL MEDICATION MUST BE TURNED INTO THE DIRECTOR UPON ARRIVAL AT THE CENTER AND TAKEN HOME DAILY.* If you have any questions about filling out the medicine sheets, please ask the director.

2. ENROLLMENT

Please complete, sign and return the attached enrollment papers ON OR BEFORE the FIRST DAY your child attends the center. These enrollment papers will authorize us to have your child/children treated in case of an emergency. Please remember to update your enrollment papers when phone numbers or any other information changes. This will be your responsibility. Remember the enrollment papers are the lifeline between the center and the parent. If any emergency occurs, we need to have current information and phone numbers to reach you. If severe weather is present, the children will be taken to the pre-designated safety location and will be placed under sturdy protection.

Immunization certificates and Parent Acknowledgement forms must be submitted to the center before the child can start.

3. REST TIME

Kentucky law regarding daycare states: “The children in attendance shall have sufficient supervised rest for their ages and for the number of hours spent at the facility.” Rest time is usually between 12:00 pm – 2:00 pm.

4. MEALS

All meals served to the children under the Child and Adult Care Food Program are served free regardless of race, color, sex, age, disability, or national origin. There is to be no discrimination in admissions policy, meal service, or the use of facilities. Any complaints of discrimination should be submitted in writing to the Secretary of Agriculture, Washington, C.C. 20250. We provide breakfast, lunch, afternoon snack, and dinner. We furnish baby food and juices, but parents provide already prepared formula for infants. Menus will be posted weekly.

If your child is allergic to certain foods, or cannot eat certain foods due to religious restrictions, a Food Modification form must be completed by the parent so we may make a substitution in foods. It is the parents’ responsibility to notify us of any such food restrictions.

We participate in the Childcare Food Program, which is sponsored by the Kentucky Department of Education and the Department of Agriculture. The Child and Adult Food Program (CACFP) provides reimbursement for nutritious meals served to

children. The goal of the program is to promote high standards of nutrition in the daycare centers and pre-school programs in Louisville and Jefferson County areas. Through this program, we receive the services of a registered dietitian who monitors food served to the children including special diets. This program also provides nutrition education to the staff through consultation on menu planning and food buying.

*****PLEASE NOTE: NO OUTSIDE FOOD IS ALLOWED IN THE CENTER*****

5. DEPARTURE & CUSTODY

Parents and/or designated persons are responsible for escorting EACH child into the building and signing EACH child IN and OUT EVERY DAY with NO EXCEPTIONS. If someone besides a parent will be picking up child/children, the parent/guardian must inform the Site Director or Manager on duty of whom will be picking up the child/children. When signing in and out, use each child's full name and list only one child per line. If your center provides a pre-typed list, sign for each child individually. Sign your name. DO NOT sign using monikers such as "Mom," "grandmother," or "Aunt," etc. . . . At the time of enrollment, parents must list any and all persons who are permitted (or specifically not permitted) to pick up child/children. It is the parents' responsibility to update the enrollment card when any information changes. THE PICK-UP PERSON MUST SHOW PICTURE I.D.

If there is any problem regarding the custody of child/children, parents must provide the center with a copy of a legal document, verifying custody. The parent with legal custody must notify the Site Director in advance when the non-custodial parent will drop-off or pick-up child/children. We reserve the right to refuse the release of child/children to any person under any circumstance.

6. CHILD ABUSE

If we suspect that a child is being abused or neglected, we are obligated under Kentucky Law, code KRS600.020, to report any and all such suspicions to the proper authorities.

- "Abused" or "Neglected" child means a child whose health or welfare is harmed or threatened with harm when his/her parent, guardian, or other person exercising custodial control or supervision of the child:
 1. Inflicts or allows to be inflicted upon the child, physical or emotional injury by other than accidental means;

- 2. Creates or allows to be created a risk of physical or emotional injury to the child by other than accidental means;**
 - 3. Engages in a pattern of conduct that renders the parent incapable of caring for the immediate and ongoing needs of the child including but not limited to, parental incapacity due to alcohol and other drug abuse as described on KRS 222.005(12);**
 - 4. Continuously or repeatedly fails or refuses to provide essential parental care and protection for the child, considering the age of the child;**
 - 5. Commits or allows to be committed an act of sexual abuse, sexual exploitation, or prostitution will be committed upon the child;**
 - 6. Abandons or exploits the child;**
 - 7. Does not provide the child with adequate care, supervision, food, clothing, shelter, education, or the medical care necessary for the child's well being. A parent or other person exercising custodial control or supervision of the child legitimately practicing the person's religious beliefs shall not be considered a negligent parent solely because of failure to provide specified medical treatment for a child for that reason alone. This exception shall not preclude a court from ordering necessary medical services for a child.**
- Child Abuse Hotline: (502) 595-4550**
 - Kentucky law requires criminal record checks to be completed and kept on-site for all employees before employment in daycare centers and homes. We will not hire any persons who have been found guilty of any abuse or neglect.**

7. EMERGENCY AID

In case of an emergency, accident, or severe illness, we will immediately call the Emergency Medical Service (EMS) at 911 or 502-636-3530. These organizations are equipped to reach us as quickly as possible and to administer aid upon arrival. Parents will be notified immediately after EMS is contacted. We have at least one staff member on duty at all times who is certified in infant and child CPR and First Aid.

8. NATURAL DISASTER/FIRE

In the event of a natural or man-made disaster, we will evacuate the children as quickly as possible according to the evacuation plan and then promptly notify the parents.

a) Fire

- (1) The children will be taken out by the predetermined exits and the evacuation plan will be followed as quickly and as orderly as possible.**
- (2) Fire drills and disaster drills are conducted monthly and are posted on the main entrance bulletin board.**
- (3) Emergency lighting and smoke alarms are checked weekly and recorded monthly.**

b) Tornado or Severe Storm

- (1) Storms will be monitored and if the need arises, children will be evacuated.**

c) Snow and/or Ice

- (1) We will always try to have management and caregiver staff here regardless of weather.**
- (2) If our schedule changes due to inclement weather, we will try to notify you as soon as possible.**
- (3) Closings and delays will be listed on Fox 41 (cable channel 9).**

9. COMPLAINTS

If you have trouble or concerns with your child/children's care, please talk to the Site Director, Executive Director, or Owner to work on resolving the issue. The children's health and peace of mind are why we are here. We want you to feel comfortable in leaving your child/children with us while you are away.

PARENT/CHILD RIGHTS: KRS 199.898

- 1) All children receiving child-care services in a day-care center licensed pursuant to KRS 199.896, a family child-care home certified pursuant to KRS 199.8982, or from a provider or program receiving public funds shall have the following rights:**
 - a) The right to be free from physical or mental abuse;**
 - b) The right not to be subjected to abusive language or abusive punishment; and**
 - c) The right to be in the care of adults who shall meet their health, safety, and developmental needs.**

- 2) Parents, custodians or guardians of children specified in subsection (1) of this section shall have the following rights:**
 - a) The right to have access to their children at all times the child is in care and access to the provider caring for their children during normal hours of provider operation and whenever the children are in the care of the provider;**
 - b) The right to be provided with information about child-care regulatory standards, if applicable; where to direct questions about regulatory standards; and how to file a complaint;**
 - c) The right to file a complaint against a child-care provider without any retribution against the parent, custodian, guardian or child' The right to obtain information from the cabinet regarding any type of licensure denial, suspension, or revocation of an operator, and cabinet reports that have found abuse or neglect by any child-care provider or any employee of a child-care provider; Identifying information regarding children and their families shall remain confidential;**
 - d) The right to obtain information from the cabinet regarding the inspections and plans of correction of the day-care center, the family child care home, or the provider or program receiving public funds with in the past year; and**
 - e) The right to review and discuss with the provider any state reports and deficiencies revealed by such reports.**

PARENT RESPONSIBILITIES

- 1) Please mark all clothing such as coats, hats, diapers, bags, pacifiers, bottles, etc ... with your child's name. We are not responsible for lost or stolen items and will not refund parents for any lost items.
- 2) Send your child/children in clothing that is practical and easy to wash. All children need to have one change of clothing because of art & floor activities and emergencies.
- 3) Parents of children not toilet trained will be expected to have enough diapers or pull-ups to last a full day with some extra (usually 5 or 6 diapers will be sufficient). We do not furnish diapers or pull-ups. If a sufficient amount of diapers or pull-ups are not supplied, your child will not be allowed to attend the center that day. We will work with your child on potty-training only if we get cooperation from you, the parent.
- 4) Medicine Sheets **MUST** be filled-out daily for all medications you want your child to receive. All medications must be in the original packaging with the Doctor's instructions and turned into the Site Director/Manager upon arrival. All medications must be taken home daily. **NO OVER-THE-COUNTER MEDICATION CAN BE ADMINISTERED WITHOUT A DOCTOR'S STATEMENT.**
- 5) Converse with your child/children's teacher when arriving at the center and tell the teacher if there are any problems or concerns with your child. Discuss medications, etc with the teacher upon entering and before leaving the daycare. Check for infant sheets or daily reports, and make sure you have knowledge on how your child/children's day was at the center.
- 6) Parents of children who are bottle-fed **MUST** have bottles already made and labeled with the children's names. **STAFF MEMBERS ARE NOT ALLOWED TO MAKE BOTTLES.**
- 7) Parents are responsible for making sure there are no medications left inside their children's diaper bags. It is against State Regulations.

DAYCARE FEES/HOLIDAYS/VACATIONS/and WITHDRAWAL

- 1) There will be a registration fee of \$25.00 per year. This fee will be used for classroom equipment, craft supplies, etc. . . . This fee is due the first day that your child attends the center for that particular year and then the first of the year for every year thereafter.

- 2) Drop-ins may be accepted if current enrollment and staffing permit. Established fees (see page 3) per child must be paid **BEFORE** services are rendered. Due to State Regulations regarding classroom ratios, drop-ins are not guaranteed placement in the center on any day.
- 3) Your weekly tuition or co-pay is **due on each Monday** for that week. **PAYMENT MUST BE MADE BEFORE SERVICES ARE RENDERED.** There will be a returned check fee of \$35.00 for each returned check, and it will be collected with the weekly tuition.
- 4) **To secure your child's full-time placement, you will be charged the weekly fee whether or not your child actually attends the daycare that particular week. No refunds shall be made for days your child does not attend the center.**
- 5) If your child/children are not picked up by the agreed-upon time which is documented on your Parent Acknowledgement Form, which will be signed and witnessed at the time of enrollment, an additional fee of \$10.00 per hour will be charged, in addition to your weekly fee. These late fees will be due the day they are incurred. **THIS PERTAINS TO ALL FAMILIES, INCLUDING SUBSIDIZED FAMILIES.**
- 6) If your child/children are not picked up by closing time, you will be assessed a late fee of \$1.00 per child for every 1-minute after closing time. **THIS PERTAINS TO ALL FAMILIES, INCLUDING SUBSIDIZED FAMILIES.**
- 7) Sick Days: If your child is sick and misses up to one week, you will be charged for the whole week in order to hold your child's enrollment.
- 8) Holidays: We will be closed for the following holidays, but parents are still responsible for their weekly fee. We reserve the right to close for any other days, with notice to parents to be posted at least 2 weeks in advance, or as soon as possible:
 - a) New Years Eve
 - b) New Year's Day
 - c) Memorial Day
 - d) Independence Day (4th of July)
 - e) Labor Day
 - f) Thanksgiving Day

- g) Day after Thanksgiving**
- h) Christmas Eve**
- i) Christmas Day**
- j) Day after Christmas**
- k) Martin Luther King Day**

9) Vacation:

- a) Parents will be entitled to one week of vacation time away from the childcare center with no weekly fee charged, after six months of enrollment and without jeopardizing their child's enrollment.**
- b) Parents will be entitled to two weeks per year of vacation time away from the childcare center with no weekly fee charged, after one year of enrollment and without jeopardizing their child's enrollment.**
- c) Vacation time is NOT cumulative. At the end of the year, all vacation time must be used or lost.**
- d) Your child/children must be out of the center during your entire vacation week/weeks to qualify for no weekly fee charged.**

10) Withdrawing Your Child:

- a) When withdrawing your child, you are required to give a minimum two-week, written notice. IF NO WRITTEN TWO-WEEK NOTICE IS GIVEN, you will be charged and responsible to pay your regular rate for the two weeks following withdraw from the center whether or not your child/children attend.**
- b) Example: Child's last day at the center was January 1st—no written 2-week notice was given—parent is responsible for the 2-week period of January 2nd through 15th at the regular weekly rate.**

BITING POLICY

As childcare providers, we must provide comfort and safety to all of the children in our care.

Biting is a very serious situation which must be addressed appropriately.

Our policy regarding biting is as follows:

- **If a child bites anyone, the parent of that child will be called and a note will be sent home with the parent acknowledging the fact that their child did bite that day.**
- **If a child bites three (3) times in a two-week period, the child will be suspended for three (3) days.**
- **Upon return, if the child bites again, the child will be suspended for one week.**
- **Upon return, if the child bites again, childcare services will be discontinued.**

EMERGENCY PICK-UP PERSON FORM

Quality Child Care (fax) 618-3971

This form must be completed by a parent/guardian when a parent or guardian requests someone who is not on the authorized person pick-up list to pick-up their child or children.

Parent, Child, and Pick-up Person Information

Date: _____

Name of child/children to be picked-up: _____

Name of parent/guardian authorizing pick-up: _____
(Print Name)

Name of pick-up person: _____
(Print Name)

Approximate time pick-up will occur: _____

Parent/Guardian Signature: X _____

*****Person MUST show Picture ID or the child/children will not be released*****

Pick-up Information

Pick-up Person's ID Number: _____

Name of staff member checking ID: _____
(Print Name)

Staff member's Signature: X _____

Date and Time of Actual Pick-up: _____

Pick-up Person's Name: _____
(Print Name)

Pickup Person's Signature: X _____

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ATTENTION:

**THE FOLLOWING PAGES MUST BE
COMPLETED, SIGNED AND
RETURNED TO THE SITE DIRECTOR
ON OR BEFORE THE FIRST DAY OF
YOUR CHILD'S ATTENDANCE**

THANK YOU

To: All Parents

From: Richard Morris, Owner

Re: Authorized child pick-up

Date: June 17, 2011

We will no longer be able to accept verbal authorizations for individuals who are not listed on your child's pick-up list. There is an **Emergency Pick-up Person Form** available for you to use when you need someone who is not on your child's pick-up person list to pick-up your child/children. Also, you may update/change your child's pick-up list as often as you need/want to by seeing the Site Director. All changes must be completed on the appropriate form and in writing. This is for your child's protection, which is our first priority. Thank you in advance for your cooperation with this policy. Please sign and date where indicated below indicating you have read and understand this policy.

Thank you,

Richard Morris, Owner

Parents Complete the Following and Return to Site Director:

Enrolled Child/Children: _____

X _____

(Parent's Signature)

X _____

(Date)



PHOTOGRAPH AUTHORIZATION

PROVIDER: Quality Child Care
1971 Brownsboro Rd.
Louisville, KY, 40206

CHILD'S FULL NAME: _____

PLEASE CHECK THE APPROPRIATE BOX:

- I give permission
- I do not give permission

to the above named provider to take photographs or have photographs taken of the above named child.

I understand that it is my responsibility to update this form. I agree that this form will remain in effect during the term of my child's enrollment. By signing below, I also agree that this is a legally binding form.

DATE: _____

PARENT/GUARDIAN NAME: (PLEASE PRINT) _____

PARENT/GUARDIAN SIGNATURE: _____

PROVIDER'S SIGNATURE: _____

PARENTS COMPLETE AND RETURN TO SITE DIRECTOR ON OR BEFORE CHILD'S FIRST DAY

REQUIRED: SIGNING CHILDREN IN AND OUT

KENTUCKY STATE REGULATIONS for childcare **REQUIRE every child to be signed-in and signed-out every day they are in attendance.** It is the parents' responsibility to sign **each of your children** in and out on the **Sign-In/Sign-Out Sheet** as you enter and before you leave **EVERY DAY YOUR CHILD/CHILDREN ATTEND.**

“I have received and understand this memo. I will abide by Kentucky State Regulations by signing each of my children in and out on the Sign-in/Sign-out Sheet every day they are in attendance. I will also instruct my designated drop-off/pick-up people that they are required by State Regulation to sign in and/or out when they drop-off or pick-up my children”

Child/Children's Names:

_____ X _____
(Parent Print Name) (Parent Signature) (Date)

X _____
(Site Director Signature) (Date)

*****Complete and return to the Site Director on or before the first day of your child/children's attendance*****

PARENT ACKNOWLEDGEMENT

LATE FEES: \$10.00 per hour past agree upon hours

\$1.00 per child/per every 1 minute past closing time

OFFICE USE ONLY _____

FULL-TIME ____ PART-TIME ____ ADDITIONAL HRS. _____

(MON-FRI: 10 hr/day)

(MON-FRI: 5 hr/day)

(NUMBER OF HRS. & RATE)

WEEKLY RATE: _____ SUBSIDY PROGRAM: _____

SUBSIDY WORKER NAME & TELEPHONE NUMBER: _____

COMMENTS:

******PARENTS COMPLETE AND RETURN TO SITE DIRECTOR ON OR BEFORE CHILD'S FIRST DAY:**

By signing this form, I acknowledge that I have received the Parent Handbook, and fully understand its contents. This Parent Handbook revised and effective August 24, 2011.

Date Received: _____

Signature: _____

Print Your Name: _____

Child's Name: _____

Child's Name: _____

Child's Name: _____

Witness: _____ **Date:** _____