

# Parent Handbook

Best Buddies Learning Center

Enriching the life of each child one day at a time

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### **White Marsh Weekly Rates:**

Enrollment fee= \$100/per child

6 weeks-23 months= \$315 per week

2 year old= \$275 per week

3-5 years old= \$250 per week

Before & After School- \$120 per week

Summer School Age Care- \$220 week

### **White Marsh Part Time Rates:**

(If available- full time enrollment gets priority)

Infants & Toddlers

\$250/week for 3 days

\$190/week for 2 days

2 year olds

\$225/week for 3 days

\$160/week for 2 days

3-5 year olds

\$200/week for 3 days

\$140/week for 2 days

\$70/day for 1 day

School Age B/A Care

\$90/week 3 days

\$60/week 2 days

School Age Summer Care

\$165/week for 3 days

\$120/week for 2 days

### **Payment:**

All tuition is to be paid bi-weekly on Friday no later than 10:00am for the upcoming two weeks.

### **Late Fee/Consequence:**

In order for your child to attend the following Monday, tuition needs to be paid up to date. Please note a \$25.00 late fee is added to all tuition not paid by the end of business day on Friday, and will be compounded weekly until payment is made in full.

### **Returned Check Policy:**

There will also be a \$40.00 charge for any returned checks and if there are two returned checks within a 6 month period you will have to make payment in different form.

### **Notice of termination:**

One month's written notice is required to terminate your child's enrollment. If your child leaves before the one month is up, tuition will still be due for the full one month's notice.

### **Need to extend contracted hours:**

I understand that I am to give BBLC at least 2 days' notice if your child will be arriving earlier or staying later than contracted hours but within opening hours (6am-6pm) this allows us to make sure we have enough staff on board.

### **Late Pick up Fees:**

The center closes at 6:00pm for the day, therefore, if you arrive after 6:00pm to pick up your child an automatic \$15.00 late fee will be due with an addition of \$1 in cash per minute your late. The full amount of the late fee cash payment will be due upon picking up your child that day. Please notify us if you are running late, so we can make sure we have adequate staff to stay after hours to supervise your child. If late pick up becomes a pattern Best Buddies has the right to terminate care in which a month's worth of tuition will still be due.

## **Holiday Closings:**

Below is a list of paid holidays in which the center will be closed-

New Year's Eve

New Year's Day

Easter Monday

Memorial Day

4<sup>th</sup> of July

(If the 4<sup>th</sup> of July falls on a Saturday, we will close on Friday before. If it falls on a Sunday, we will close on Monday.)

Labor Day

Halloween Day Closing at 4pm

Thanksgiving Day & the Friday after

Christmas Eve

Christmas Day

If a holiday closes on a weekend the center will be closed on a weekday close to the holiday.

Please note that Best Buddies Management reserves the right to add and make changes to closings and will give 30 days written notice in the event the holidays or closings change.

## **Inclement weather Closings:**

The center will be closed if the government declares a state of emergency. If this happens during an operation day parents are to pick up their child as soon as possible (within 1.5 hours of notice) so everyone can make it home safely before conditions worsen. In other events of inclement weather it will be up to the Director's discretion if the center should close early or be closed for the day. This decision will be made with the safety of the children, parents and employees in mind.

## **Policy on charges related to child's absence:**

There will be no reduction in tuition if your child is absent from daycare due to illness, holidays, vacations, unforeseen emergencies in or around the premise, or inclement weather.

### **Health/Safety:**

Our center is licensed by the state of Maryland and follows all rules and regulations strictly to keep the children in our care safe and healthy. Please check your child's pockets and bags that they bring to school to ensure they are not carrying anything into the facility that could be hazardous to themselves or others. If a child has a medication that needs to be taken this needs to be given to the director or supervisor immediately upon arriving along with proper medication authorization forms from the child's health care provider. The forms must be filled out by the child's physician before the medication may be administered.

### **Medication Policy:**

Regulations permit us to give prescription and non-prescription medications to your child under certain conditions. The state requires us to have a doctor's note stating the dosage and for how long. If your child needs any non-prescription medicine during the day, you must provide it and it must be labeled with child's name and a form must be filled out by the child's physician. All medications cannot be opened upon you bringing them in. For prescription medication is must be in a container labeled by the pharmacy or physician with the child's name and expiration date. The child may receive medication only according to the written instructions of the health practitioner.

### **Healthy child checkups:**

In order to keep your child healthy we highly recommend that you take your child to the regularly scheduled check-ups. (3, 6, 9, & 12 months for infants, and yearly for older children, or sooner if the pediatrician recommends it.) It is important to have a stable pediatrician that knows your child's health history rather than going to an urgent care center, where they may overlook certain red flags without having their full history. If you need and recommendations for a good pediatrician in the

area we can provide a list. Please be sure to update your child's records with any new information of shots, allergies, or any health concerns that we should be made aware of. All updated child immunization records must be brought in and given to director or supervisor.

### **Best Buddies Illness Policy:**

Children need to be kept home or seen by a physician if any of the following appear: fever (100.4 or above), pink eye (must be on eye drops for 24 hours and no eye discharge present upon returning), flu, unusual rash, severe cough, severe cold (sinus infection), vomiting, severe diarrhea, head lice or a contagious illness of any sort. If a child is continuously ill with concerning symptoms of the above or any other sort, they will be sent home at the directors' discretion and asked to return with a doctor's note that they are healthy enough to attend daycare, when they are symptom free. The doctor's note must state what illness the child is being treated for.

Your child must be illness free (without taking medication to reduce symptoms) for 24 hours before they can return to daycare. If your child experiences any of these illnesses during the day, we will notify you as soon as possible. You will then have to pick your child up as quickly and safely as possible to keep our staff and our children healthy. It is highly recommended that you have a back-up plan in place for illness related situations.

### **Fire Drill/ Evacuation Procedures:**

We practice fire drills center wide every month in order to ensure we are capable of exiting the building quickly and safely in the event of an emergency. We also practice an instruction situation quarterly, and have an emergency preparedness plan in place should and emergency arrive. Each of our staff members are obligated to participate in such procedures to be sure they are all well trained to handle any emergency situation should any arise.

### **Disabilities and Special Health Care Needs:**

We are an equal opportunity provider care to all children regardless of a disability or special needs. We develop a plan with each family in order to provide the best care for each child.

## **Abuse/Neglect:**

As a licensed Child Care Center we are required by law to report all cases of suspected abuse neglect to the proper authorities.

## **Positive Behavioral Practices:**

### Positive Intervention:

Each child develops differently and goes through different stages, your child's teacher is trained to work with you when problem behavior arises and is committed to working as a team with you to discourage the behavior that is unwanted. Many times when a child is struggling and repeating negative behavior, we will suggest that we do some type of rewards program for good behavior instead of focusing on the bad. This sometimes is as simple as a sticker chart or small reward throughout the day to let the child receive more positive attention. If you feel your child is struggling with a certain behavior please make your child's teacher aware of this so you can discuss possible solutions, and make sure we are all using the same method of correction.

### Limit Setting

A lot of time children have behavior problems when they do not know or understand their limits. In order to encourage positive behavior each area in our center is designed for the specific age range it serves. You will notice that as the children age and develop they are given more freedom to learning and explore in a larger environment. We also practice centers where during free play, for our preschoolers, only so many children can be in the same center at one time. This allows each child the space they need so they do not feel overcrowded.

### Tone of Voice

Our employees are taught that deepening their voice a little to get a child's attention and let them know that you are serious if acceptable, however, yelling and scolding

is not permitted at any time. A deepened tone of voice is only used when needed and the words that are used during this time are not to put down a child's self-esteem in any way, but instead to teach them what the expectations are and how to meet them.

### Consistency

The same method of correction noted in this hand book is used every time in order to provide consistency to your child. This helps them to understand their limits and expectations which will lessen behavior problems being repeated in the future.

### Behavior Modeling

Teachers are expected to model positive behavior by treating other employees, management, parents, visitors, and children with respect. Manners are practiced daily and teachers are expected to be good models for all children to learn from.

### Redirect

When a child is having trouble behaving after given a verbal reminder of expectations they will be redirected to another play area or library area in order to give them time and space to correct their behavior.

### Choices

We provide children with the choices (such as would they like milk or water, would they like to crawl around or be put in a swing-for infants, would they like to play with friends or alone, in the block area or the art area?) These simple everyday choices gives each child the freedom to have their own opinion and make their own decisions lessening the trigger of the feeling of loss of control which causes behavior problems.

### Validation of feelings/Clear expectations

When a child is misbehaving often the teacher may pull the child to the sit quietly and talk to them about the behavior that is unacceptable, why they are acting this way, and ways they can correct their behavior. This helps validate the child's feelings and teaches them to proper, healthy, way to express themselves.

### Physical Intervention

At Best Buddies, we focus on positive attention and try to steer away from the traditional "time out", however after trying to redirect the child that is acting up, giving them choices to participate in a different activity, and talk to them about the correct behavior to display if the child is still having trouble then a short "quiet time" will be needed. During "quiet time" we encourage your child to take deep breathes and think about how they can make better choices.

If particular children are having trouble with one another they will be sat down together to talk out their differences. But if the problem continues they will be physically separated. At NO time will any employees at our facility encourage children to participate in physically harming one another or themselves. While we first encourage children to work out problems on their own when employees notice a situation escalating enough that may result in a physical altercation children are to be separated immediately and talked through the problem.

Employees are expected to observe children as they play, identifying problems, and helping defuse the problem through intervention as needed.

### **Student Evaluations:**

Developmental screenings will be conducted on your child (6 weeks-age 5) within 90 days of enrollment and at scheduled interval as determined by Maryland State Department of Education. Results will be shared with you (the child's parents or legal guardian) and referrals are made when appropriate. If you have a child that is serviced by Infant and Toddlers they will have an Individual Family Service Plan (IFSP)/ Individual Education Plan (IEP) plan within our center and we will work with them on the goals that are recommended on their service plan.

### **Conference:**

Your child's teacher will meet with you twice a year to discuss your child's development and things you can do at home with them to enhance their early learning skills. If you desire to have a meeting with your child's teacher sooner please feel free to ask the director or supervisor at any time so we can schedule a time to meet. You are also welcome to talk briefly to your child's teacher at pick up and drop off time if her time allows and doesn't take away from caring for the children. However, we officially schedule parent conferences twice a year, in spring and fall.

### **Potty Training:**

We start teaching children how to use the potty when they turn two years old. Children are encouraged to at least sit on the potty at this time. This gets children comfortable with the idea even if they are not actually going. It also gets them into a routine which will set them up for success once they get the hang of it. We do have an encouragement program that is used as needed to get your child wanting to use the potty involving stamps and stickers, sometimes a special reward from the parent is helpful too. If you decide to put your child in pull ups, the pull ups with the detachable sides are required. This saves the time taking the child's pants and shoes off in order to do a quick diaper change. Otherwise, it is ok for the child to wear diapers while potty training.

### **Shoes:**

For safety reasons, each walking child is required to wear shoes without laces. This keeps the child safe, prevents trips and falls, as well as helps our days run smoother. Tennis shoes are required to participate in outdoor play.

### **Extra Clothing:**

Each child, regardless of age, needs to have a complete change of weather appropriate clothes on hand at the facility at all times. This includes a shirt, pants, socks, and underwear (if potty trained). This gives your child something to change into if they have an accident, spill on themselves, get wet outside, etc... If your

child is in the process of potty training, please send several changes of clothing. All clothing must be labeled with the child's last name in a freezer bag labeled with first and last name.

**All hood and neck strings must be removed from child's clothing for safety reasons.**

### **Outdoor Play:**

Except in extreme weather condition (hot or cold), the children will be playing outside every day. Our policy is that if your child is healthy enough to attend daycare they are healthy enough to participate in all activities. Please dress them appropriately for the weather and be sure to apply suntan lotion before arriving during sunny days, as we will not apply it.

### **Meals & Snacks:**

Our center will provide am/pm snacks during scheduled eating times for children ages 2 and up. If your child arrives after scheduled eating times please be sure you feed them so they will not be hungry before the next scheduled meal. If your child will be arriving 8am or later please be sure they have ate before arriving. Children arriving before 8am may bring their breakfast to finish at the reserved breakfast table. All children must bring lunch from home, which will be refrigerated. We will provide milk, juice, and/ or water. All foods need to be sent in ready to eat form so it can be easily served to your child. Unfortunately we are unable to heat lunches so please keep this in mind when packing. We encourage healthy eating habits, so candy, gum, sugary sweets or soft drinks are not permitted to be packed in lunches and will be sent home if they are packed. The only time we allow sugary snacks are for special parties or holidays.

### **Rest Time:**

Maryland State Child Care requires all children to rest daily. Nap time will be after lunch every day for 2-2.5 hours depending on how long it takes the children to settle down. Each child has his or her own cot and needs to bring a fitted crib sheet. (No sleeping bags or large oversize blankets and pillows.) Your child may bring a small blanket, small pillow, and stuffed animal for nap time only that can fit easily in their cubby. All bedding must be taken home and laundered every Friday and returned Monday.

### **Incident Report:**

In the event of a minor injury, parents/guardians will be notified by and “Incident Report”. This gives an explanation of the incident, how it was handled, time, treatment given to comfort child, and date of the event. It is mandatory that the parent picking up signs the form and returns it to the Director. If the child needs immediate emergency attention or hurts another child requiring immediate emergency attention both children’s parents will be notified asap.

### **Suspension/Automatic Termination:**

Here at Best Buddies we strive to keep all children and employees safe at all times. If a child continuously harms another child or staff member and the Director or Owner feels he/she is a threat to others an immediate parent/teacher conference will be held to find a possible solution and way to keep everyone safe. If the child continues to display harmful, aggressive behavior BBLC has the right to suspend or terminate care on an immediate basis in which one month of enrollment will still be due.

### **Updates and Addendums:**

Changes will be made and added to this contract in writing as needed by the center’s director and or owner.

## **Infant Supplies:**

### Clothing

Three complete change of weather appropriate clothing are needed for each infant daily. Also please supply bibs and burp clothes that will be sent home daily when soiled. All items must be clearly labeled with the child's first and last name. In addition, disposable diapers, wipes, and ointments are required to be supplied and replenished as needed. Please check your child's supplies daily to ensure they have enough supplies for the next day.

### Rest Time

Infants rest time will vary according to the individual child's needs. Parents are required to provide the following:

-3 crib sheets

-2 receiving blankets

This is only items allowed in the crib with the babies according to regulations unless specified in writing by the child's physician.

### Meals & Snacks

Parents must provide ALL food and beverages for their infants (6 weeks- 12 months of age).

Breast milk, formula, juice, or water must be pre-made by the parents daily. All bottles are required to be clearly labeled with the child's first and last name and date. Our staff will rinse reusable bottles and nipples and send them home daily.

A five day supply of commercially processed baby food in a plastic container and/ or finger foods must be provided in ready to eat form each week.

Each container is required to be clearly labeled with the child's first and last name and the date. All baby food containers that have been opened will be thrown away at the close of the day to meet health regulations.

Bowls, spoons, bibs, and other necessary meal time items must be provided by the parent. These items must be clearly labeled with the child's first and last name.

Parents are required to complete a personalized schedule every 2 months. This schedule will detail their child's feeding requirements, the types and amounts of food and anticipated feeding times, as well as the child's sleeping patterns, and any special instructions.

### **Toddler through Pre-kindergarten Supplies:**

#### Clothing

Two complete change of weather appropriate clothing are needed for each child daily. All items must be clearly labeled with the child's first and last name. Disposable diapers, wipes, and ointments are required to be supplied and replenished for your child as needed. Please check your child's supplies daily to ensure they have enough supplies for the next day.

#### Rest Time

Each child will be provided their own cot within the classroom. Parents are required to provide the following for rest time a crib sized sheet, a small blanket and a small stuffed animal if desired.

#### Meals & Snacks

Parents must provide a packed lunch. If the child is unable to drink from a standard cup a water cup as well as two additional sippy cups are to be sent daily. Each cup, food container, bowls, bibs, or other necessary meal time items must be clearly labeled with the child's first and last name. Our staff will do its best to rinse the cups and send them home daily. All food that is offered will be thrown away at the end of meal time to meet health regulations.

## Admission Agreement

By signing below we agree that I/we have received a copy, carefully read, and agree to all terms and conditions stated in the parent handbook for Best Buddies Learning Center LLC. This includes tuition, late fees, termination notice, parent responsibilities, and ground rules.

I/ We hereby express agreement with all information stated in the parent handbook and accept them as conditions for enrollment of our child(ren) in this day care facility. A one-month notice is required before terminating our child's enrollment at Best Buddies Learning Center. Should I/we fail to give ample notice, I/we will be responsible to pay the additional one month of tuition.

In the event of an accident, it is understood that the personnel and Best Buddies Learning Center will not be held responsible. I/We have received a copy of "A Parent's Guide to Regulated Child Care." I/We give Best Buddies Learning Center permission to take pictures of our child(ren) to be shared with us, other families, and for advertising purposes without our child's full name stated in the captions.

This signed admission agreement must be accompanied by a non-refundable tuition payment for enrollment. All tuition is to be paid in advance, bi-weekly. No refunds will be made due to absences, illnesses, holidays, field trips, vacations, unforeseen emergencies, or inclement weather forced closings. Should legal action be required due to non-payment of tuition, the responsible parents/guardians will be responsible for all legal fees incurred by the center. The Admission Agreement and nonrefundable deposit are valid for the projected starting date only.

**Child's Name:** \_\_\_\_\_ **Child's Birthday:** \_\_\_\_\_

**Projected Start Date:** \_\_\_\_\_

**Contracted Hours of Care: Drop off time:** \_\_\_\_\_ **Pick-up Time** \_\_\_\_\_

**Parents Name:** \_\_\_\_\_

**Parents Signatures:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Contact Number:** \_\_\_\_\_

**In order to hold your child's spot this signed contract, the enrollment fee, and two weeks tuition must be made.**