**Parent Handbook**



**Revised: January 2021**

|  |  |
| --- | --- |
| 4762 Finlay StRichmond, VA 23231804-226-2748 | 51 S Airport DrHenrico, VA 23075804-326-6549 |

**Welcome to New Beginnings Family Daycare Center!**

The information contained in this “Parent Handbook” will introduce you to the philosophy and organization of the center. It will cover the daily operating of the policy and procedures of our center. Becoming familiar will help your child day be a rewarding experience.

The Center was created to meet the needs of high-quality childcare for my family, and those of corporate and community neighbors. We look forward to working with you to provide a secure foundation for your child to ensure successful growth and learning. If you have any questions, feel free to contact me at 804-226-2748.

# MISSION STATEMENT

The mission of the New Beginnings Family Daycare is to provide a safe, affordable, quality childcare for the surrounding communities. In doing so, we support families in their efforts to work and/or attend school. NBFDC is ran by Owner/Director Valerie Jordan and several staff employees. If you should have any concerns or questions, feel free to contact the director. The NBFDC provides program for children ages six weeks to twelve years. We provide a safe, clean environment where children are encouraged to develop at their own pace. The NBF Daycare staff is committed to the families we serve, providing support and encouragement.

# PHILOSOPHY

Our method of teaching is a “hands-on” approach. Children, as most people, learn easiest and have more fun when they learn through their senses and by experiences.

Our main educational goal is to foster a desire for learning within each child and enrich his/her self-esteem. Therefore, our teachers work closely with our children to ensure that each child is treated fairly and has the same opportunities as other students to learn and play.

We present information through games and activities which involve the child. Your child may not necessarily bring home a paper or craft every day; please understand that does not mean “they did nothing” at daycare that day. What it means is that the child is a participant, not just an observer, and is involved in a variety of creative learning activities.

# CURRICULUM STATEMENT

The goals of our curriculum are multi-faceted. Our goals encourage children to be enthusiastic, self-confident, independent learners and we believe that play is the primary mode of learning. Our curriculum also respects individual learning styles and ever-changing interests. Through our curriculum we promote growth in all areas of development including:

**social:** to help children learn from adults and one another by observation, imitation, and interaction.

**emotional:** to provide a safe and secure environment where children can develop pride, self-confidence, independence, self-control, and a positive attitude toward life.

**cognitive:** to promote curiosity and to help children acquire learning skills, such as the abilities to solve problems, make choices, ask questions, and express their ideas, observations, and feelings.

**physical:** to help children develop and enhance their small and large muscle skills and feel confident and comfortable with their own bodies.

Our curriculum goals are achieved through integrated, theme-based activities and conversations with adults and children. Opportunities exist within the classroom for the child to engage in one-on-one activities with the teacher, small group and large group activities, solitary and independent play allowing for opportunities to experiment and explore. Whole group activities are for short periods of time and are suited to the age and ability of the children. Supervised free play and small groups predominate as a means of encouraging educational interaction.

# Programming and Curriculum

Infants serves 6 wks.to 18 mos. The program is designed to help infants feel a sense of belonging in a loving environment which helps infants to grow and develop to their full potential.

Infants will always be fed on demand according to the infants feeding schedule. Breast feeding babies need to have enough supply needed to assist the baby needs throughout the day and it must be labeled.

Toddler program serves children from 18 mos. to 36 mos. The toddler room is designed to give the children a stimulating experience where they learn through play. They will have the opportunity to enjoy many play materials that is set up in the center. They will be introduced to fun educational activities.

Preschool children begin with three to five-year-old. They enjoy a structured day that allows them flexibility. Our preschool classrooms are designed with educational toys, books and materials, enabling them to initiate and expand their activities. Children will have the opportunity to learn through play with having fun. Each classroom is organized in different areas for the children to explore.

Our daily schedule will include Infant, Toddler and Preschool Curriculum based on each age group.

6:00 – center opens- free play

7:30 breakfast

8:30 small muscle play

9:00 circle time

9:30 activities

10:00 music time

10:30 gross motor play (outside weather permitting)

11:30- story time/wash up for lunch

12:00 lunch time

12:30 nap time

2:30 wake up video

3:15 afternoon snack

3:30 creative play/gross motor play

4:30 free play/ pick up

* **Ages of care** is from 6 weeks to 12 years of age.
* **Hours of operation** is from 6 am to Midnight at Finlay location and 6:30 am to 7 pm at Airport Drive location. The center offers both full/part time hours and before/after school program.

Children can be in attendance a maximum of nine hours per day unless your contract states something different. I am here for you in case of emergency, but I do not want to work overtime or pay any of my workers for staying over.

* **Emergency closing policy**- parents will be notified in the event of an emergency closing by the administrator.

If the center opens and must close because of severe weather such as snow/ ice each parent will be notified by phone from the Administrator.

We will make every effort to remain open for families that must work but if we must close you will not be refunded or receive a discount for that day.

* **Sign in/sign out procedures**- parents are responsible for signing in and out their child each day. This procedure is very important for safety measures in the event of an emergency. The sign in sheet will be posted by the door of each classroom.
* **Snow/Heat days**- in the event of inclement weather, the center will make every attempt to open as usual. However, if the conditions warrant the safety of staff and children the center will close. It is the discretion of the Administrator to decide to close early or have a late opening due to snow or ice. New Beginnings Family Day care will notify all parents prior to 6 am.

Please make sure you phone number stay updated in the system. Channel 12 News will have the latest update also.

* **Absences** - If your child is absence any time during the week tuition will be the same amount as stated in the contract. The full tuition will be required.
* **School Closure Days** – Five-dollar additional fee each day your child is out of school for school holidays or closing.
* **Holidays** – the following is a list of holidays that we will be closed

New Year’s Day – January 1, 2021

Martin Luther King Day – January 18, 2021

President Day – February 15, 2021

Memorial Day – May 31, 2021

Independence Day (observed) – July 5, 2021

Labor Day – September 6, 2021

Veterans Day – November 11, 2021

Thanksgiving Day – November 25, 2021

Day after Thanksgiving – November 26, 2021

Christmas Day (observed) – December 24, 2021

If holidays fall on the weekend, we will close the Friday or the following Monday.

## Admission Policies for

**Enrollment** - There are several forms to fill out prior to enrolling you child at New Beginnings Family Day Care. The enrollment form must be completed before your child can start on day one. Our center gathers information such as enrollment forms, parent’s background information and health history. All the data is kept confidential in the child’s file in a locked file cabinet. Our center has an open-door policy where all family are welcome at any time.

• **Please provide a change of clothing for your child/children.**

**Registration** – There is a non-refundable registration fee of $95 per family at the time of enrollment. If you terminate your services and return before the 90 days is up, you will pay $25 re application fee.

## Arrival and Departure

Parents are required to walk all children into the center to greet the designated teacher. Drop-offs outside the building are NOT PERMITTED. This is to protect the safety and well-being of your child. We cannot be responsible for a child we do not believe to be present. In the same manner, parents are required to come into the Center each evening to pick their child up and to notify teachers of their presence. Teachers will adjust your child’s attendance for that day. Should your child arrive later than mealtime, you will be responsible for feeding them breakfast before they arrive. If you have not called by 9:30 am, your child will not be on the lunch role and you will need to provide lunch for your child.

\*In the event your child is not at school please notify the center. If during pick up your child is not present on the bus you will be notified to confirm absence.

Children must be brought in and taken out of the center by parents or another authorized adult 18 and older. Authorized adult must be on child’s enrollment form and must have picture ID at the time of departure.

Teachers will do head counts throughout the day to make sure all children are accounted for.

**\*All children riding the bus needs to be at the daycare by 7:00 am.**

**Please Note:**

We close at 12 midnight at Finlay location and 7 pm at Airport Drive location. We ask that any parents expecting to arrive after notifying us before 11pm. If any child is still at the center at 12:15 am, we will attempt to contact first a parent, then an emergency contact person, to ensure that an authorized adult will be coming for the child. If we have not been able to reach any authorized adult and have not heard from the parents or guardian by 12:45 am we will notify the Department of Social Services.

## Meals

The Center will provide breakfast, lunch, after noon snack, dinner and evening snack to all children. Infants will be given snacks on demand.

Meals will need to be provided for all field trips.

Should your child arrive later than mealtime, you will be responsible for feeding them before dropping off. Any child entering the daycare center with food will not be permitted to class until meal is complete. Please review the lunch menu to ensure your child will eat the lunch that will be provided.

Please do not send gum, candy, chips, cookies or sippy cup (2 years or older) with child.

All children eat family style with staff and director daily.

 **Transportation**

Children attending field trips, and leaving NBFDC premises, shall ride in

NBFDC vans and shall wear seat belts. A minimum of two staff members shall attend any field trips; students teacher ratios shall maintain on all field trips as are maintained throughout the day care center day. Staff will keep a log of attendance on the van for each pick up or trip. Parent permission must be obtained on our registration form for any child to attend a field trip. Parents are always invited to accompany their child’s class on any field trips sponsored by NBFDC. Siblings are not allowed to accompany parents. Please remember that if your child is under four, we will request that you provide a car seat for each field trip. Children are to stay seated and remain in seat belts while the bus is traveling.

Any child with behavioral problems will not be allowed on any addition trips unless parent is present as a chaperone.

**Transportation to/from home**- a parent or someone from the pickup list must be present to pick up from van. Please make sure someone is home during this time. It is the parent responsibility to come to van to pick children up, the van driver will not get out to bring child to you. If someone is not present upon drop off the child will be returned to the daycare and it’s your responsibility to pick him/her up.

**\*Diaper ointment** or cream will be applied with parents written permission only. You must write permission only. You must write your child’s name in permanent marker on the item. We will provide permission forms. The form will state times to be given and amounts. You must sign and fill out a new form every 10 days.

**Discipline Policy** – At New Beginnings we will maintain a positive discipline policy. We want to stress two main patterns of behavior respect for other people and respect for another people property. Keep in mind there will be disagreement with children, but we will redirect problems and discuss inappropriate behavior. Under no circumstances will there be any cruel punishment towards children. We will use the time out technique to allow the child to cool off and sit quietly. Children under two years of age will be redirected to another area. They will rejoin the group shortly after to try it again.

If the discipline seems to be a problem after trying the technique above, then a conference will be held with the parents. Together will try to find a solution to help your child. You may be called to come pick up child if it prevents us from caring for the other children. If it continues other childcare arrangements will be made for the safety of the other children.

• **Suspension** – failure to abide by any of the policy rules may result in suspension for a week and payment will be required to hold your child’s space.

## Termination Policy

If your child displays any of the following on a continuous basis you will be given a two week notice of termination.

 A child hits, bites, or consistently hurts other children or staff

 A child chronically “acts out” (e.g., swears, throws daily tantrums, or fails to comply with childcare rules) to the point where child may need therapeutic care

A child is genuinely unhappy or unable to adjust to being in childcare

A parent routinely abuses drop off and pick up times

A parent does not pay on time or at all

## Payment Policies

**Fees & Schedules** – childcare fees are based on enrollment (available space) not on the attendance of your child. Fees are due whether your child attends daycare for the week or not due to vacation, illness, holiday or any other reason.

Failure to turn in proper notices and failure to pay on time will result in late fees, continues tuition fees, collection fees, attorney fees and court costs. **Vacation:**

* You shall receive a free week vacation after you child has completed a full year of enrollment. A one- week’s written notice to the Director is required.
* Additional Charges:

As our employees are schedule to leave the center daily at 12 Midnight. There will be a charge of $10.00 for each five-minute increment after 12 Midnight that your child is to be picked up.

* **Tuition** is due on the first day of the week Monday. Any payments made after Monday will be access a $5 fee and any day after is a $10 fee each day, unless another arrangement has been made and agreed upon. Repeated late payments may be the grounds of termination and parents who are more than two weeks late may be denied childcare until the account is paid in full.
* If parent is on vacation, you must continue to make payments to hold a space for your child.
* **How to Make Payments** **–** Payments are to be made by check, money order or credit card.
* **Insufficient Funds –** In the event that your check is not honored you will not have the option of using this method for payment. You will be charged $35 for any bounced checks. You will be required to use cash or credit for method of payment.
* **Tax Information** – At the end of the year you will be given my tax id number to file childcare expenses for the year.

## Health Information

**Health and Safety Policies for:**

• **Illness Policy-** if your child becomes ill to the extent that it interrupts the care of or endangers the health and safety of the other children, it may be necessary to make other arrangements for your child. If your child becomes ill during the day you will be notified to pick the child up. Any child that has a fever, excessive diarrhea, or any possibly contagious disorder will be asked to remain home until the illness has gone away. Sick children will expose all children and staff to the illness who they meet. If you are not sure if you should bring your child, please call in advance and you may require a doctor’s decision to decide if the child is contagious.

## Prevention and Control of Communicable Diseases –

* Children with communicable diseases will be kept in isolated from other children as much as possible if your child has a communicable disease. Communicable diseases will be reported to the Department of Health.
* Each child will be observed daily for illness.

Individual bedding and areas will be cleaned and sanitized.

**Accidents and Injuries –** immediate first aid will be given. Parents will be notified of all accidents, and a record of injuries will be kept on each child.

## Emergency Treatment and Care Policies –

* First aid will be given immediately.
* An ambulance will be called
* Parents will be notified as soon as possible. If you are not available, other family members or friends on your registration form will be notified.
* Parents are responsible for any expenses incurred as a result of emergency room care, ambulance, etc.

**Emergency Plan -** if your child would be safer indoors, we would shelter the children indoors. If our building is considered not a safe place, we will go to our designated shelter in place for safety. We would next notify all parents by pone of the children to pick up safely as soon as possible. If parents are unable to be reached will call the contacts on your enrollment form. Make sure your child has a sheet, clothing for the appropriate season. If your child is on formula make sure an additional can of ready to feed is at the center.

* **Missing Child Procedure –** if a child is missing the authorities will be notified immediately following the parent.
* **Medication Policy** - Parent will provide over the counter or prescribe medication to the center. Written authorization will be needed to administrate any medication to children. All medication must be in the original container from the pharmacist listing the child’s name, address, name of the medicine and times to administrate it.
* **Outdoor Temperature Policy** – we will play outdoors every day that the weather permits. Parent please dress your child in the appropriate clothing. Children are to adhere to the rules of outdoor play to remain safe.
* **Safety** – the safety of your child is very important please advise your child to always practice safety whether indoors, riding the bus or outside play. Safety practice drills will be conducted periodically.
* **Special Diets Policies** – If your child is on a special diet it is required that the parent provide his/her child lunch each day.
* **Toys from Home** – we asked that you do not bring toys from home to the center. The center is not responsible for the toys if it’s lost or broken.

## Staffing

All requirements of staff qualification at NBFDC correspond to minimum standards guidelines provided by the Virginia Department of Social Services, and included orientation and training, TB testing, a Virginia State Policy Criminal Background Check, and more.

Staff Ratios are as follows

6 weeks – 16 months 1:4

16 months – 23 months 1:5

24 months – 35 months 1:8

1. years 1:10
2. years 1:10
3. years – 12 years 1:20

**Staff Communication Policies**

* + **Means of Communication –** good communication is important. We want to ensure that when families enroll at the center that we discuss any concerns or questions that you may have.

**Parental Access –** we have an open-door policy, parents are welcome to call, email or visit the center at any time. If you call, you may not get an answer right away please leave a message and we will contact you as soon as possible because we are busy with the children.

**Photograph Rules –** pictures of your children will not be posted on any websites without the parent written consent.

**Suspicion of child abuse**

* + **Policy for Reporting Suspected Child Abuse**

As a childcare provider if we feel a child is being neglected, we are mandated to report to the Department of Social Services. Be sure upon arrival that you inform us of any unexplained cut or bruises. All children that come into the center with injuries it will be logged in your child file.

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_agree to pay

$\_\_\_\_\_\_\_\_\_\_\_\_\_weekly/biweekly $ \_\_\_\_\_\_\_\_\_\_\_\_\_\_ daily and/or $ \_\_\_\_\_\_\_\_\_\_\_\_\_\_ during the summer to New Beginnings Family Daycare for the care of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### **Hours of Care Needed**

 **Times** Monday Tuesday Wednesday Thursday Friday

Drop Off \_\_\_\_\_\_ \_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ \_\_\_\_\_\_

Pick Up \_\_\_\_\_\_ \_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ \_\_\_\_\_\_

**By signing this agreement, you are agreeing you have read, understand and agree to adhere to these Policies and Procedures.**

|  |  |  |
| --- | --- | --- |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  | \_\_\_\_\_  |
| Providers Name (Print)  | Providers Signature  | Date  |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  | \_\_\_\_\_  |
| Parents Name (Print)  | Parents Signature  | Date  |

Child (ren’s) name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### Parent Handbook Signature Sheet

I have received, read and will follow New Beginnings Family Daycare Center’s policies and procedures pertaining to:

Program Philosophy and Goals Programming and Curriculum

* Admission Policies
* Payment Policies
* Health and Safety Policies
* Snack and Meals
* Toys from Home
* Family/Staff Communication Policies
* Photograph Rules
* Field Trip Policies
* Policy for Reporting Child Abuse
* Parent Checklist for choosing childcare

Parent Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Director Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_