

DAISIES HOME DAYCARE

Live. Laugh. Learn

PARENT POLICY HANDBOOK

LICENSED HOME DAYCARE
16218 22ND AVE W LYNNWOOD, WA 98087

HOURS: MONDAY – FRIDAY 6:30AM – 6PM

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UPDATED: AUGUST 2019

Welcome to Daisies Home Daycare

Welcome to Daisies Home Daycare. I have prepared the following handbook as an informative guide for parents, so that they know and understand my childcare philosophies, business and my expectations so that there will be no misunderstandings later. Please take time to read through this handbook carefully and feel free to discuss any questions or comments that you may have about it with me. I want to make our relationship as pleasant as possible, so please let me know of any concerns you may have right away so that they can quickly be resolved.

Mission Statement/Philosophy:

Our mission is to provide a secure home environment with the appropriate developmental needs of children at all ages, that also focuses on the individual child's age and ability to stimulate social, cognitive, physical and emotional growth. Bringing safety and happiness is a MUST for Daisies Daycare. We love each and every child at our daycare and we make sure we give them all the care and love to them.

About Me

My name is Khawla Alzeir. My husband and I have four children of our own, the youngest only four years old. I love kids and I enjoy spending time with them whether they are my own or others' kids.

Background and Experience

For my experience, I have worked two years as a teacher at a private Montessori School in South Seattle until 2001. I worked six years as a teacher in Jordan. And prior to opening my own childcare, I worked for a couple of years at Shoreline Community College's Daycare facility.

My Training

The State of Washington requires that I take annual training on topics related to caring for young children (including: CPR, First Aid, HIV, 20 Hours Stars). Feel free to ask me about my training.

Hours and Days of Operation

Daisies Home Daycare is open from 6:30am to 6pm. Monday thru Friday.

10 Hour Care Limit

Daisies Home Daycare has a ten-hour care limit a day.

Holidays:

Daisies Home Daycare will be closed on most major holidays.

- January: New Year's Eve, New Year's Day, Martin Luther King Jr. Day
- February: Presidents Day
- May: Memorial's Day
- July: Independence Day
- September: Labor Day
- November 22nd & 23rd: Thanksgiving Break, Veteran's Day
- December 24th & 25th: Christmas Eve & Christmas Day
- Eid Al-Adha & Eid Al-Fitr: My two religious holidays that fall on different months each year. Parents will be notified at least two weeks in advance.

Rates:

Ages	Prices	Drop-In
Infants	F: <i>Call for rates</i> P: <i>Call for rates</i>	Drop-In: <i>Call for rates</i>
Toddlers and Older	F: <i>Call for rates</i> P: <i>Call for rates</i>	Drop-In: <i>Call for rates</i>

Admission RequirementsIntroductory Visit:

Each new family needs to visit my home at least one time prior to enrollment. Please call in advance to schedule a visit.

Trial Period:

The trail will be two weeks. This period is used to observe the child's adjustment to care and to talk about concerns. I will talk to you daily about your child's day. Please tell me if you have any concerns.

Enrollment Policy:

There are several forms that I must have completed and in my possession before I can assume the responsibility of caring for your child.

NO EXCEPTIONS. This is to ensure that your child will get the very best care possible from me. The forms are as follows:

1. ChildCare Home Registration
2. Certificate of Immunization Status (to be updated yearly)
3. Permission Authorization
4. ChildCare Agreement
5. Completed USDA Food Program Enrollment Form (This will be given within the first week after enrollment)

You are required to keep me informed of any change in addresses, telephone numbers, and other pertinent information listed on any/all of the above forms. If you have any questions regarding the completion of these forms, please feel free to ask.

Wait List:

In the event we cannot immediately offer your child a space in the program, the child's application will be kept on file in a wait list. Parents will be contacted as space becomes available and can decide at that point whether to enroll. There is no fee to be included in the wait list.

Deposit and Registration Fees:

Security/Registration Deposit: I require a non-refundable deposit fee of \$250 and first month payment to reserve your child's spot in my daycare.

Payment Plan:

Parents are required to pay for the time their children are scheduled to be in care. In other words, parents are paying for a space whether their child is there or not. Payment for care is due in advance on First DAY they start. Special payment terms are negotiable on occasion and will be defined in the contract.

Non-Discrimination Statement

I do not discriminate in my enrollment and hiring practices or in the care of children because of race, color, gender, ethnicity, origin, age, religion, etc.

Receipts and Taxes:

I will give you a payment receipt when you pay for childcare upon request

Vacations:

Vacation and Absence Policy:

1. You are required to give two weeks advance notice for vacation
2. I will give you at least two weeks advance notice of my vacation schedule
3. Please call and inform me when your child will not attend due to illness or some other event
4. Please advise me upon enrollment if you plan to remove you child from childcare for any length of time.

Vacation Pay:

We do not decrease tuition for vacation. Our expenses remain the same whether or not your child is here. If you withdraw your child for an extended vacation month(s) without paying the tuition (or taking the deposit with a two-week notice) we are unfortunately unable to guarantee that your space will be available to you, should you wish to return.

My Vacation:

I'm entitled to a two week vacation every year. Parents/guardians will be notified at least two weeks in advance.

Field Trips and Transportations (WAC 170-296A-2450):

I do not offer transportation such as before and after school. The safety of the children is my first priority and so for the responsibility I avoid field trips here at Daisies Home Daycare, we have a very big backyard and a big indoor play area with lots of planned activities!

Termination Policy:

1. You are required to give me two weeks' notice of your intent to terminate care. Your deposit will cover LAST WEEK. If you should terminate your child's care without notice, the deposit will not be refunded.
2. The following are conditions what will cause child care to be terminated:
 - a. Continual late payment
 - b. Child behavioral problems that cannot be controlled
 - c. Not respecting childcare setting and policies (child/parent)
 - d. Continual late pickups

Back-Up Child Care

I recommend that you have access to an alternative childcare arrangement. You may need to care if I am ill or when I am on vacation. If I am ill, you will be notified as soon as possible, so that you can make other arrangements. Same goes with vacations; you will be notified at least two weeks in advance.

Arrival and Departure Policy

1. You will arrive and pick up your child from the Daycare entrance (around the back, the yellow gate)
2. Please identify on the ChildCare Home Registration who is authorized to pick up your child. I will not release your child to any person without your written permission or a confirmed telephone call in the case of an emergency. The person picking up your child MUST have identification.

'Open Door' Policy:

I maintain an open door policy for parents. This means that you are always welcome to call and come to see your children at any time during regular childcare hours. Daycare main entrance door is unlocked for the safety of your children (in case of fire emergency skip). It's the law WAC 170-296A-4400 & WAC 170-296A-4525. I use a chime, bell, alarm, or other device as an alert method I also do not want little ones leaving the daycare unsupervised. You are required to let me know of your presence before entering the premises. I believe that it is extremely important to keep the doors unlocked for the safety of the children. If I do not hear the doorbell or knock, please call me on the phone! Your child's safety is my first priority. I would appreciate your taking into consideration my schedule when dropping in or calling, and remember that visitors usually cause children to react in an excited manner that does not normally occur when I am alone with the children. If at all possible it would be appreciated if you gave me a call or let me know that you wanted to stop by but not necessary.

Sign In and Out

I am required to have all parents sign in and out for pick-ups and drop-offs each day. A sign in/out sheet, pen and a clock are located by the door for your convenience. This gives me a written record of the child's attendance, hours and the person who brought/picked up the child each day.

Late Pick-Up Policy:

The late fee for picking up a child late is \$1 per minute starting five minutes after being late. We understand traffic can be bad at times, but we do REQUIRE a phone call letting us know a parent/guardian is running late. **Daycare closes at 6pm every day**, if no parent calls to notify, and no one picks up including emergency contacts, daycare provider will have to call the Police Department for the safety of the child at an hour of being late (7pm)

Sample Daily Schedule

6am – 7am: Drop-offs, welcome children, and morning free-play

7am – 8am: Wash-up, breakfast

8am-9am: Coloring, Puzzles

9am-10am: Snack and story time

10am-11am: Planned activities and outdoor play

11am-12pm: Lunch Time

12pm-2pm: Quiet Time/Nap Time

2pm-3pm: Wake up, Snack

3pm-4pm: Play Dough, Crafts, Music, etc.

4pm-6:30pm: Free Play, Pick-Up, Clean-Up

Nap/Quiet Time

All children will be required to lie down for a nap/quiet time each day. I will not force your child to sleep but they must lie down quietly up to two hours every day.

Television, Video and Computer Use:

I allow a certain amount of TV viewing; they will be allowed to watch children's videos. There are no video games and no use of computers at Daisies Home Daycare.

Parent & Provider Communication:

Communication is very important to me and is a key to a successful childcare arrangement. The parent and the provider need to have a good working relationship so they can communicate and work together. Parents and the provider need to exchange pertinent information in the child's life, such as changes in routine, special events or activities as well as changes such as death, divorce, separation, moving, visitors and any other changes that would or might affect your child. All of this information is very important in understanding the child's feelings, behavior and well-being. When I accept a new family into my business, 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 childcare philosophy between us. I welcome questions, feedback, or discussions of any kind that are oriented towards a positive outcome for the child/children. Sensitive issues will be discussed in private outside of regular childcare hours either by telephone or conference.

Conferences will be scheduled as a routine twice a year part of your child's care; however, should you like to have a conference, you may request one at any time outside of your child's regular daycare times

Children's Records:

Information on how children's records are kept current:

Including: Immunization Records

Each year in September, parents will be required to complete a new Enrollment paperwork and submit updated immunization records to Daisies Home Daycare. In addition, parents are required to inform Daisies Home Daycare if any of the information on their enrollment paperwork changes for reasons such as, but not limited to, a move, a phone number change, a change of employment, divorce or separation, changes to emergency contacts and their contact information (phone number).

Confidentiality policy including when information may be shared (WAC 170-296A-6275)

Information about children in the program will remain confidential. You have the right to access your child's records. Anything of a sensitive nature will be shared outside of the presence of the children.

Behavior Management and Discipline (WAC 170-296A-6050)

All staffs at Daisies Home Daycare will be trained on the following policy and practices:

1. When problems do arise, the provider calmly reminds the children of the rules and helps the child come up with a solution for avoiding the situation next time.
2. Young children are not always able to fully express their feelings. We work to help them find the words to describe how they feel and what they need. This generally solves any problem as once the child feels (s)he is understood, the frustration quickly dissipates.
3. If a child is too upset to immediately return to the group or activity, they are asked to spend some time on their own until they feel ready to return to the group or resume the activity. We encourage child to draw or play with play-doh during this time, as both of these activities are healthy and safe outlets for frustration.
4. We will use consistent, fair, positive methods of managing children's behavior. Methods used will be appropriate to the child's abilities, developmental level and culture.
5. Children are never scolded, shamed, threatened or physically punished in any way. Spanking or any form of corporal punishment, physical or mechanical restraint, the withholding of food, or any form of emotional abuse is prohibited by anyone on the premises including parents. No corporal punishment will be used in our program. This includes biting, jerking, shaking, slapping, spanking, hitting, kicking or any other means of inflicting physical pain.

If a child's behavior becomes an ongoing issue, I will confer with the parents using the following steps:

- Calling a parent/teacher conference to discuss the issues and come up with a plan for resolving them.

Care of Young Children

Separation:

We at Daisies Home Daycare are aware that sometimes children have difficulty separating from their parents, especially if this is their first daycare experience. We are fine with parents staying longer to help their child separate, although we find that sometimes this only prolongs and heightens the child's (and parent's) anxiety. You know your child best, and we respect your decision to stay or leave. Sometimes it helps children to wave goodbye to mom and dad out the window/door as they're leaving. Mostly what works best is getting the child quickly engaged in something interesting. We are always there with a hug or a cuddle when it's needed. We've seen plenty of tears and tantrums through the years at separation time, and the child almost always stops crying within minutes of the parent leaving, so please, leave with a clear conscience – your child will be fine, and most likely will have a terrific day without you.

Child Abuse Reporting (WAC 170-296A-6275)

I am required by mandatory reporting laws to report any suspected child abuse, neglect, or exploitation to Child Protective Services (CPS) or my local law enforcement agency immediately (without prior notification to the parents involved). I will also inform my licensor.

Meals and Snacks (WAC 170-296A-7125-7200, 7500-7650)

I participate in the Mountain View Food Program. All meals and snacks are prepared and served in accordance with the U.S. Department of Agriculture guidelines. It is your responsibility to notify me of any allergies or adverse reactions your child may have with certain foods and/or beverages. Typical menu items are listed below. I will work closely with you on your child's transition to sold foods when appropriate.

Breakfast: Cereal with milk

Lunch: Peanut butter and jelly sandwich, juice/milk

Snacks: Cheese sticks, apples, carrots/crackers with milk

Dinner: Veggie, rice, chicken and fruit

Food Brought from Home Policy

I will accept food brought from home, but no ham or pork please.

Food Handling Practices:

Anyone preparing food for the children is required to have a valid Food Handlers Permit.

Dishwashing Practices:

Dishes are washed daily in a dishwasher.

Safety of Food Container and Preparation Area:

Fresh produce will be served in a timely manner. Foods requiring refrigeration will be kept refrigerated until immediately before serving. The food preparation area will be kept clean and washed and disinfected before and after food preparation.

Staffing Plan: (WAC 170-296A-5600 and 5775)

We will maintain the State required staff to child ratios at all times. If I need to be absent for any amount of time, you will be notified. Any Staff who covers for me in my absence will meet all State requirements to care for the children, and be fully trained according to State requirements and on the policies and procedures of our program. You may ask for access to our staff training and professional development records. If we have any staffing changes, or I need to be absent for an extended period of time, you will be notified in writing.

Alcohol and Drugs: (WAC 170-296A-4025)

No illegal drugs are allowed on the premises. Alcohol may not be consumed during business hours. No one under the influence of drugs or alcohol may be in the presence of the children at any time. Parents/guardians are not allowed to pick up children if alcohol or drug use is indicated by behavior and/or smell. In that event Daisies Home Daycare supervised staff and provider will not allow the child to leave with the person or persons under the influence and names listed on the child's emergency form will be contacted to come pick up the child. . If a person leaves with a child while they appear to be under the influence, I will call 911.

Smoking (WAC 170-296A-4050)

Smoking, and the use and visual possession of tobacco and unapproved nicotine delivery products are prohibited on our property during business hours, including, but not limited to:

- Indoor and outdoor grounds
- Adjacent sidewalks
- Parking lots
- Buildings
- Private vehicles

This policy applies to all persons on the premises, regardless of their purpose for being there. Federal law prohibits smoking within 25 feet of the premises.

Guns or Weapons (WAC 170-296A-4725)

I do not have any guns, weapons, or ammunition in my home

Healthcare Practices:

Emergency Preparedness and Evacuation Plan (WAC 170-296A-2825):

I have a fire evacuation plan posted and we will practice fire evacuation (Fire Drill) monthly. Please take a look at the plan so you are aware of our fire evacuation procedures. In the case of an emergency, my first responsibility is to evacuate the children to a safe place outside of the home and account for all children in attendance. After evacuating children, 911 will be notified. We are also less than 5 minutes away from a fire station (Martha Lake Fire Station). I will contact all parents/guardians to arrange pick-up of children if needed. Please refer to my posted evacuation plan for a full list of details, floor plan, and gathering place outside of my home

Power Outages:

Power outages at our house are very rare, but we are always ready in case. There are flashlights located in the kitchen, living room, bedroom where the children sleep. If the power remains out for some time, there are non-perishables located in the kitchen that will be given to the children to eat. If the weather is snowy, or very cold and the house is getting too cold for the children, you will be called to pick up your child. I will do everything in my power to keep your child safe, warm and calm.

Emergency Supplies Include:

- Drinking Water
- Non-Perishable Food
- First Aid Supplies
- Battery Operated Radio
- Flashlights and extra batteries
- Fire Extinguisher
- Diapers and Formula for Infants
- Emergency Documents and Phone Numbers
- Garbage Bags

Injury or Medical Emergency Response and Reporting (WAC 170-296A-3575, 3600 and 2275):

1. My staff and I have First Aid, Infant, Child, and Adult CPR, and HIV/Aids/Blood Borne Pathogens Prevention training.
2. Minor cuts, bruises, and scrapes will be treated. Parents will be notified. With some minor injuries parents will be called to help decide whether the child should go home.
3. In the event of a serious injury or emergency, I will call 911 and administer first aid or CPR if needed. I will then notify you as soon as possible and tell you where your child is being treated.
4. If injury results in medical treatment or hospitalization, I am required to immediately call and submit an "Injury/Incident Report" to my Department of Social and Health Services Licensor and child's social worker, if any. You will be given a copy.

Medical Management (WAC 170-296A-3325):

- All medications (prescription and non-prescription) shall be administered only by written approval from the parent or guardian. A Medication Treatment Authorization form (Authorization to administer Medication) must be completed. This form must be initiated and dated every 30 days for ongoing permission for over the counter medications.
- Prescription medications shall be administered only as directed on the label or as otherwise authorized by a physician. Medications must be in the original container. The container must have the patient's name, doctor's name, instructions and date of expirations.
- Medications are kept in a locked area away from access and if necessary in a locked in a container in a fridge.
- Doctor's permission is not required for non-prescriptions drugs depending on the child's age and over the counter medication, Antihistamines, Non-aspirin pain

relievers and fever reducers, Cough Medicine, Decongestants, Anti-itching creams, diaper ointments and powders, Sunscreen.

- Nonprescription medication not included in the categories listed above, taken differently than indicated on the manufactures label, or lacking labeled instructions shall only be given if authorized in writing by physician.
- Any medicine taken by mouth for children under two will need written permission from doctor.
- A detailed record will be kept of all medicines given to the child at the child care.

Cleanliness and Hygiene

I do my best to maintain strict cleanliness and hygiene standards. Children's hands are washed before and after meals and after toileting. I use paper towels for drying hands, so children do not have to use the same towel. If parents provide a toothbrush and toothpaste, teeth will be brushed, as well. I wash my hands frequently and also use antibacterial gel. Infants sleep in separate cribs or pack and plays, with clean sheets used only by them. Beginning at about age 2, washable nap mats are used. Each child has a separate nap mat, with sheets, blankets and pillows that are washed weekly (unless soiled, then they are washed as often as necessary). Children use separate cups, plates, bowls and eating utensils that have been washed in the dishwasher and dried on the heat setting. High chair trays, tables, etc. are disinfected after each use

Diapering/Potty Training

All children will have their own containers for diapers, labeled wipes, and any labeled creams that you provide. Children should be checked for wetness upon arrival and will be checked hourly. Children that are being potty trained will be sent each hour at first, then every two hours. They will be trained directly on the child seat on the toilet, as our bathroom is set-up for this. Children in diapers will be changed on a sanitized changing station. Dirty and soiled clothing will be placed in a plastic bag. Due to health regulations we will not rinse soiled clothing out. Dirty diapers will be disposed of in a proper garbage can with lid.

Ill Children (WAC 170-296A-3210)

1. Each child will be observed daily for signs of illness.
2. Children who are contagious must stay at home. All parents of children at the daycare, as well as the Health Department, will be notified by phone within 24 hours of communicable diseases or food poisoning.
3. Please call me if your child will not attend school due to illness. If you are unsure your child should come or not, please call.
4. If a child should become ill during the day, you will be notified immediately and will be expected to pick up the child as soon as possible. In such event, your child will be isolated from the other children until you arrive.
5. The parent is responsible for finding substitute care in case of the child's illness.

6. The following illnesses or children who are exhibiting these symptoms are not accepted at the daycare per instruction of the Department of Public Health:

- Diarrhea: Three or more watery stools in a 24-hour period, especially if child acts or looks ill.
- Vomiting: Vomiting on two or more occasions within the past 24 hours.
- Rash: Body rash not associated with diapering, heat or allergic reactions, especially with fever or itching.
- Eyes: Thick mucus or pus draining from the eye, or pink eye.
- Appearance/Behavior: unusually tired, pale, lack of appetite, difficult to wake, confused or irritable.
- Sore Throat: Especially if associated with fever or swollen glands in the neck.
- Fever: Temperature of 101 degrees F. or higher and sore throat, rash, vomiting, diarrhea, ear ache, irritability or confusion.
- Lice: Children who have lice may not return to school until they are louse and nit (egg) free.
- Whooping Cough: Prolonged cough that may cause a child to vomit, turn red or blue or inhale with a whooping sound

Reporting and Notifying Conditions to Public Health

I am required to notify the Department of Health, my licensor, and all families of children at Daisies Home Daycare within 24 hours if there is an outbreak of a communicable disease in the school, or in my family.

Certificate of Immunization Status (WAC 170-296A-3250)

A CIS form or similar form supplied by health professional must be used, and be current and updated yearly. All children must be current on their immunizations. If there is a signed exemption to immunizations, the child may need to be excluded from child care if there is an outbreak of a vaccine preventable disease that the child has not been immunized for.

Hand Washing Practices and Hand Sanitizers (WAC 170-296A-3625 and 3650)

We (children and adults) will be washing our hands upon arrival, before and after preparing food, after playing outdoors, after diapering or using the toilet, and whenever in contact with body fluids. Hand sanitizer will not used by students or staff at Daisies Home Daycare.

Cleaning and Disinfecting (WAC 170-296A-3850-3925 and 0010)

Cleaning, sanitizing and disinfecting practices include daily sanitizing all toys and eating utensils that are mouthed by children. Tables and all food prep surfaces are sanitized before and after each meal, snack or other messy play activity. Carpets within the school space are vacuumed daily and undergo a deep clean at least once a year. When using a bleach solution to disinfect, I follow the proper ratio of: $\frac{3}{4}$ teaspoon of chlorine bleach to one quart of cool water.

Blood Borne Pathogen Plan

All staff caring for children in my program have completed the Blood Borne Pathogen training. When staff comes in direct contact with bodily fluids, we will wear disposable gloves, follow proper cleaning procedures and disinfect the items and surfaces that are contaminated and then properly dispose of all waste. All persons exposed will wash hands before returning to class.

Diapering Procedure:

Cleaned and ready for each child, separate from food preparation, easily accessible to hand washing sink after each diaper changing I will clean the baby.

Infant Feeding

The parent must bring Formula

The baby will be held while feeding

I will make sure the bottle and nipple are sanitized

I will make sure the baby gets their feeding on time

Infant Sleep Position

The SID Foundation of Washington and the Department of Health currently recommends placing infants to sleep on their backs, and to avoid using pillows, fluffy blankets and cribs bumpers. Because this has been shown to reduce the risk of SIDS, I will follow these recommendations.

Insurance Coverage (RCW.43.215.535)

Daisies Home Daycare has chosen to opt out of carrying daycare insurance. This notice is provided in accordance with Washington state RCW 74.15.350 daycare insurance.

Revisions to Handbook and Contract

There will be a yearly revision to this handbook and the accompanying contract. All families will sign a new contract each year. I reserve the right to make changes in rates and 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 two-week's notice of changes.

Thanks.

NOTE: We reserve the right to terminate anyone as we see it fit, if problems arise and are unable to get an agreement.

THANK YOU!