

Twinkle Tots Home Day Care - Family Child Care Policy  
Policy Effective December 4<sup>th</sup>, 2006

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Dear Parents:

Welcome to Twinkle Tots Home Day Care. We are a dedicated Family Child Care home, providing quality childcare since 2007.

If you are looking for a warm, loving, safe and stimulating environment for your children this is the place, where you can have a reliable and quality childcare, and your children can feel at home away from home.

Your son or daughter will benefit with the opportunity of being with multiage children.

You will have the opportunity to work with me and meet other parents who have as their common concern the interest and needs of their children.

I am a professional with Twinkle Tots Home Day Care.

I am a North Carolina licensed provider and also certified on CPR and First Aid.

Let me show you in this handbook the benefits that will be accessible to your children when you enroll them at Twinkle Tots Home Day Care.

Sincerely,

*Fahima*

Fahima Awan

**GENERAL INFORMATION**

Twinkle Tots Home Day Care will provide care for children between the ages of 6 weeks and five years. Child care services are available without discrimination on the basis of race, sex, color, creed, political persuasion, national origin, disability, ancestry or sexual orientation.

**HOURS OF OPERATION**

Child care services will be provided between the hours of 8:00A.M. and 5:00P.M. Monday through Friday.

**RATES, PAYMENT AND REFUNDS**

Infants	Toddlers	School-aged	Track-out
\$350 per week	\$275 per week	\$250 per week	\$250 per week

Infants:

Parents are expected to provide infant formula and/or baby food.

Toddlers:

The daily rate includes break, lunch and snacks for children older than 24 months.

A one-time registration fee of **\$75 must be paid prior to enrollment**. Once enrollment is accepted, **a payment of one week's services is required to secure a place in the day care**. The registration fee and one week's service fee is non-refundable.

**Fees are to be paid in advance on the Friday prior to the following week's services.**

Payment may be made using CASH, Cashiers Check, Money Order, or personal check. A fee of \$25 will be assessed for all returned checks.

There will be an extra fee (\$25) assessed for late payment or late pick up of a child.

No refunds will be given for days when children do not attend due to illness or other reasons.

**HOLIDAYS OBSERVED**

No service will be provided on the following designated Holidays:

- New Years Day
- Easter Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanks Giving
- Christmas

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All regular fees will be charged for these holidays. If a holiday falls on a Saturday, we will be closed the previous Friday. If a holiday falls on a Sunday, we will be closed the Monday following.

**OPEN DOOR POLICY**

Parents are welcome to visit my child care program at any time during the hours of operation unless prohibited by a court order. If so, I will need a copy of the order.

Children will only be released to persons listed on the enrollment form. If anyone other than the child's parent or someone who is listed on the enrollment form is to pick up a child(ren), I need to be notified in writing or by a telephone call in advance. The person picking the child(ren) up may need to show a driver's license or other picture ID.

If the parent or other authorized person arrives to pick up a child and that person appears to be intoxicated or under the influence of drugs, all reasonable steps will be taken to prevent the person from leaving with the child, including offering to call a cab or another contact person. While I cannot legally withhold a child

from the legal guardian I will not hesitate to call the local authorities if I feel the child is in danger.

## **PARENT COMMUNICATION AND INVOLVEMENT**

It is important that we communicate daily concerning the needs and interests of your child. If there are issues or concerns that need to be discussed, please work with me to arrange a convenient time to talk on the phone at naptime or in the evening so we can give the issue the attention it deserves. To foster communication on a regular basis Twinkle Tots Home Day Care provides scheduled conferences / written newsletters / parent bulletin board / daily sheets.

To protect each family's confidentiality, Twinkle Tots Home Day Care will not share information about a child or a child's family with anyone who is not authorized to receive this information.

## **PROGRAM ACTIVITIES**

Age-appropriate activities are planned for the day to include; circle time, reading time, music time, free play, phonics, dress-up, and outdoor exercise. Other activities include puzzles, arts & crafts, singing and dancing.

## **TRANSPORTATION**

Twinkle Tots Home Daycare does not provide transportation.

## **CPR/FIRST AID CERTIFICATION**

I am CPR/First aid certified, to ensure safety and well being of the children.

## **TOILET TRAINING**

The purpose of toilet training is to help your child get control over certain body functions, (bowel and bladder) in a way that is comfortable for your child.

Toilet training is a natural step in development. It is a task that requires the parent's assistance. We will help you on toilet training if your child is physically and mentally ready to toilet train. Remember that toilet training is a learning process not a punishing process.

**DAILY SCHEDULE**

8:00-8:30	Arrival, playtime
8:30-8:45	Diapering, Washing Hands, transition to Breakfast
8:45-9:15	Breakfast time!
9:15-10:00	Active Learning
10:00-10:30	Learning Center Exploration
10:30-11:00	Circle Time, Music & Movement Activity
11:00-11:15	Washing Hands, Transition to Lunch
11:15-11:45	Lunch!
11:45-12:00	Washing Hands
12:15-12:30	Transition to Quiet time
12:30-2:30	Rest Time with Quiet music
2:30-2:45	Washing Hands, transition to Afternoon Snack
2:45-3:00	Afternoon Snack!
3:00-3:15	Washing Hands, prepare for social activities, diapering
3:15-4:00	Outside activities
4:00-4:45	Fine Motor Skills, transition to home activities
4:45-5:00	Prepare for parent pick-up

The above schedule is an example of a typical day, and I try to follow it as closely as possible.

**MEALS**

Infant formula and food is to be provided by the parent for all babies.

For toddlers; breakfast, lunch and an afternoon snack are provided by the daycare.

All meals and snacks served are nutritional. The daily menu follows the guidelines recommended by the USDA childcare food program. We participate in the Federal program and our meals meet nutrition requirements established by the US Food Administration. Some of the products used for the preparation are whole wheat and organic.

- Breakfast, lunch and two snacks are served each day at no additional charge.
- Breakfast and lunch will include one third the recommended daily totals in all four food groups.
- Snacks include fruits, vegetables or whole grain products.
- You are welcome to send any additional snacks or meals if a child has a special diet requirement.
- All beverages are 100 percent fruit juice, milk and spring water.
- Bread products are whole wheat.
- No sweet drinks are served.
- Other sweets and treats are kept to a minimum.

### **ENROLLMENT AND DISCHARGE OF ENROLLED CHILDREN**

A child may be discharged from the center for reasons such as, but not limited to:

- Failure to pay fees on time. (Grounds for immediate termination, without advance notice.)
- Lack of parental cooperation.
- Inability of child care program to meet the needs of the child. I will consult with the parent concerning how any problems might be solved before ending the care arrangement. The parent will be referred to other community resources.
- Repeated failure to pick up the child at scheduled time.
- Failure to complete and return required forms.

I will give a 10-day written notice of my intent to discharge a child, and try to inform parents of local resources that may be of help to them, except when the discharge is due to parent's failure to keep current with fees owed. Should parent remove the child during a notice period I initiate, fees will not be charged for the remaining unused days.

Parents must give a 30 days written notice of their intent to withdraw the child(ren), and will be required to pay for those 30 days whether or not children continue to attend. All outstanding fees must be paid.

### **VACATIONS/ABSENSES**

Twinkle Tots Home Daycare observes two weeks of paid vacation during December. The exact date changes every year but is typically the week of the Christmas Holiday and the New Year Holiday. Fees for childcare are due during this period as usual.

If a child is absent due to a vacation, payment is expected to hold the slot for your child in the program.

### **EMERGENCY CONTACT INFORMATION**

Parents must provide contact information to be used for medical emergencies.

## CHILD HEALTH/INJURIES

Children who are ill are not to be brought to the day care. The following are examples of children who are ill:

- A temperature of 100 degrees F. or higher.
- Vomiting or diarrhea has occurred more than once in the past 24 hours
- A contagious disease such as chicken pox, strep throat or pink eye
- An unidentified rash
- Have not been on a prescribed medication for 24 hours or continue to have symptoms of illness
- Has a constant, thick, colored nasal discharge

If a child should become ill or seriously injured while at the day care, parents will be contacted immediately. Sick children will be isolated within my sight or hearing and made as comfortable as possible. Children should be picked up within 60 minutes. If the child is not picked up within 60 minutes, the emergency contact person on the child's enrollment form will be called.

Children may return to the day care when they are symptom free, have been appropriately treated or have been given medical approval to return to child care.

I will report all communicable diseases, when required, to the local health department and to parents of all enrolled children. Parents of all enrolled children will be notified when their child has been exposed to an illness other than a communicable disease.

I have received training in first aid. I will follow standard emergency medical procedures for treating injuries. A head injury will be treated as a serious injury, and parents will be notified as soon as possible.

Superficial injuries will be washed with soap and water and covered with a bandage or treated with ice. Parents will be told about the minor injury when they pick their child up.

**If there is a need for emergency medical treatment, 911 will be called and the child will be taken to Wake Med Hospital.** Should an ambulance be needed, parents will be responsible for any costs. Parents will be contacted as soon as possible after contacting 911. If possible, I will ask that the ambulance take your child to the emergency medical facility that you designated on the child enrollment form.

All medication administered, accidents or injuries occurring during the time the child is in my care, marked changes in behavior or appearance and any observation of injuries to a child's body received outside of my care will be entered into the center's medical logbook.

## MEDICATIONS

Prescriptive and non-prescriptive medication will only be given to children if parents have completed the authorization form provided. All medicine must be in its original container bearing the label with child's name, dosage and administration directions. I will not exceed the age-related dosage on the label of any medication without a written doctor's authorization. Blanket authorizations, such as dispensing Tylenol at my discretion, are not allowed.

If you wish for your child to have sunscreen and/or insect repellent applied, it is the parent's responsibility to apply such creams prior to arrival at the day care.

## **SMOKING POLICY**

Smoking is not permitted on the premises of the day care at all times.

## **CHILD GUIDANCE**

Children's behavior will be guided by setting clear limits or rules for children. I will talk with children about expected behaviors and model those behaviors consistently for them. I will state positively what children can do, using specific terms (e.g., "you need to walk" rather than "don't run"). Undesirable behavior will be redirected to another activity. Children will be given a wide variety of age-appropriate activities to choose from and will be given the attention they need before they demand it. Behavior management will be for the purpose of helping children develop self-control, self-esteem and respect for the rights of others.

I do use "time outs" to deal with unacceptable behavior.

A "time out" or "take a break" may be used when other techniques have not been successful. A time out will be used to remove a child from a situation that has gotten out of control before a child could hurt himself or others. Time outs will never exceed five minutes and will not be used with children under three years of age. When used, the time out will immediately follow the behavior. I will stay with the child and talk about what behavior was unacceptable, and what else s/he might have done or said instead. Rather than use a specific time-out chair or corner, I will have the child "take a break" near the others so the emphasis is on relax / cool down rather than isolation and punishment. The child will be praised after completing the time out and will be helped to rejoin the group.

I recognize that no single technique will work with children every time. If a child exhibits unacceptable behavior, I will request a conference with parents to consider how to deal with the behavior. If the behavior continues, the next steps may include referrals to appropriate community resources, and / or discharge of the child from care.

## **PETS**

Twinkle Tots Home Day Care has one cat on premise.

## **PICTURES**

From time to time, I may take pictures of the children as they play and learn. I may use these pictures in newsletters, and on my website. If you do not wish to have your child's picture used in these media, please let me know.

## **EMERGENCY PROCEDURES**

Fire drills shall be practiced with the children every month.

In case of an emergency that would require an evacuation, children will be evacuated through the nearest safe exit. The attendance form and list of phone numbers for parents and emergency contacts will be taken along to ensure that all children are accounted for and all families notified. Children will be assembled in the cul-de-sac.

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## **IN CASE OF EMERGENCY OR IF I AM SICK**



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In the event that I am sick and unable to work, or if I have a family emergency, I will strive to locate a qualified substitute provider to take my place to care for the children.

**CLEANING SCHEDULE**

**Daily** – sanitize all surfaces, clean kitchen surfaces and bathroom, empty and sanitize garbage can, vacuum carpet and wipe floor. Sanitize toys on a rotational basis. Stack clean hand wash towels. Sanitize diaper changing table after each use.

**Weekly** – additional cleaning of kitchen/bathroom, sanitize cubbies, wash hand towels

**Monthly** – cleanup back yard play area for any debris.

**ABUSE/NEGLECT REPORTING**

As defined by NC law (N.C.G.S. § 7B-301), if I suspect a child is being abused/neglected I am required to report it to the NC Department of Social Services.

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I, the parent, by my signature below attest that I have received a copy of these policies. I further attest that I have read and understand these policies, and I agree to abide by them.

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Signature – Parent

Date

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Signature – Day Care

Date

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I \_\_\_\_\_ (name of Parent) acknowledge that I have received a copy of "North Carolina Child Care Law and Rules" from Twinkle Tots Home day Care.

**Parent Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_