

HANDBOOK

NANA'S HOUSE

OF

CHILDCARE

Susan Randolph, Owner & Director
Cell number 312-560-3060
41174 W Laramie Rd, Maricopa, Arizona 85138

1. ENROLLMENT PROCEDURES

All registration paperwork, immunizations, photo release and payment of fees must be completed 4 days before a child can attend child care. Records and forms must be originals, not copies and will be kept on file for each child enrolled. We do not return records. All records are retained in accordance with state and federal law. Please be sure all information is updated. **Anytime your child sees the doctor for shots, please submit a copy of the child's updated immunizations form.** If your child's records are not up to date, we are not allowed to care for your child until they are updated, your child will be suspended from childcare and payments will still be due.

2. ITEMS SUPPLIED BY PARENTS

The Parent (s) shall provide the following items to Nana's House of childcare for the benefit of the child(ren) whenever reasonable requested by Nana's House. Please provide 2-4 extra changes of clothing labeled with the child's name in a ziplock bag, appropriate shoes for outdoors, seasonal items jackets, sweaters, swimwear, outdoor water shoes, diapers, wipes, pull ups, diaper rash cream, formula, breast milk, bottles, sunscreen, insect repellent, medications, teething relief, any special diet requirements (**allergies**)

Monthly supplies include a full bag of diapers and a package of wipes for each child.
initial _____

If the Parent(s) has failed to supply the item within a reasonable period of time, then Nana's house of childcare may purchase the item and the Parent(s) agrees to reimburse the Provider for the cost of the item.

3. ITEMS SUPPLIED BY NANA'S HOUSE

Nana's house of childcare shall provide breakfast, mid-morning snack, lunch, mid-afternoon snack as well as cribs, pack n play, cots, sheets, blankets and age appropriate learning activities and materials.

I participate in the Child and Adult Food Program; will give you an enrollment form parents will need to cooperate with any request for information from my Food Program sponsor. All meals provided by Nana's house of childcare comply with the USDA nutritional guidelines. If your child has a allergy to any food or beverage, you must notify me in writing. (initial) _____

4. ADVANCE PAYMENT FOR LAST TWO WEEKS OF CHILDCARE

At the time of enrollment or when the contract is signed, a non-refundable security deposit will be submitted to Nana's House of Childcare. This non-refundable security deposit can only be applied to the last two weeks of childcare.

The Parent(s) understand that they will **FORFEIT** their non-refundable security deposit if a **WRITTEN PAID TWO WEEK NOTICE** is not given. (**initial**) _____

5. REGISTRATION/MATERIAL REPLACEMENT FEE

The Parent(s) shall pay a \$50.00 per child or \$75.00 per family as a initial registration fee when this Contract is signed. The registration fee is nonrefundable and is not applied to any child care fees.

Parent(s) will also pay a yearly Material Replacement fee to help offset the cost of replacing broken and damaged childcare materials.

6. TUITION PAYMENT

Tuition is paid for the weekly childcare slot and not for the days child(ren) attend. Tuition is payable in advance and due by close of business on Friday proceeding the week of childcare. Payments are accepted in the form of cash or zelle payments sent to my Bank of America account nanashouse2blest@gmail.com.

(initial)_____

7. LATE PAYMENT FEES

If the weekly child care fee is not paid when due, a late payment fee of \$25.00 per day will be added to the past due amount until it is paid.

If the client doesn't make payment when due. the provider has the right to refuse service and terminate child care immediately. (initial)_____

8. CHILD'S HEALTH, ILLNESS AND ABSENCES

Children who have the following symptoms or illnesses may not attend my program.

- Oral temperature of 100 or higher, accompanied by behavior changes or other signs or symptoms of illness
- **Skin rash** with fever or behavior change. until a health care provider determines that these symptoms do not indicate a communicable disease
- **Uncontrolled diarrhea**, that is, increased number and water content of stools that cannot be contained within the diaper
- **Vomiting** illness two or more episodes of vomiting in the previous 24 hours, until vomiting resolves or until a health care provider determines the illness to be non-communicable, and the child isn't in danger of being dehydrated
- any parasite infestations (lice etc)
- pink eye or discharge from eyes
- a runny nose with colored discharge
- chicken pox (the child may return when all blisters have dried and formed scabs, usually about 6 days after the onset of the rash.
- any other communicable disease

If your child has any of the above conditions, you're required to notify me as soon as possible. Sick children are not permitted to return to care until 24 hours after the last incident of fever, vomiting or severe diarrhea, or 24 hours after prescribed medical treatment has begun.

Additional

I ask that you use your best judgment in deciding to bring a child who may be ill to my program. Please consider the health of the other children, my family and me. If you repeatedly bring an obviously ill child to my program, IT WILL BE GROUNDS FOR TERMINATING OUR CONTRACT. (initial) _____

NO CREDIT IS GIVEN FOR ABSENCES The client must notify the provider in advance (before the scheduled starting time) whenever a child won't be coming to care due to illness or any other reason. The client must pay for all short-term illnesses when the child is sick and not in child care. The payment for a long term illnesses may be negotiated with the provider.

If the child is sick for longer than two weeks, the client will be able to pay a holding fee for the child care slot.

YOU PAY FOR YOUR CHILDCARE SLOT, REGARDLESS OF ATTENDANCE (initial) _____

HOLDING FEES

The provider agrees to hold a space in her program from _____ to _____. In return, the client agrees to pay the provider \$_____ per week during the holding period. Payment is required weekly. If the client decides not to enroll the child before the end of the holding period, the holding fee is not refundable and will be **FORFEITED**. The holding fee **CANNOT be** applied to care once the child is enrolled. (initial) _____

9. VACATIONS AND SCHOOL BREAKS

The clients may take up to two weeks vacation from the program and will pay half/50% the weekly rate for those weeks. (teachers are not including)

- Clients must give the provider four weeks/30 days notice of the dates of their vacation.
- The client may not carry over vacation time from one childcare year to another.
- The client may not take as vacation days any holidays or other days that are listed as paid under the terms of this contract.

When teacher pay full tuition rates throught out the calendar school year, the tuition rate will be charged at half the weekly rate for Spring, Fall and Christmas breaks.

10. DAILY ARRIVALS

Children can arrive or depart at anytime that we are open. However, we recommend drop off by 9:00 am. All arrivals and departures should be quickly and quietly to minimize disruption. The children are our priority; therefore, we will try to keep our conversation minimal. If you tell us information we cannot guarantee to remember it, therefore, **notes are appreciated and strongly**

encouraged and sometimes required. Please feel free to write us personal notes in your sign in book.

DROP OFF/ PICK UP WILL NOT BE ALLOWED DURING NAPTIME this can be upsetting and very disturbing to the other children. Additional fees will apply for early drop off or late pick up. Please do not arrive more than five minutes before your scheduled drop off time without calling.

EACH CHILD MUST BE SIGNED IN DAILY IN THEIR PERSONAL SIGN IN BOOK (initial)_____

11. LATE PICK UP POLICY

IT IS VERY IMPORTANT TO CALL IF YOU ARE DELAYED. The Parent(s) agrees to pay late fees of \$25.00 per 15 minute if the child(ren) is not picked by the scheduled time as noted. This late fee shall be due on arrival or an additional late fee of \$5.00 a day will be charged. If you're going to be late and you notify me ahead of time, the late fee may be modified and you'll only be required to pay our extended care fee. The provider can modify the late fee at her discretion.

12. HOLIDAY, EMERGENCY AND PUBLIC HEALTH CLOSINGS

The childcare program will be closed on the following days each year. New Years Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Fourth of July, Labor Day, Columbus Day (open for teacher training day only) Veterans Day, Thanksgiving Day, Friday after Thanksgiving and Christmas Day.

THE CLIENT MUST PAY FOR ALL PAID HOLIDAYS LISTED ABOVE, REGARDLESS OF ANY OTHER TERMS IN THIS CONTRACT. (initial)

If a holiday falls on Saturday, the program will be closed the day before on (Friday). If a holiday falls on Sunday, the childcare program will close on the next day (Monday). You will be notified at least 2 weeks in advance of any additional closing. Bereavement time off may be taken by provider/ asst with little notice to families however, we'll give as much notice as possible.

PUBLIC HEALTH EMERGENCIES

Please keep in mind that all Pandemic are unique and vary however, with patience and commication they are complete manageable.

Childcare in our state is considered an essential service and is unlikely to be closed by the state, especially family childcare homes. If the state should mandate childcare closing, then of course I will comply.

I retain the option of closing my childcare home for a period of time if I feel I can not keep the children safe, if parents are not comply with health and safety measures, or if I feel my health is compromised. I will close for the minimum time I feel is necessary.

A reminder that tuition payments are required whether children are in attendance or not.

However, if a Public Health Emergency/Pandemic occurs and you aren't receiving full salary or you are experiencing financial difficulties, I am more than willing to work with you. I completely understand if you're unable to pay when I'm closed. If that is the case, you'll need to submit your written contract terminate notice and concede your spot. When I reopen, or you choose to return your child to care, your child will always be welcome back if I have a spot available. This is in my manner guarantee. If I am open and you choose not to return, I will be filling the spot as soon as I feel it is safe to do so.
(initial) _____

13. DEPARTURE/RULES GOVERNING RELEASE OF CHILDREN

Other than the child's authorized parents or guardians, **children will only be released to persons who are authorized on the registration form. A hand written note of permission must be written and signed each time a person who does not normally pick up the child or your child cannot be released to them.** A text or email is acceptable written notification. ****THERE WILL BE NO EXCEPTIONS TO THIS POLICY**** This is for your child's safety. Persons who do not pick up the child on a regular basis will be asked for photo identification which will be copied and placed in the child's file.

14. TWO WEEK TRIAL PERIOD AND TERMINATION OF CHILD CARE

The first two weeks of enrollment in Nana's House of childcare is considered a "trial period" Child care may be terminated by either Provider or Parent(s) during the trial period without advance notice.

After the trial period has passed, child care may be terminated by the Provider or the Parent(s) only by providing the other party with a **Two Week Written Paid Notice**.

If the Parent(s) fails to provide a minimum Two week paid notice, the Parent(s) agrees to pay the regular scheduled fees for the Two weeks paid written notice. The Parent(s) must pay the full child care fee for the notice period even if the client removes the child(ren) from the provider's care before the notice period ends.

The client understands that they will **forfeit** their **non refundable security deposit** if a written two week notice is not given.

The provider reserves the right to immediately terminate this contract without advance notice if the client does not adhere to all policies and procedures of Nana's House of Child Care.

(initial) _____

15 .DISCHARGE POLICY

Any child with or without special needs who, after all reasonable attempts have been made to meet the needs of the child, demonstrates; the inability to benefit from the type of care offered by our facility, the inability to adjust to our family child care home or if there is serious enough difference of opinion or lack of understanding regarding the childcare philosophy vs that of the child's parent/guardian shall be discharged from Nana's House of Child Care.

WE RESERVE THE RIGHT TO TERMINATE ENROLLMENT IF WE DECIDE THAT'S IT'S BEST FOR THE INTEREST OF THE CHILD. At our discretion, dismissal may occur with or without notice.

- Delinquency of fees for one week will create just cause for permanent dismissal
- Lack of cooperation, respect, repeated violence, biting, lying, swearing and other harmful behavior to (child/ren, provider, family members or others), by the child, parent or persons designated to drop off or pick up child/ren may result in unenrollment with or without notice.
- Two weeks enrollment fee is still due and will be invoiced due within two days of unenrollment.
- Refusal to abide by contract policies is grounds for immediate termination. **NO REFUNDS WILL BE GIVEN (initial)_____**

This Child Care Contract ("Contract") is made effective as of _____, by and between the following parties:

"Provider"

**Susan Randolph DBA Nana's house of childcare
41174 W Laramie Rd, Maricopa, Arizona 85138**

and

Parent(s) or Legal Guardian(s) ("Parents")

Name _____

Relationship _____

Address _____

City _____ *State* _____ *Zipcode* _____

Phone _____

Name _____

Relationship _____

City _____ *State* _____ *ZipCode* _____

Phone _____

To provider care for:

Child's name _____

Nickname _____

Date of birth _____

Sex _____

By signing this Contract, clients indicate that they have read and understand the provider's policies and agree to abide by the terms and conditions of the contract. The provider reserves the right to make changes to her policies and will give the client a copy of the revised policies 2-4 weeks before they go into effect.

Breach of this Contract in anyway by the Parent (s) may result in immediate termination of child care services.

A failure to enforce one or more terms of this contract does not waive the provider's right to enforce any other terms of this contract.

Please sign, date and submit the last two pages of the handbook for your file.

- **The hours of care will be _____ Monday through Friday. Late drop offs do not allow for late pick ups.**
- **The weekly child care rate will be \$ _____**

Nana's house of childcare

**By: _____
Susan Randolph, owner**

(Name of Parent/Guardian)

(Name of Parent/Guardian)