



First Friends Childcare

Policies and Procedures

Please note that many of these policies are in place in order to keep my business running smoothly and keep your children safe. I would greatly appreciate your support in upholding these policies and procedures.

Enrollment: I will need each family to fill out the Admission Agreement/Health Assessment as well as provide a current immunization record, a medical schedule to receive required immunizations, or a legal exemption. These will be reviewed annually to ensure they are up to date. I cannot start tending your child until I receive their immunization record.

Payment: For children 2 years old and older, a full day of childcare is \$35 a day per child. If your child is 2 years old or older and attends 5 hours or less, it is \$25 a day per child. For children younger than 2 years old, childcare is \$40 a day per child. If your child is younger than 2 years old and attends 5 hours or less, it is \$30 a day per child. I will be using VENMO for payments. If that does not work for you, we can work out another arrangement.

A payment schedule will be worked out between the family and myself. I am fairly flexible as long as I receive payment in the agreed upon timeline.

Pricing is subject to change. I will provide at least a 30 day advanced notice if pricing is changing.

Late payment: If payment is not received in the agreed upon timeline, a late fee of \$25 each day you are late will be charged. If extenuating circumstances arise, please communicate with me and we can work something out.

No Show: If I am not given at least a 24 hour notice that your child is not coming at their agreed upon date/time, you will still be charged for that agreed upon date/time. Please note: 24 hours is not the night before your scheduled date of care. If this occurs 3 or more times, I will strongly consider terminating care. Sickness or emergencies may be excused depending on the circumstance.

Late Drop Off: If your child is late being dropped off by more than 15 minutes without notice, you will still be charged for your scheduled time.

Late Pick Up: If your child is picked up more than 15 minutes late without notice, you will be charged an additional \$1 every minute you are late. I understand that things happen. However, please do your best to respect my time.

Drop off/Pick up: Children will need to be signed in when dropped off and signed out when picked up. If someone who does not typically pick up your child is scheduled to pick them up, I will need you to bring in a written statement or send me a message with the person's name who will be picking them up. If this person is unknown to me, I will ask for a form of identification.

Tentative Daily Schedule:

Monday-Thursday - 8:00 AM-5:30 PM

Friday - 8:00 AM-2:00 PM

Children will participate in activities such as welcoming time, breakfast, free play, snack, group time, planned activities, lunch, quiet time, and rest time.

Meals: Children will need to come with their own meals for the time they are in my care (breakfast and/or lunch). For children who drink milk or formula, I ask that you provide that as well. I will provide children with snacks at no additional cost. Children will be given snacks between breakfast and lunch and between lunch and being picked up. I ask that you bring meals that can be served cold or warmed up in the microwave. Please do not bring meals that need to be cooked as I will be unable to provide quality care while also cooking meals.

Lunch is served between 12:00 PM and 1:00 PM. If your child comes after 1:00 PM, I ask that you feed them before they arrive. Our next snack will not be until 3:30 PM.

Water: If your child drinks water, please bring them with a labeled water bottle/cup.

Naps/Rest: All children will have opportunities to rest and/or take naps. If they have a schedule, I will do my best to honor it.

Days Off: I will be off on New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, Black Friday, Christmas Eve, and Christmas Day. I will give you advanced notice of any other days I take off. I will also try to remind you as these days get closer. I would encourage you to have a backup provider in case an emergency arises.

Caregiver to Child Ratio: I will have no more than 8 children in my care at a given time, unless there are periods of time where children are being picked up shortly. I will also not be able to tend more than 3 children under the age of two at a given time.

Sick: If your child has had a fever or thrown up within 24 hours of their scheduled time of coming to childcare or you know that they are otherwise contagious, I ask that you communicate that with me and keep them home. If your child becomes sick while in my

care, I will contact you and ask that you pick them up ASAP. They will then need to be symptom free for 24 hours before returning. Please be respectful of other family's and my time.

Behavior: I understand that children are naturally curious and exploratory. This is highly encouraged. However, I will set and hold boundaries as to build trust and ensure the safety of your child and other children in my care. I expect children to be respectful of themselves as well as those around them.

I will use positive reinforcement as much as possible. This means I will notice when children are following rules and give them specific praise. When a child has broken a rule I have set, I will speak to them about the incident. If necessary, I may ask the child to step away from the area and take a break in order to regain control of themselves and their emotions. If the child is a danger to those around them for any reason, we will evacuate the area surrounding them. If the child is endangering themselves or others, I will use gentle restraint.

If a child is experiencing difficult behaviors, I will discuss the situation with the family and try to work toward a solution. I am happy to try various proposed ideas. However, if the behavior persists and there is no sign of improvement after diligent effort, I may ask that you look into other options for childcare.

Toileting: Children in diapers will need to provide their own diapers and wipes. I am happy to store a bag of diapers if desired. The bag will be labeled with your child's name and will only be used for your child. If your child is potty trained, they will have access to my restroom as well as a sink and soap to wash their hands. If your child is becoming potty trained, I am happy to assist in the process. However, I will need your

support as their family at home. For all children, potty trained or not, I ask that you please bring a change of clothes in the case there is an accident.

Injuries: Injuries will be noted with date and time and documentation will be sent home as well as stored. Injuries will be treated by me unless they are more serious. If a more serious injury occurs, family will be contacted and emergency procedures will take place as necessary.

Medication: If medication needs to be administered by me, the family will need to sign a Medication Release Form. Anytime medication is administered by myself, it will be documented.

Emergencies: Protocols are in place for various emergency situations. If a child is experiencing a medical emergency, proper authorities will be contacted first. After which families will be notified. If for any reason I need to leave my home with a child experiencing an emergency, my husband will remain with children who are not involved and families will be notified that their children need to be picked up ASAP.

Liability Insurance: I do not have liability insurance.

I, _____, have read through and agree to the above policies and procedures.

Signature: _____ Date: _____

VENMO: @_____