



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.** Immunization records can be found on Docket (<https://ut.app.dockethealth.com>).

Payment: A full day is any amount of time over 4 hours. A half day is any amount of time 4 hours and under. For children 2 years old and older, a full day of childcare is \$40 a day per child. For children 2 years old and older, a half day of childcare is \$30 a day per child. For children younger than 2 years old, full day childcare is \$45 a day per child. For children younger than 2 years old, half day childcare is \$35 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 (from the time your child is scheduled to come) 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 no-show 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 10 minutes late without notice of an extenuating circumstance (traffic, family emergency, sickness, let out late from work, etc.), you will be charged an additional \$2 every minute you are late. This is based on your scheduled pick up time. I understand that things happen on occasion. However, please do your best to respect my time.

Drop off/Pick up: Upon registering your child, you will receive an email requesting you create a password for an online application (app.firstfriendschild.care) used to sign your child in and out. When dropping off and picking up you will be asked to scan a QR code, which then allows you to sign in or sign out your child. This means you will need to bring a device with a camera and access to the Internet when dropping off and picking up.

If someone who does not typically pick up your child is scheduled to pick them up, I will need you to 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 - 8:30 AM-4:30 PM

Friday - 8:30 AM-2:30 PM

My end time is strict as I often have obligations and need to leave my house immediately upon pick up. Please do your best to be on time.

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

Days Off: I will be off on New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Juneteenth, Independence Day, My Anniversary (July 11th), Pioneer Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Black Friday, Christmas Eve, Christmas Day, and New Year's Eve. These are synonymous with my husband's work schedule. 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.

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 at approximately 10:30 AM and 3:30 PM.

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.

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.

Caregiver to Child Ratio: I will have no more than 10 children in my care at a given time (2 being at least 5 years of age), 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 pink eye, had a fever, thrown up, had diarrhea, or you know that they are otherwise contagious within 24 hours of their scheduled time of coming to childcare, 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 without the aid of medication for at least 24 hours before returning. If you have multiple children in my care and not all are sick, please discuss with me before bringing the other child/children. If you have questions about specific sicknesses or symptoms, please text me as soon as you can so we can decide the course of action. 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 or another incident occurs.

Injuries: More major injuries (bruising, punctures to the skin, etc.) will be noted with date and time and documentation will be sent home as well as stored. Minor injuries will

be communicated through text message/upon pickup. 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.

Sunscreen: In the warmer months, please apply sunscreen to your child before they arrive and pack sunscreen in your child's bag for reapplication.

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

Signature: _____ Date: _____

VENMO: @_____