

Carlisa's Home Away from Home Daycare

Mission Statement

Carlisa's Home Away from Home Daycare is committed to providing your child or children with a stimulating environment that is safe and developmentally appropriate. We will be a "Home Away from Home" where you child or children can learn and develop at his or her own pace. Our aim is to provide families in our community with quality child care. They will also have the chance to grow through a variety of social, emotional, physical and intellectual experiences. At Carlisa's Home Away from Home Daycare your child's happiness and your peace of mind is our top priority.

Conduct Statement

Carlisa's Home Away from Home Daycare is licensed through the New York State Office of Children and Family Services. It is our responsibility and duty to follow all rules and regulations concerning our facility, staffing, nutrition and curriculum etc.

Our director and staff are fully committed to providing you and your family with the best service possible. We believe in respecting ourselves, your family and property. With that being stated, you can be assured that your child will received our best at all times!

Your comments and concerns are very important to us, and are welcome at anytime. We ask that you help us, by making us aware of all of your expectations, goals and desires.

Eligibility

All children must be eight weeks of age prior to their first day of service. Children may not exceed twelve years of age and must be in good general health as verified by a physician. We will not discriminate based on disability, race, gender, color, religion or ethnicity. Your child is welcome and will be made to feel safe, comfortable and accepted by all.

Open Door Policy

Carlisa's Home Away from Home Daycare encourages parents/guardians to visit our daycare. We enjoy having you to participate in our daily routine along with other special events. We allow each child to have one visitor at a time. The visitor must be a parent or guardian unless the parent/guardian gives our staff written permission prior to the visit.

Scheduling/ Hours of Operations

Carlisa's Home Away from Home Daycare's services are available Monday – Friday, 6:00 am- 6:00 pm. You will be informed on emergency closings via telephone by 5:15 am. All other policies are as follows:

1. The five days of service is a probationary period for the provider, parent and child. Any agreement for service may be terminated at any point during this probationary period. After the probationary period ceases, two weeks' notice is required before permanently removing a child from childcare.
2. If a parent or guardian wishes to discontinue service, he or she must give the provider two weeks' notice. **Enrollment will not be discontinued with past due balances unless there is a written agreement between the provider and parent prior to discontinue date.**
3. If a child arrives after 7:00 am it is the responsibility of the parent or guardian to provide the child with breakfast. We will not allow the child to enter our facility with any types of food or beverages. He or she must complete their meal before arrival.
4. All children must be picked up from daycare by 6:00 pm, unless you have prior written consent by the provider. There is a late fee of 5.00 dollars per ten minutes you are late. Example: Sally arrives at 6:11 pm to pick her son up from daycare. Sally will be charged a 10.00 dollar late fee on her next weekly payment.
5. The following days are paid holidays:
 - Martin Luther King Jr. Day
 - Presidents' Day
 - Memorial Day
 - Independence Day
 - Labor Day
 - Columbus Day
 - Veterans Day
 - Thanksgiving weekend(Thursday/Friday)
 - Christmas Eve/Day
 - New Years Eve/Day

Vacation Guidelines

If a parent or guardian chooses to remove a child for a vacation he or she must provide Carlisa's Home Away from Home Daycare with at least **two weeks** of notice.

The provider will give all parents and guardians a **30 day** notice before closing the center for conferences, sick days or vacations. There will be no charges for time taken off by provider.

Sick Care Policy

If a child is sick to the point that it will interrupt the flow of services provided by Carlisa's Home Away from Home Daycare or will endanger other children, the parent must make other arrangements for that child. If your child becomes ill while in the care of the provider, the provider will choose the best course of action. You will always be notified and made aware of how your child is doing while being cared for by Carlisa's Home Away from Home Daycare.

If your child has a fever over **101degrees, excessive diarrhea, vomiting or any potentially contagions disorder** he or she will not be permitted to daycare. If the provider feels that your child is too sick and requires more individual attention than he or she can provide, the provider has the right to refuse your child's admittance to daycare.

Pick- up Policy

Your child will not be released to any persons other than the names on your emergency release form. Parents must provide a written release form for their child to be released to any persons not stated on the emergency release form. The person removing the child from Daycare must present a Photo Identification card. **There are NO exceptions to this policy!!!**

Fees

Tuition is due Fridays prior to your child receiving services unless there is a written prearranged agreement with the provider. Parents and guardians are required to pay tuition one week in advance.

1. If tuition is not paid on time the parent or guardian will be charged a late fee of 25.00 dollars.
2. Checks will be accepted. In the event that a check is not cleared, the parent or guardian is fully responsible for any fees assessed to the provider along with a 25.00 dollar late fee.
3. If you are receiving assistance from the department of social services you **must** provide Carlisa's Home Away from Home Daycare with a Notice of Decisions by your case worker prior to receiving services. It is your responsibility to notify your case worker of absences two days in advance. Excessive absences may result in the closing of a case by your case worker. If you do not receive full coverage from the department of social services, any balances are the responsibility of the parent or guardian. The parent or guardian is responsible for contacting their case worker before the expiration date of their Notice of Decisions. Failure to re-certify a child will result in termination of services by the provider.
4. If your child or children are absent, you are still responsible for payment. The only exception is vacation leave. (see vacation guidelines paragraph above) ← make link to vacation paragraph.

Meals

Carlisa's Home Away from Home Daycare provides your child with Breakfast, Lunch and two Snacks. Parents are asked to **refrain** from sending any foods with their children. This includes but is not limited to candy, gum, chips, crackers, cookies and cereal. Arrangements can be made for special days in advance. If your child requires a special diet due to any medical condition the provider will work alongside the parent in providing meals for that child.

Activities

Carlisa's Home Away from Home daycare provides a number of creative activities. Our activities encourage physical, mental, social and emotional growth. Our activities are designed to help children develop strong motor skills, hand-eye coordination and left- right progression. Your child will be encouraged to participate in all activities, but if he or she resists, they will not be forced or punished.

The provider hosts various outdoor activities and asks that children are dressed appropriately.

Discipline

If your child should have any behavioral difficulties the provider will have a mandatory conference with the parent or guardian to discuss the problematic behaviors.

When appropriate, children will be given short periods of "time-outs" for guidance. **We do not tolerate any forms of physical discipline.**

Children's Supplies

Each child must have a change of clothes that will be left at the facility in case of an emergency situation. If that change of clothes is used the parent or guardian must provide another set upon arrival the next morning. Also, each child is required to have a small blanket for napping. All other supplies will be provided by Carlisa's Home Away from Home Daycare. The provider will inform you of activities that will require specific clothing (Bathing Suits, Old clothes) in advance.

Termination

Carlisa's Home Away from Home Daycare will give a two weeks' notice prior to terminating services. If there is a severe behavioral disturbance on the part of the parent or child, we have the right to terminate services promptly. Care is commonly terminated when:

- Child hits, bites or consistently hurts others
- Child chronically acts out (e.g. Swears, Daily Tantrums)
- Child unable to adjust to Childcare environment
- Parent routinely abuses drop off and pick up times
- Parent routinely pays bill late or never
- Parent refuses or is unable to comply with requests for child's safety (e.g. coat, boots, hygiene etc.)

Please remember that you must turn in the following forms before you are able to receive services:

Parent and Provider Contract
Child Enrollment Record
Child Release Form
Medical Statement of Child in Childcare Form
Consent to Treatment of Child Form
Permission form for Transportation
Permission form for Outdoor Play
Agreement for Napping Arrangement
Permission to Administer Over- the -Counter Topical Ointment
Formula Preparation and Feeding