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## **TLA DAYCARE & PRESCHOOL**

**License #093626304**

Cortney and Isaiah Day  
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# **TLA Daycare & Preschool Policies and Procedure Parent Handbook**

**DECEMBER, 2024**

## **ABOUT US**

Hello! We are happy to meet you! Our names are Isaiah and Cortney Day. We moved to South Lake Tahoe in December, 2023 from Southern Idaho. We have 3 sons, Jacob, Kayden, and Luke. Luke is our youngest and is a junior at South Lake High School. Our older two sons live in Idaho and are working on making plans and starting their young adult lives.

Prior to moving to South Lake, Isaiah was previously a Police Sergeant and in law enforcement for over 15 years (Idaho POST Certified). He also has coached youth sports for over 20 years. Cortney owned and operated her own home daycare/preschool for 5 years when all the boys were little, before going back to school, earning her BA in elementary education and working as an elementary teacher for the last 12 years. We found a common factor in our previous careers that inspired and has led us to our current career...the love of children. Our hearts are called to make sure they're well cared for in their early, formative years, and given opportunities to learn and play with others as often as possible!

We have "retired" from our previous careers in education and law enforcement, moved to beautiful Lake Tahoe, and all to follow our God-given callings. We are blessed to call this beautiful place home and are thankful for the opportunity to be an important part of this beautiful community and part of the lives of the community's children and families!

## **STATE LICENSING REQUIREMENTS**

TLA Family DayCare & Preschool is licensed (CA LIC #093626304) and complies with all applicable licensing regulations and standards for the State of California and local agencies. These standards relate to our home, staff, health, safety procedures, nutrition, caregiver to child ratios, and record keeping. We believe that these standards are in the best interest of the children. Our home is subject to inspection by state and city health, fire, and licensing officials at any time. The Department of Social services is also allowed to stop by at any time to conduct a walk-through of the premises.

## **RATES AND PAYMENTS**

Infants- Ages 0-23 months ~ Full Time- \$70/day Part Time- \$50/day

Preschool- Ages 2-5 ~ Full Time- \$65/day Part Time- \$40/day (must be potty-trained for 30+days)

School Age Children- Ages 5 and up ~ Full Time- \$55/day Part Time- \$30/day

Drop Ins- ~ Not-potty trained- \$70/day Potty Trained- \$65/day (upon availability)

Extra Days (over contract)- ~\$65/day

Parents will provide their schedule for the upcoming month. Full Time rates apply when the child is at the daycare for 4.5 hours or more each day. Part-Time rates apply when the child is at the daycare for 4 hours or less each day. Parents will be charged according to their child's age (with regards to potty-training) and attendance each day for the month.

All childcare fees are to be paid in full on the 1st of each month for the entire month of care. If payment is not made by such time without prior arrangements, you will be considered late and a fee of \$50.00 will be applied. If this should occur, payment with late fee is expected to be made by drop off time the following day of child care services or child care services may be suspended until such payments are made.

Payments may be made by cash, check (made out to TLA Daycare) or automatic payment. Receipts are available upon request. A \$35 fee will be charged if your check is returned. The parent must pay the amount of the check plus the \$35 fee immediately upon notification of a returned check. The child will not be permitted to stay in care until all fees are paid in full in cash or money order. The parent will be responsible to pay for any time your child misses while you are "catching-up" on tuition. The parent will be required to pay by cash or money order after the first returned check.

## **ENROLLMENT/REGISTRATION FEE**

A non-refundable enrollment fee of \$100.00 is charged upon registration of each child. Reduced fee of \$75.00 for 2nd child. This is required to hold a spot in advance for your child or children. All state paperwork, including immunizations, and a filled out contract with a set schedule must be completed before the first day of care.

## **OVER-TIME FEE/LATE PICKUP**

A late fee equal to \$15.00 per child shall be made per 15 minute intervals. Example 1-15 minutes late, you owe \$15.00 per child, 16 to 30 minutes late you owe \$30 per child, etc. If prior notice of early drop-off (evening before or earlier) or late pick-up (morning of care or earlier) is arranged late fees may be waived, but regular over time charges may occur.

## **TERMINATION POLICY**

The first two weeks will be regarded as a trial period, in which case either party may terminate the contract without notice. After the first two weeks of enrollment, a thirty day written notice from parent or provider is required to terminate the contract, with the exception of (provider's) family emergency, gross misconduct on part of the parent or child, or failure to follow the rules as stated

in this handbook and agreement. This is grounds for immediate discontinuation of service. In lieu of written notice, thirty days of pay may also be given to terminate the contract. In cases of non-payment, legal action may be taken, and the parents will pay all legal fees incurred. This is so that we may have the time to fill the opening with another child. There will be no refunds given for prepaid months or unused days.

## **CONTRACT POLICY**

You will be charged the full monthly rate listed in your contract. This includes closures or possible closures. Any additional days over contract will be added to the next month's contract fee and will be billed at the end of the month.

## **AUTHORIZED RELEASE**

The child will ONLY be released to the parent/guardian with legal custody or persons over the age of 18 who are designated by the parent on the Emergency Contact Form. The provider will refuse to release the child to anyone not on the list. The provider will require photo identification from anyone that it is not recognized. The providers will not release the child to anyone including the parents/guardians if they suspect the person is under the influence of drugs or alcohol, or any other intoxicating substances that they feel may pose a threat to the child.

## **SIGN IN/SIGN OUT**

Parents/guardians are required to sign their child in each morning and out each afternoon/evening. This serves as a record of attendance in the case of an emergency. Every time someone brings in a child or picks up, he or she must sign in/out. Please advise anyone who is dropping off or picking your child up of this policy. To ensure that the provider is in compliance with any court orders pertaining to the custody of the child, the provider requires a certified copy of the custody order. The provider will keep this information confidential and solely for the safety and well-being of the child. If a new custody order is issued or if a restraining order is issued against either parent, the provider will also need this information on file. It is the policy of the provider to remain neutral in all custody matters and the facility may not serve as a visitation site.

## **OPEN DOOR POLICY**

Please feel free to come and go at any time throughout the day to visit your child. However, please keep in mind that in doing so it can prove to be disruptive to the other children in our care. During times like these the other children have a hard time listening and following our directions. Please be mindful and courteous.

## **REPORTING CHILD ABUSE/MANDATORY REPORTER**

We are required by law to report any suspected incidents of possible child abuse or neglect. Your child can be questioned by child protective services at any time without your consent. We also are required to take mandatory reporter training every two years. This ensures that we are up to date on all the new information available for us to provide the safest environment possible for your child.

## **TRANSPORTATION**

TLA Daycare will provide an emergency/back-up pick-up and drop-off transportation service to families who may need it. If for some reason your vehicle can not make it to our home for drop-off or pick-up, we can make arrangements to meet you in the Raley's parking lot by the Y. This service will not be a daily service, but available upon need. If transportation service is needed, a text/call needs to be made by 6:30 am the morning of pick-up and by 4:30 pm the afternoon of drop-off services required. There will be a \$5 charge per trip for this service. Parents will provide child car seats at time of service.

## **LEARNING AND FUN**

We are all about having fun while learning! Children learn from each other as much as they do from us! Giving children the opportunities to learn new things, discover their likes and talents, and then share them with others is what we are all about! We believe strongly in developing independent learners who love to learn, share their talents, and play well with others!

For ages 35 months and younger we work on and with the following: throughout each day we practice on large and small motor skills by reaching, grasping, rolling, sitting, crawling, standing, walking, climbing, throwing, catching, kicking, cooing and talking; whichever developmental stage your child happens to be in at the time. Infants and toddlers learn through play by utilizing flash cards, books, numbers, shapes, colors, the alphabet, stacking blocks, puppets, age-appropriate toys, and much more. Everyday we will have preschool for ages 36 months and up where we will begin to introduce more structured learning and activities to prepare the child for kindergarten. We encourage participation, but the child will not be forced to participate. Most importantly, our goal is to make learning for all ages fun, and non-intimidating. It is our hope that both you and your child will be as enthusiastic as we are about our program.

## **ACTIVITIES**

We know that children also learn through play; because of this, we do not underestimate its importance on a growing child's mind, body and spirit. Therefore, the children under our care receive lots of both free-play and structured-play throughout each day. During structured-play we primarily have only one group of toys or activities at a time in order to allow the children to concentrate fully on each thing they do. Age appropriate activities will be scheduled with the flexibility allowed to respond to the needs of each individual child and their various ages. As you know, children play hard and will get some bumps and bruises from time to time. We do our best to limit the amount of times this occurs, with constant supervision and watchful eyes. Due to the safe environment/toys we have surrounded ourselves with, we hope to prevent any injuries before they can happen. Weather permitting, we play outdoors every day.

## DAILY SCHEDULE

This schedule is meant to give you an idea of your child's day. Actual times and activities may vary depending on time of the year, weather, age, and temperament of the children. Age appropriate activities are scheduled with the flexibility allowed to respond to the needs of each individual child and their various ages.

### Older Toddler/Preschooler (36 months and older)

Time	Activity
7:30 - 8:00	Drop-offs, welcome children, free-play and/or structured-play, story-time, etc.
8:00 - 8:30	Breakfast, clean-up/wash-up
8:30 - 9:00	Free play
9:00 - 9:30	Morning Circle Time- Question of the day, calendar/weather, check-ins, celebrations
9:30 - 10:00	Arts and crafts, story-time, various learning games/activities
10:00 - 10:30	Music, song and dance, movement activities, morning snack
10:30 - 11:15	Outside play-time
11:15 - 11:45	Table activities and an occasional educational video
11:45 - 12:15	Lunch time, clean-up/wash-up, and go on cots
12:15 - 12:30	Story time

12:30 - 2:30	Nap time, rest time, quiet time
2:30 - 3:30	Free-play and/or structured-play, puzzles, books, various learning toys, etc.
3:30 - 4:00	Afternoon snack and clean-up
4:00 - 5:00	Pick ups, outside play (weather permitting), coloring, play-dough, toys, story-time, etc.

### **Infant/Young Toddler (younger than 36 months)**

Throughout each day we practice on reaching, grasping, rolling, sitting, crawling, standing, walking, climbing, throwing, catching, kicking, cooing and talking; whichever developmental stage your child happens to be in at the time. For a younger child still taking three naps a day, a third nap can be incorporated into their late afternoon schedule.

<b>Time</b>	<b>Activity</b>
7:30 - 8:00	Drop-offs, welcome children, free-play and/or structured-play, story-time, etc.
8:00 - 8:30	Breakfast, clean-up/wash-up
8:30 - 9:00	Free play
9:00 - 9:30	Nap time (depending on age), flash cards, stacking blocks, ect.
10:00 - 10:30	Music, song and dance, movement activities, morning snack
10:30 - 11:15	Outside play-time
11:15 - 11:45	Table activities and an occasional educational video
11:45 - 12:15	Lunch time, clean-up/wash-up, nestle into crib/bassinet
12:15 - 2:30	Nap time, rest time, quiet time
2:30 - 3:30	Free-play and/or structured-play, flash cards, books, various learning toys, etc.
3:30 - 4:00	Afternoon snack and clean-up
4:00 - 5:00	Pick ups, outside play (weather permitting), coloring, blocks, music, toys, story-time, etc.

### **Infant (3 to 6 months)**

7:30am - 5:00pm cuddles, love, and affection, eat, poop, and sleep

## **NAP TIME**

Infants under the age of 1 will nap on demand and will sleep in a crib. Children ages 12-36 months will have a morning nap time, as needed, and sleep where best suited. All children over 24 months will sleep on a sleeping mat. Naptime will be daily from 12:30-2:30 and all children will be asked to lay quietly or allow for quiet time during this time. For those who are unable to sleep, we will provide quiet activities (books, stuffed animals, etc.) for them to stay busy with on their sleeping mats.

## **CLOSURES**

You will need to find alternative child care for your child during our vacation days or any days the child care is closed. This includes closures due to care provider/teacher illness, snow days, or any unforeseen closures. Please see the following closure dates for the year and upcoming year. We may need additional days of closure throughout the year and adequate notice will be given to find alternate child care. Your monthly contract rate will still apply during all closures.

## **IMPORTANT DATES/CLOSURES 2024-2025**

Christmas- 12/24/24- 12/29/24

New Years Eve/ New Years Day- 01/01//24 - 01/03/25

Memorial Day- 5/26/25

Fourth of July- 7/4/25

Labor Day- 9/1/25

Thanksgiving- 11/27/25 - 11/30/25

Christmas- 12/24/25 - 12/28/25

New Years Eve/ New Years Day (2026)- 12/31/25 - 01/04/26

## **VACATION CLOSURES 2025**

Friday, February 14, 2025

April 7 -11, 2024 (Spring Break LTUSD)

Friday, August 15, 2025

September 29 - October 3, 2025



Out of State Wedding-TBD- 2025 (Our oldest is getting married!)

## **BIRTHDAY/HOLIDAY PARTIES**

You may bring, if you wish, a small snack to share for your child's birthday, but it is not mandatory. We do celebrate holidays with a small party; a sign-up sheet may be posted on the parent board if you wish to donate. For Christmas, we ask that instead of gift buying for other children in care, that each parent purchase a gift for the daycare that the children may open and share here, but is not mandatory. You can spend as little or as much as you would like. We will give out a "wants and needs" list to offer suggestions of the children's wants and interests. Some of the things the list might include are: a replacement of a broken toy, educational video or cd, books, games, art supplies, etc. We would prefer your child not know what you are buying to make it more special. Gifts are to be wrapped and labeled "TLA DAYCARE" and have no "from" on it.

## **CHILDS ABSENCES AND/OR VACATIONS**

If your child will not be attending daycare due to illness or other, please let us know as soon as possible so the day's activities won't be held up waiting for your child to arrive. Also, we need to know how many children we need to prepare meals for. No discounts will be given for your child's absences due to illness or vacations. If your child will not be attending daycare for whatever reason, you are still required to pay.

## **SMOKING**

This is a non-smoking facility. Smoking is strictly prohibited on the premises. Please inform spouses or those on your pick-up list about the policy. In addition, smoking is prohibited on field trips. If you need to excuse yourself from the field trip, please let the provider know so that they are aware of your absence.

## **MEDICAL AND DENTAL EMERGENCY PROCEDURES**

Emergency information is kept on file at the daycare. In case of illness or injury this information will be used to notify you or the person designated by you, of your child's status. If your child is injured while at the daycare, first aid will be administered. If treatment by a doctor is necessary, we will make every effort to contact you or the doctor you have chosen to treat your child. In all cases, an injury report is completed, and a copy is given to the parents as well as the Department of Social Services. Authorization for emergency treatment must be signed at the time of

enrollment to ensure that in the event of an emergency, we can make sure your child receives the necessary emergency treatment he or she needs. It is very important that all emergency contact information is kept up to date and correct. Please inform us immediately of any changes to keep your information current. Parents are responsible for all costs involved in emergency medical treatment, including emergency transportation if required.

Note: In case of a serious accident or sudden illness requiring immediate medical attention, the following procedures will be followed.

- A phone call to 911 is made.
- Child's parents (or emergency contacts) are called.
- Child is separated from the other children and appropriately cared for.
- Parent, provider, or ambulance takes the child and health records to the doctor or hospital.

## **EMERGENCY EVACUATION INFORMATION**

TLA DayCare & Preschool has written policies and procedures for dealing with emergencies and natural disasters. Evacuation plans are posted in the daycare. In the unlikely event, the children will be evacuated to an emergency location, and you will be notified as soon as possible. Our emergency location of choice is Catalyst Community Building located 870 Emerald Bay Rd., Suite 400/401, SLT, CA 96150. We also have a more local temporary evacuation site located across the street from our home. A notice will be posted at the daycare with all information on the alternative sight.

## **ILLNESS**

For the health and safety of your child and all of the children in our facility, please do not bring your child to daycare sick. In which case we in turn may become sick making it difficult to care for the children at the high standards that we have set for ourselves. We can only care for children with mild cold-like symptoms that are otherwise feeling and acting well. Mild cold-like symptoms are a clear runny nose, slight cough, and a slight or no fever. If you are not sure if your child should be brought to daycare, then please call and check with us. If a child becomes ill during daycare hours the parents will be contacted to pick up their child. Parents need to pick up their children within one hour of being notified. If parents are not available, the emergency contact person will be notified.

Note: Once the child is removed from daycare due to illness, they may not return to daycare until symptoms requiring removal are no longer present. The child must also be void of any contagious disease, unless accompanied by a doctor's note stating the illness in question is not contagious, and the child is otherwise feeling well enough to participate in our daily schedule.

A child with any of the following illnesses must be completely free of any symptoms before returning to daycare. If the child is taking antibiotics for an illness, the child may return to daycare after the initial 24 hours of beginning antibiotics as long as he or she has a slight to no fever (under 100F under the arm), no longer contagious, and is otherwise feeling well enough to participate in our daily schedule. Signs of illness include the following; unusual lethargy, irritability, persistent crying for no reason, runny nose (more than clear), cough (more than slight), difficulty breathing, diarrhea, vomiting, mouth sores, rashes (note from doctor stating non-contagious is ok), pink eye, chicken pox, mumps, measles, roseola, hepatitis A, impetigo, lice, ringworm, scabies, strep throat, scarlet fever, tuberculosis, shingles, and any other contagious disease or rash. Any child with a fever of 100 degrees or above, orally (in the mouth), or axillary (under the arm), may not attend daycare. State law requires that we notify parents of children who have been exposed to certain contagious diseases. Please notify us if your child becomes infected, so a note can be posted.

Note: A fever in and of itself is not all bad (given that it is not too high). A fever is your body's natural way of trying to protect itself against whatever virus or bacteria is attacking it. Illnesses that cause fevers cannot live in our bodies' abnormally hot environment. However, a fever is an obvious indicator that the child is sick and possibly contagious, therefore requiring exclusion from daycare.

## **MEDICATION**

Both nonprescription and prescription medications, ointments, and creams may be given to your child by us if needed. Parents are required to fill out the proper form and to supply all medications in their original container. Medications must be labeled with the child's name, weight, and dosage amount. We suggest keeping a supply of fever reducer of your choice and Benadryl at daycare to be kept for emergencies.

## **DIAPER POLICY**

It is the parent's responsibility to provide diapers, wipes, and diaper cream for your child. It is also the parent's responsibility to check periodically to see if or when your child needs more diapers, wipes, and cream, (not the providers). Each child has his or her own clearly labeled diaper bin. Diapers are checked frequently, and changed every two hours or more often if required. Diapers containing #2 are changed immediately. Proper disinfection takes place after each change for the child, staff, and changing location.

## **POTTY TRAINING**

We are more than happy to encourage potty training as long as the child is ready (typically between 2 and 3 years old). The initial start needs to be done at home for at least two weeks with success before it can be effectively started at daycare. Parents will be required to supply pull-ups and wipes. Children will be allowed to come to daycare in cotton training pants/underwear after they have been accident free for at least two weeks in pull-ups. Communication between parents and the daycare provider is imperative for a successful transition from diapers to toilet.

## **GUIDELINES - WHAT IS ASKED OF CHILDREN?**

All food and drinks must be kept at the table in a sitting position.

No playing in the bathroom.

No coloring on anything but paper.

Name calling and foul language or yelling is not allowed.

No hitting, kicking, pushing, pinching, biting, spitting or pulling hair.

No picking-up, pulling, poking or squeezing of babies.

All cupboards are off limits to daycare children.

Take turns and share.

Help clean up.

Laugh, smile, participate, explore, have fun, and be curious!

## **BEHAVIOR MANAGEMENT & DISCIPLINE**

We believe that the discipline of a child is achieved through patience, consistency, and positive reinforcement. We also try to teach the children manners, kindness, and to be respectful to others. One of the ways in which we do this is by the example we as providers set. We understand that our actions and reactions speak much louder than our words. The children are explained the rules of the daycare frequently, so they know what's expected of them. Once a child is old enough to understand the rules and disobeys them by exhibiting inappropriate behavior (hitting, aggression, etc.), hurting others, or property, the following developmentally appropriate guidance techniques will be used. These techniques are as follows:

- Positive Reinforcement: The child will be encouraged when he or she is demonstrating acceptable behavior.
- Redirection: The child is redirected to another activity and given an opportunity to try again at another time.

- **Time-Out:** The child is separated from the group for an age appropriate amount of time (one minute per one year of age). This technique is only used when a child repeatedly will not follow our directions or listen to our words, is exhibiting temper tantrum type behavior, or hurting one's self, others or equipment. When the child shows that he or she is ready to demonstrate acceptable behavior, they are encouraged to join the rest of the group to try again.
- **Last Resort:** When a child's behavior is continually upsetting or dangerous to others, a conference will be called with the parents. If the problems cannot be resolved, arrangements will have to be made for the child to go elsewhere for care.

Note: Sometimes if both a parent and a provider are both in the same area (examples would be during drop-off and pick-up times) a child may forget the rules or test the boundaries. Please help show your child that you respect us, the rules of our house, and our property by reminding them that the rules still apply when you are around. We will also remind them of the rules and correct them if needed.

## **ARRIVAL AND DEPARTURE**

Please send your child clean, dressed appropriately for the day, fed, if arriving after meal time, and ready for the day, as well as all of your child's necessary supplies needed for that day's care. Please do not send food i.e. (half eaten breakfasts, breakfast bars, candy, etc.) or gum with the children. Please make your goodbye brief (no more than a couple minutes): the longer you prolong departure the harder it gets for both parents and especially for your child. Never leave without telling your child goodbye. Please be in control of your child during drop-off and pick-up times. Do not allow your child to run out to your vehicle while you are still inside the house. The safety rule is "No one goes outside without us or a parent with them."

Drop off and pick up times are usually hectic times of the day, so this is not the time to discuss problems. If there are any problems you feel need to be addressed, please feel free to set up a time that is convenient for all of us to discuss these matters. Parental communication is vital, it is the key to a successful child care arrangement and we encourage any feedback you may feel relevant.

No one other than the parent or person designated by you will be allowed to pick up your child without advanced written permission indicating the person's name and relationship to your child. If there is a court order keeping one parent away from the child, we must have a written note from the custodial parent in our file to that effect. Otherwise, we cannot prevent the non-custodial parent from picking up the child.

## **SUPPLIES NEEDED AT DAYCARE**

Parents are responsible for supplying the following items: diapers/pull-ups, wipes, diaper creams, weather appropriate clothes and a change of clothes (shirt, undies, bottoms, & socks), jacket, and shoes that lace-up or Velcro and/or stay on feet (no flip-flops please), pacifier (if needed), a swimsuit (if needed), and sunscreen. If necessary a comfort object for rest-time, and anything else your child may need. A supply list is provided for your convenience. All bedding will be washed by the provider at a minimum of once per week.

There is a good possibility your child will get dirty throughout the day because of food, paint, markers, dirt, bubbles, etc. So please dress your child accordingly for play. If your child should require a change of clothing, we will send home the soiled clothing and you will need to replace them with clean ones the next day. We are not responsible for replacing stained or soiled clothing. Furthermore we suggest that you write your child's name on the tags of their clothing (especially socks and underwear) in order to prevent any clothing mix-ups.

Note: Please periodically check to make sure they still have all of their necessary items needed at daycare. Furthermore, as the weather changes throughout the year, so do your child's items needed at daycare. We greatly appreciate your adherence to this matter, as it helps ours and the children's day run more smoothly to have all of his or her necessary belongings with them at daycare. This way we can care for your child in the best possible way.

## **MEALS/SNACKS**

Each day we provide two nutritious and well balanced meals. We provide morning breakfast at 8:30am, snack at 10:30am, lunch at 12:00pm, and afternoon snack at 3:00pm. You are responsible for feeding your child if he or she will arrive after the set meal time. Infants are always fed on demand. Except for special occasions and when requested, please do not send food, drinks, or sweets with your child. Milk or juice is served with all the meals and snacks, and water is offered throughout the day. We also provide baby food and formula for infants. Written feeding instructions are required from parents of infants, including type of formula and/or food, amount of formula and food and feeding times.

The meals and snacks for each week constantly vary in order to ensure the children receive a well-balanced diet. The children are offered the food, but they will not be forced to eat. It is our

goal to offer nutritious meals and snacks to the children in our care, as nutrition is a vital part of a child's health.

## **SPECIAL DIETS & NEEDS**

If your child has any particular dietary needs resulting from being a vegetarian, or having allergies, religious beliefs, or non-religious beliefs, etc., then we must be informed, and when applicable given a doctor's note stating the fact. At that time it will be determined if your child can participate in the USDA Food Program. Certain meals and different types of foods can usually be substituted in place of, in order to still fulfill the dietary requirements of the USDA Food Program. However, if a viable solution can not be reached between parent, provider, and the USDA Food Program with regards to their rules and regulations, then all of the child's meals and snacks will have to be provided by the parent.

## **CLEANLINESS**

We take the well-being of your child very seriously and work hard to provide an environment that is as healthy as possible. We are committed to keeping our home and the children in it as clean as possible. In order to help minimize and/or prevent the spread of germs, our home is kept clean and disinfected at all times. We thoroughly clean surfaces that children come in close contact with using soap and water, or Lysol, etc. The high chairs are cleaned between each use, and the diaper changing tables are cleaned and disinfected between each diaper change. Toys are cleaned and disinfected often. Hand washing is the single most effective practice in preventing the spread of germs. We wash our hands many times throughout the day, as well as the children's hands before and/or after engaging in a thorough list of activities.

## **COMMUNICATION**

So we can provide the best possible care, please feel free to communicate any needs, wants and/or concerns regarding your child. It is only through good parent/provider interaction that good quality nurturing care can be achieved.

## **REFERRALS**

For past and present clients: a referral from a client is one of the biggest compliments we can receive. As a special thanks to you, we provide families with one week of child care free for each referred child that has successfully enrolled in our daycare. The one week free will be given to you after the referred child has attended the daycare through the two week trial period without

gross misconduct on part of the parent, or child. If at the time of the referral we are full and have no more spots available for the child, then the family will be given the option to be put on a waiting list. If in the future when a spot becomes available the family in question takes the spot, then at that time you will be given the one week free.

## **MISCELLANEOUS**

Understand that your child may be included in classroom evaluations by State Licensing officials, USDA Food Program, and other parents observing their right to our open door policy.

Understand that your child may be included in pictures connected with our daycare program, unless otherwise specified by you the parent.

## **CONTRACT ADHERENCE**

This is our home as well as our business, so please be respectful of our family and home by adhering to the policies and procedures outlined in the parent handbook. We realize this is a lot of information to absorb. Because of this, please keep your parent handbook accessible so you can periodically review our policies and procedures as necessary. We reserve the right to amend any portion of the Parent-Provider Contract/Enrollment Application, and Parent Handbook at any time. If and when we do make a change to the contract you will be given a copy.

## **PRIVACY AND DISCRIMINATION**

We will abide by the state privacy law. All records and information about your child and family will be kept confidential, unless we have your written permission to reveal specific information (i.e. Speech or developmental delays). We also ask that you respect our privacy and that of our family by not sharing any information you learn about our family without our written permission. For example, the contents or layout of our home, vacation schedule, routines, etc.

We do not discriminate based on race, color, gender, disability, national origin, sexual orientation, or public assistance status.

## **A FINAL NOTE**

Please remember that although we chose this profession because of our love of children, it is also our business. Our family depends on our income as I am sure yours does also. Prompt payment, adherence to drop off and pick up times, consideration of your sick child, and consideration of my personal time is very much appreciated. We take our jobs very seriously, and



are committed to the very best care of your child. We consider it an honor to be entrusted with the care of your child, and will always treat him or her with love and respect. It is important that you feel comfortable with our policies and procedures. If you do not understand something, have a concern, or you feel uncomfortable with one or more of our policies and/or procedures it is important that you express that to us before enrolling your child in our daycare. We are always open to suggestions and feel communication is a very important part of a quality daycare. If there are any problems or concerns in the future, we encourage you to talk to us about them, keeping in mind the timing of conversations as stated above. Thank you for the opportunity to work with you and care for your little one. We look forward to a future of keeping your child smiling and safe!!

Note: By signing the Parent-Provider Contract/Enrollment Application, it is understood that all of the policies and procedures of TLA Daycare and Preschool handbook are understood and agreed upon.

Thank you,

Cortney and Isaiah Day

TLA Daycare and Preschool

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### **TLA Daycare and Preschool Handbook Contract**

(Please Print)

I/We, \_\_\_\_\_, have read the TLA Daycare and Preschool Handbook and understand and agree to the policy and procedures I/we have read.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_