

TOOT~A~LOU FAMILY HANDBOOK

"Loving Care with a Gentle Touch"

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Welcome! Toot~a~Lou offers a safe, fun, enriching home environment for each child. Our engaging, play-based program includes daily indoor and outdoor playtime, art projects, stories, movement, and music activities. A child's play is valued as a vital means of cognitive, social, emotional, and physical development. Play is the primary vehicle for learning and growth. Learning through play builds coordination, confidence, and social interaction. Experience early learning with the Mother Goose themed based curriculum, inspires endless adventures.

Toot~a~Lou Family Daycare is a California Certified Green Business and Eco - Healthy Child Care --- we are the only one in Contra Costa County and one of a few in the state Established in 2004. It is our belief that we, our children, and our planet are all part of one system that deserves care. Being a Green Business means we take a step to conserve resources and prevent pollution, and these steps are verified in-person by local agency representatives. There are numerous program requirements that we adhere to, and some example of our actions includes:

Using non-toxic cleaning products and pest control, Eating healthy foods, Reusing materials for projects, Reducing energy and water use through efficient fixtures.

Among many others! These actions amount to an efficient and healthy setting here at Toot~a~Lou, and they are just a part of the responsible and caring environment we offer your child.

Holding Fee:

A \$400 non-refundable holding fee is required.

Payment Policy:

Tuition is due in Advance, On the 1st of the Month, and is non-refundable.

Fees are payable by exact cash, Money Order, or Check payable to TOOT~A~LOU.

If payment has not been made by the 5th of the month, A \$20.00 per day per child late fee will be charged____. After the 10th the child will not be allowed to attend until payment is made in full.

A \$60.00 fee will be charged for all returned checks, plus all bank fees incurred. Additionally, after the first occurrence, only the exact cash or money order will be accepted: Fees are subject to change with a two-week has written notice.

If the first day of the month falls on a weekend or holiday break. Payment is due prior to this on the last day of care before the weekend or break.

All months have the same monthly fee including those with holidays or vacation breaks.

Toot~A~Lou does not offer refunds or credits of any kind if a child misses days of care due to their own or their parent's illness, family vacation, etc.

Withdraw Policy:

I require a 60-day notice when you withdraw your child from child care.

Termination Policy:

The provider reserves the right to terminate the contract at any time without notice and no refund.

If there is a problem and if I feel we can work it out we will work with the family and the child to resolve any issues. Keep in mind that I can not put other children in jeopardy. if there is a personality conflict with the family or child(ren), or they are verbally or physically abusive to anyone affiliated with child care. Abusive or violent behavior will absolutely not be tolerated.

Trial Period:

The family has a two-week trial period where they can terminate the contract and they will receive a two-week refund. The holding fee is not refunded .. (tuition is based on a 4 week period)

Drop-off and Pick-up Policy:

Toot~a~Lou Family Daycare is open for care from 8:00 am to 5:00 pm, these times are firm. Children must arrive by 9 am to join us for the day. If a child needs to depart before nap, the latest pick-up time is 11 am. there are no pick-ups between 11:30 and 2:30 due to naptime. In the event of an unforeseen emergency that leaves you unable to pick up your child on time, you will be charged an additional fee of \$1.00 per minute past 5:00 pm. Please see the notes on the form “Emergency Contacts” regarding procedures for any other people able to pick your child up. **THERE ARE NO EXCEPTIONS!** **New Covid-19 drop off rules (COVID-19 section)**

Requirements:

Families must return these items before your child begins child care:

1. Child Care Contract and State Paperwork filled out entirely and signed by the parents/guardians.
2. The first month of tuition.
3. Portable play pen (with receipt of Purchase) 1 fitted sheet, blanket
4. 3 sets of clothing in a zip bag with the child's name on them and diapers.
5. Copy of your child's **IMMUNIZATION RECORD.**

Breakfast, Lunch, and Snacks:

- Breakfast 9:00 am
- Snack 10:00 am
- Lunch 12:00 pm
- Snack 3:00 pm

We provide healthy organic homemade food. We follow the USDA food program that allows us to provide our children with the very best nutrition to start life.

Other Notes:

- Please dress your child for play.
- Depending on the weather, please send your child with a sun hat, sweatshirt, raincoat, rain boots, or whatever else you fill will keep your child comfortable during outside play.
- At Toot~a~Lou we encourage sharing and playing together, so we request that all special toys be left at home.
- Birthdays will be marked at snack time with a happy birthday song. We request that parents not bring cupcakes or gifts/favors of any kind.

Discipline:

Your child(ren) will be redirected and positive role-modeling is always expected. If your child receives 3 written notices (that will be signed and returned to me) the contract will be terminated.

Medication:

A written doctor's consent form is needed to administer any prescribed medication to your child. A written consent form will be required from the parent/guardian to administer over the counter medication.

The child is currently taking/ Dosage:

Illness Policy:

The family will be notified immediately to pick up your child if and when your child becomes ill (**temperature over 100 degrees, vomiting, diarrhea, suspected pink eye, chickenpox, ringworm, discolored nasal mucous, foot mouth, slap cheek, too sick to participate in the child care activities and any other infectious disease**). Sick children can return twenty-four hours after illness ends or with a doctor's note. You will be charged in full for any missed days, No adjustments will be made. Please notify me by 8:00 am if your child will not be attending child care for that day.

Please keep your child at home if they have any of these symptoms or if you have just medicated you, child, with Tylenol or Ibuprofen that probably means your child is too ill to be at school.

Emergency Policy:

For major emergencies that require service for any emergency medical team, your child will be transported by ambulance. For minor emergencies, the family/guardian will be contacted and will be required to pick up your child. Families are financially responsible for all medical and dental costs incurred, This includes all transportation fees of bills from an Ambulance Company, Life Flight, Fire Department, Hospital, Doctor, Dentist, Etc.

Unforeseen events:

In the case of a pandemic, local or global emergency, war, the act of god or other unforeseen events, all families are responsible for continued regular payments to Toot~aLou during any closure due to these events.

Child Abuse Reporting Policy:

I am a mandated reporter of child abuse. I will report any suspicion of child abuse. Child Protection Service will be notified within 72 hours of the suspicion.

Vacation, Client, Provider, and Holidays:

Refer to Calendar Provided

- If a holiday lands on a weekend, childcare will be closed on the following Monday.
- I urge you to take your vacations when we are closed and on vacation.
- Tuition is due before you go on vacation.

Additional Policies:

- If you need to make any changes to your schedule please do it in writing, I will try to accommodate your changes and with any changes in your schedule, there may be additional fees.
- Prompt notice of any change of address, a telephone number at home or work is required. If you can not be reached at any of these numbers on any given day please write the number where you can be reached on the sign-in sheet.
- If anyone other than yourself is authorized to pick-up your child, you must give me his or her name in writing and they must show ID. Otherwise, I will not allow your child to leave with ANY unauthorized person. This is for your child's protection and my own.
- Backup child care is the responsibility of the families. the provider will attempt to reach all families by 7:30 am in the case of needing to close to observe a personal day/illness. Families may contact Contra Costa Child Care Council (510) 758-5439 for drop-in providers in your neighborhood.
- Although very rewarding, child care is very demanding. In order to better care for your children, the childcare provider will be allowed to receive full payment for ten days per year for personal days. This will be used for illness, training, doctors' appointments, and education/professional growth.

COVID-19

State/CDC Guidelines:

If a child is showing any symptoms they can't attend school without being cleared by a physician and/or PCR/ molecular covid-19 test.

If anyone in your household has had any symptoms of illness in the last 2 weeks (including fever, chills, cough, shortness of breath, difficulty breathing, the new loss of taste/smell, headaches, fatigue, general body ache, sore throat, congestion/ runny nose, nausea/ vomiting, diarrhea) - you have been exposed to anyone who has tested positive for COVID -19 or who as shown symptoms in the last **2 weeks** - you have been advised to self-quarantine because of exposure to someone with a coronavirus infection.

Bronchiolitis, RSV, norovirus, influenza, ear infection, pink eye, hand foot mouth, chickenpox, measles, Strep Throat, Fifth Disease, Roseola, Pinworms, ringworm, fever, vomiting, unable to soothe, **fever of 100 or high**, cough, runny nose, rash (not diaper rash) if you have given your child medication of any kind. The child must be **illness-free, fever-free for 72 hours** and cleared by a physician before returning to school.

Every morning before daycare, take your child's temp if 100 or over (stay Home)

drop off/Pickups :

Drop off will be at the door one child at a time. A 10 min text before pick up

This section will change as we move forward. We follow CDC and State of California Licensing guidelines.