



Parent-Provider
HANDBOOK

2019-2020

Policies

Communication Log A daily record will be kept for your child listing food eaten, diaper or toileting details, naptimes, favorite activities, needed supplies (diaper & wipes + food provided by daycare), and any discipline issues that may arise. The log will be kept in your child's cubby. Please check it each time you come to pick your child up.

Meals and Snacks will be offered as per our daily schedule. A weekly menu will be posted. Food will be offered to children, but they will not be forced to eat. I will notify the parents if a child is not eating. Parents can bring their child's food if they have preference. (if the child/parent has certain food preference , they must provide their child's food).

Quiet Time or NAP time is required for all children. Nap hours is between 1:00PM-3:00PM. Children will each be given a cot or playpen to rest in. Children will not be forced to sleep, but will be required to lie quietly for the duration of the Quiet Time, to allow the other children to get the rest they need. If a child is disturbing the other children by making noise or moving around, they will be given a playpen in a separate room to spend Quiet Time in. Other activities will not be offered during Quiet Time. Pick-up and Drop-off during this hours has to be addressed in advance otherwise it will not be allowed.

Medication If the child is sick and requires medication, Parent will be advised to keep the child home until no more medication is needed. For safety reason , provider will and will not provide any medications to child unless necessary like First-AID.

Sick Children will not be admitted for care, in the best interests of the other children in my care. Any child exhibiting the following symptoms will be sent home with the parent: vomiting, diarrhea, fever above 101F (38.3C), contagious rash, excessive coughing that produces phlegm or a nose that is running greenish or yellowish mucus. If a child develops any questionable symptoms while in care, I will notify a parent immediately. A child that undergo immunization must stay home for 24hrs. Children who undergo immunization or vaccine will not be allowed to stay in the daycare, Parent is advised to keep child home within 24 hrs for safety reasons.

Supplies Diapers (if parent preferred to use a specific one , please provide your own), formula, breast milk, baby food and an extra set of clothes must be provided when needed for each child. Pillows & Blankets will be provided, No blankets from home or nappy etc will be allowed. *Weather-appropriate outdoor clothing must also be provided for each child.* All clothing may be kept in the child's cubby or on their hook. I will provide diaper, wipes, snacks and meals, 1% milk, bottles, sippy cups, bibs.

If you prefer that your child uses his/her own sippy cups or bottles please bring their own upon drop-off.

Receipts or Invoice will be provided thru email or a printed copy will be provided, make sure to provide your active email to easily receive your invoice otherwise a print-out will be provided to you. If in some cases you haven't receive an invoice & receipt please don't hesitate to request one.

Two Weeks Notice, or two weeks' payment in lieu of notice, is required if your child will no longer be attending AZUL Daycare. I reserve the right to discontinue care for a child without notice for issues such as (but not limited to) behavior problems or **nonpayment of fees**.

Please Call on or before 7 am if your child will not be attending AZUL Daycare on a given day.

Late Pick-Up **AZUL PLAYHOUSE -FAMILY HOME DAYCARE** closes promptly at **6:00PM**. Please call me if you will be late. **You will NOT be charged for one hour past 5:00pm. I GIVE AN HOUR COURTESY FOR FREE FOR BUSY PARENTS**

If for any reason your child is not picked-up by 6:15PM you will be charged \$2/minute in CASH.

Discipline will consist of distraction and diversion techniques (infants to 24 months of age), or time-outs (24 months and up). If necessary, a child will be given a safe place to play away from the other children. **Physical punishment will not be used. Aggression (biting, hitting, etc.) will be followed by an immediate time-out. If the child still consistently hitting, biting, etc repeatedly after 3 time-outs or after 3 warnings to parents, provider has the right to terminate care for the child.** Any time-outs will be recorded on the Communication Log (time-outs will not exceed than 3 mins.)

Child/Children ages 2 years old & older who consistently cries and having a hard time transitioning will be sent home or care will be terminated.

Toilet Learning will be as per the Daily Schedule. At Potty Time/Diaper Check times, all children that can walk will be encouraged to sit on the potty or toilet. If they are successful, they will be praised, but rewards will not be

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given after, *although they will be given a reward once they completed all the stars on their potty training card*. All other times, children will be assisted (if needed) and/or allowed to use the toilet whenever they need to. As well, dirty diapers will be changed as needed. When your child is toilet training, please dress them in a **Pull-Up or training pants with a waterproof cover**.

Evacuation Drills will be practiced periodically. An emergency card is kept for each child in our Evacuation Pack so that parents can be contacted if there is an emergency that requires immediate pick-up (fire, earthquake, personal etc.)

Children are taught to make their way to the front door at the sound of the smoke detector or when they hear the word “evacuation”. From there we will exit, find a safe area or outside, across the road or to the designated pick up locations!

Pick Up If a child is to be picked up by someone other than a parent listed on the registration form, please let me know in advance **verbally (NOT by email, but by phone or in person)**, and **let them know I will be asking for photo identification**. If I am not told in advance that someone other than a parent will be picking up, **I will not release the child to them**. If this results in a late pick-up by a parent, all late fees will apply. Please let me know if there are any sensitive custody issues that pertain to your child, if I am not informed in advance, please understand that I will not be liable with any legal custody issues that may arise.

AZUL DAYCARE rates full-time & part-time spots at the rate of \$175/week; & part-time spot at the rate of \$35/daily

To register your child, a completed Registration Form & Payment for the start week must be provided at drop-off or every MONDAYS.

PAYMENTS

Parents has two options to pay between weekly (every Mondays) or **Monthly** every first Monday of every month. Payments must be done either Debit/Credit Card, CASH or Check **ONLY!** **CASH only for other fees like late pick-up, or late payments fees & bounced check fee etc..)**

***Bounced checks fee of \$10**

***Late Pick-up Fee of \$2/min**

***Late Payments Fee of \$5/day/24hrs**

Invoices will be provided every Monday each week or every first Monday of the month.

Receipts will be provided as well depending on your payment schedule.

Late payment Fees \$5 per 24 hour time period will be charged if payment is not received by **6:00PM** on each Monday.

*A payment that is received on Tuesday at **8:00am** will have a \$5 late fee added to it, unless provider was informed in advance for any payment schedule changes which is upon approval.*

NOTE: If payment is not received by Monday afternoon at pick-up, the payment plus late fee of \$5 must be paid in full next day.

(These rates will not increase except if deemed necessary during contract updates every 3 months)

Fees are due each Mondays by 5:00pm for the preceding week/s.

Cash, Card, Check are the preferred form of payment.

Payments should be done every Mondays weekly or monthly in advance if you prefer!

Payments are non-refundable.

OTHER Accepted Payments: VENMO, ZELLE

Holidays **AZUL DAYCARE** will be closed for the following holidays: *Family Day, Good Friday, Easter Monday, Independence Day, Thanksgiving, Christmas Day & New Year's Day & all other holidays unless posted.* Full daycare fees for all of these holidays, **except Easter Monday, New Years Day, & Christmas Day** are required.

*In addition, please be considerate that we will be closed for **two weeks or a month or so** every year (to be announce) or for any matter the provider need.* Payment is not required for these closures, and exact dates will be handed out in advance.

Also, provider requires some days to attend doctors appointment or other appointments. A notice will be provided a week in advance.

IMPORTANT: Providers sick days or personal/emergency leaves must be expected, please consider arranging on call or emergency back up care for your child. (Any days aside from Holidays will be free of charge.

Parents are not require to pay (provider) for sick/personal/emergency day offs. I need to close on a given day because of sickness, family emergency, or need to fly out of the country for family reasons etc, , provider will not charge on any of those days. Parents are welcome to find a different provider in town in case Azul Daycare will be out of the country for a long period of time. As much advance notice as possible will be given. If I need to leave in the middle of a daycare day because of an emergency or I am too sick to work, parents/authorized person will be contacted to pick up their children. **I strongly advice that you have a back up baby sitter/ caregiver in situations like this.**

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Days Off for kids (formerly known as Vacation and Sick Days) Families are entitled to **5 (five) days every 3 months of days off or vacation at a half-rate & “Only” 5(five) Sick Days will be free of charge.** Unless you let me know otherwise, I will charge half the daily rate for any absent days until your 5 days are used up. After that, all days, even if absent due to sickness, will be charged at full rate. This must be redeemed every 3 months before contract update.

Contract Agreement

Please sign the attached form to acknowledge that you have read these policies, that you understand them, and that you agree to abide by them.

Azul Daycare
Care Provider: Merasol Silva
7716 Sumac Place
GILROY CA, 95020
408 618 16 19
info@azuldaycare.com
www.azuldaycare.com

Please detach , sign and submit the form below to **MERASOL SILVA** once you have read this handbook. If you have any questions at all, please do not hesitate to call or email .

For your records: This form was signed and submitted on:___/___/___

*****Parent- Provider Handbook Agreement*****

I,_____ agree to abide by the policies & procedures described in Azul’s Playhouse-Family Home Daycare Parent- Provider Contract. I have thoroughly read the contract and understand it. I also understand that failing to comply with this contract may result in the discontinuation of care of my child.