

Quality Childcare and Learning Center Parent Handbook

Our Vision: To provide excellent quality in care to the children and their families and not concentrate on quantity.

Mission Statement: To empower, educate and celebrate each child so they can be productive, conscientious, creative and responsible individuals who contribute to society.

OUR EDUCATION PROGRAM

Quality Child Care and Learning Center is a full day program designed to teach children good morals and healthy lifestyles while emphasizing early recognition of academy abilities. Our exciting and fun curriculum promotes literacy, education and moral living through the use of play, specially designed lesson books and dedicated staff.

We theorize that children learn through play. Our environment is enriched with dramatic play, puzzles, books, music and art, etc. Physical activities such as exercise, dancing and outdoor activities are included in the daily routine to encourage muscular development. We have developed an appropriate program that includes physical development, social development, emotional development as well as intellectual development. Every child under the age of five (5) receives a nap at the Center daily.

OUR STAFF

Our teaching staff members are all qualified child care staff according to the Michigan Licensing Standards. Criminal history, background, physical exams, TB test, and FIA clearance checks are conducted for all staff members.

PARENT INFORMATION

Admissions Requirements

Day care services are provided for newborns thru 5 years of age; also we provide latchkey services for ages 5 thru 12 years of age. **Our program is open to all children.** All children must be signed in and out daily, either electronically or in writing on center provided sign in & out sheets.

SCHEDULE OF OPERATION

Business hours are Monday-Friday, with time variations for each center. Please check with the center if you have special operational hours that you are looking for.

ADMISSION/REGISTRATION/TUITION AND FEES

Daycare services are provided to children ages 2 weeks thru 12 years of age (Before & after Latchkey and Drop-In Services). To admit your child to the center, the following is required:

- Birth Certificate of each child (if applicable)
- Valid Photo ID of parent/legal guardian/SS Card of guardian or parent
- Emergency Information Card
- Up to Date Immunization (Shot Records)
- Physical Health Record (Health Appraisal Form)
- Social Security Card from parent/legal Guardian
- Non-Refundable registration fee (if applicable) and/or payment for first week of services
- Child custody/guardianship agreement (if applicable)
- Signed parent agreement/contract

Each enrolled household will receive one parent handbook upon enrollment. Additional copies will cost \$5.00 per copy. Part-time and full-time registration is available. Full-time enrollment is considered 4 days or more per week. Part-time enrollment is 3 days or per week and less. Drop-In care is also available. Cost is per hour. Please check with the center for pricing. Payment for Drop-In care is due when services are rendered.

All schedule changes, including latchkey and drop-in services, must be given to the front office 48 hours in advance. All schedule changes must be **in writing and signed by a parent or legal guardian.**

Weekly tuition is due upon admittance on Monday Mornings. There will be **\$25.00** late payment fee if payment is not received upon admittance of child/ren. If payment is not made the next business day, your child will not be allowed to stay. **NO EXCEPTIONS!!!! Payments remain the same every week, regardless of Holidays or absenteeism.**

Co-Pays will be given to parents when DHS/FIA does not cover the total tuition cost in full for the enrolled child or children. The center's office will notify you of your co-pay if applicable.

Tuition payments may be paid by CASH or Money ORDER only. We do not accept checks. We do not provide weekly receipts unless the front office is notified by the parent in writing to receive them.

You will receive an annual statement of how much tuition was paid on your account at the end of each year.

All students' records are kept in a locked file and are kept confidential. We can not discuss any child's information with anyone else without prior written consent. Any parent/guardian that requests copies of their child's records will be charged a fee of **\$1.00** per page to defer the cost to the center. Quality Childcare and Learning Center (QCC) and any and all subsidiaries have the right to withdraw enrollment or not accept enrollment (refuse service) due to the nature of the business.

TOILET TRAINING

The staff at the center will be happy to work with you and your child when he/she is ready for toilet training. During this time, please refrain from using onesies undershirts or shirts that snap in the crotch area. This will make going to the bathroom easier and your child will have fewer accidents and higher self esteem. If the center is not receiving parent help with toilet training, there will be an additional fee of **\$25.00** per week added to the weekly tuition rate. This additional fee is the responsibility of the parent and can not be billed to FIA/DHS. This fee helps to cover the center's additional staff that will be needed to work with your child until he/she is potty trained.

VACATIONS

You are allowed 1 week of vacation time per year after one year of full time enrollment (this means that you do not have to pay tuition or co-pay). The one week must be taken as 5 consecutive days. Your child will not be able to attend the child care center during this vacation time. You must also notify the office in writing, two weeks in advance of your vacation. Part-time students do not receive vacation allotment. If your child will be gone for a prolonged period of time, it will be necessary to re-enroll your child unless tuition continues to be paid on your account to hold your child's place in the day care center.

REFUND POLICY

There will be NO refunds issued on tuition or registration fees. **No exceptions!!!!** This includes payments from any state and/or governmental agencies or regulatory bodies; i.e. FIA, DHS, etc. If a child

is dis-enrolled during the middle of the week, partial tuition is NOT refunded. If there is a discrepancy noticed and agreed upon, only a company credit will be issued.

LATE FEES

There will be a charge of \$1.00 per child for every one (1) minute after the child is picked up late according to a schedule that was submitted by parent/guardian to the office. Late fees must be paid the same day of occurrence. Inclement weather and other emergency situations will be taken into consideration, provided that the policy is not abused. However, please note that this is not an excuse to be used to abate the late fee charge.

Supplies/Books

Each child, according to age, will need to bring in labeled supplies to accompany the daycare supplies given. The enrollment person will go over the items that will be needed for your child, Such as:

- Toddler blanket and toddler sheet
- Bottles and/or 1 Sippy cup
- 2 sets of clothing (shirt, pants, socks, underwear, undershirt)
- Diapers/Pull Ups with Velcro
- Wipes

These are only examples!!!

ATTENDANCE

Since regular attendance is necessary for academic progress, students are expected to develop habits of prompt and regular attendance. Every parent must sign their child in and out daily (sign in/out sheet or electronically with pin number). Also, a 48 hour notice must be given in writing for all schedule changes including latchkey and drop-in services. The parent must sign or place initials daily to show that they agree with the information on the time and attendance records. If there is an electronic system to punch kids in and out, the parent/guardian that punches the pin code in the system is therefore **agreeing** that the information that is recorded and/or printed is correct.

CLASSROOM SIZES

Our policies are in place to always exceed what the State of Michigan Licensing Requirements ask. Therefore, we will have a smaller student to teacher ratio than what is required for each age group. For example, infants are 1:4 ratio, so will execute 1:3 ratio for our infant room and so on. This allows the teacher to have more 1 on 1 time with each child and smaller group sizes that will facilitate learning.

LATE ARRIVALS/LATE PICK-UPS

Each child has a **30 minute grace** period from their scheduled time to arrive at the center without approval by the Director if their arrival time is before 9 am. After the grace time has passed, there will be no admittance for that day unless prior approval has been given. Quality must have a time frame in which your child will attend for child care services. Giving us this time frame for drop off and pick up, allows Quality to ensure to keep Safety First. The State of Michigan as well as Quality must follow standard operating procedures; therefore if you do not pick up your child/ren within **45 minutes** of scheduled pick up time, **YOUR CHILD WILL BE DROPPED OFF TO THE NEAREST POLICE STATION**. The nearest police station is located at: **Detroit 11th Precinct, 5100 E Nevada St, Detroit, MI 48234**. The childcare center must also report this drop off to Child Protective Services as well.

WITHDRAWAL POLICY

The center requires a two week notice of withdrawal of any child from the parent/guardian in writing. If a two week notice is not given in writing, the center can charge the parent/guardian up to two weeks of tuition to cover the lack of notice given. If there was a deposit or credit on the account, withholding a two week notice will forfeit a deposit or credit on the account. Upon withdrawal of child/ren, all articles belonging to the child/ren must be picked up from the child care center within **3 business days** unless all articles will be discarded. The center can not hold items, we are not a storage facility and we do not have the space to store left articles. Your child may be withdrawn from our program for the following reasons as well:

1. Tuition not paid according to agreement.
2. Health policies are not followed
3. Best interest of the program or any child's best interest
4. Parents or Guardian of child/ren are unwilling to follow policies and procedures or conduct themselves in a violent or criminal way toward school, staff or others at the facility to include threats of physical or emotional harm

DRESS CODE

Please check with the center for uniform dress code, if applicable.

All children must come to the center in proper attire to include, shirt, pants, underwear, socks, shoes, and belt (if needed). The use of make-up, nail polish, bandanas, sweatband and jewelry [except simple small earrings (no hoops)] is prohibited in the center. If these items are worn, the parent may be called to pick up the child from the center. We will not be responsible for any article of clothing or jewelry that any child may wear to the daycare center.

POLICIES AND PROCEDURES/COMMUNICABLE DISEASE/HEALTH POLICY

All persons who regularly pick up children must be 16 years of age and older and listed on the Child Care Emergency Card for authorized persons to pick up. ALL changes of authorized person pick up must be made in writing.

In an extreme emergency, we will take a phone call to authorize a change for an authorized person to pick up. This will be a one time allowance only. There will also be pertinent questions asked of the parent/guardian to assure that we are talking to the parent.

In case of separation or divorce or custodial problems, the center will ask for a court order and will follow the court order upon submission. If there is no court order, please remember, the center can not be in the middle of the dispute and will follow the State and Federal Laws accordingly.

All visitors must have prior approval from the Director due to the safety of our children; this includes touring of the facility by a potential customer. All visits will be by appointment only with proper identification. Each child is expected to show respect toward teachers and other students. Lack of respect or discourtesy to other students, school personnel, or visitors is considered serious and not tolerated. Actions that disrupt a classroom will not be tolerated and can lead to immediate withdrawal from the center.

WRITTEN DISCIPLINE POLICY/ACCIDENT PLAN PARENT NOTIFICATION/EXCLUSION/ILLNESS POLICY

Policies & Procedures May Change at the Discretion of Management
Revised...March, 2020

We use **REDIRECT** discipline as a tool to correct misbehavior and not as a punishment. No child shall be humiliated or subjected to profane language threats, derogatory remarks about himself or his family, or other verbal abuse. The center reserves the right to suspend, dis-enroll, or withdrawal a student at the discretion of the Director. In most instances, the child and/or parent has been talked to on several occasions before one of the above are implemented, unless the act is harmful to one's self or others. All derogatory behavior and/or words or gestures are not tolerated by staff toward ANY child at Quality. We only use positive reinforcement as well as High Scope Conflict Resolution policy to help with any discipline with the children. Positive methods of discipline that encourage self-control, self-direction, self-esteem, and cooperation are used only at Quality Childcare and Learning Center.

- Understanding the meaning behind the behavior (Treat the cause not the symptom)
- Focus on controlling yourself-not the child
- Be consistent with your expectations
- Redirect, redirect, redirect
- No bribing allowed
- Give them a voice
- Set loving limits

Parents will be notified when the center observes changes in the child's health, an accident or injury, or when a child is too ill to remain at the center. If you are contacted to pick up your child during the day, you will have **one hour** to pick up after the call is generated by the center. The center will follow the Michigan Department of Health Child Day Care Communicable Disease Chart for appropriate management of suspected illness (Wayne & Oakland County). The center is requesting that each parent/guardian have at least two back-ups sitters (i.e. grandparents, fathers, aunts, uncles, god-parents) to accommodate them in case of emergency or illness. If your child experiences any disease or symptom that is considered contagious, they will not be able to re-enter the center until a doctor's clearance is given and after 48 hours under doctor's care. This includes, but is not limited to diarrhea, strep throat, bronchitis, fever, vomiting, nose run with green mucus, etc. This is the same for all staff at the center also. The same rules will apply as long as application to State and Federal law.

Sheets must be taken home weekly and washed and returned upon admittance unless there will be no admittance. If the sheets were soiled before the end of the center's week, the parent will be given the sheets to take home and wash and return the very next business day or there will **be NO ADMITTANCE**. If your child is absent when sheets are passed out at the end of the center's week, it is **STILL the PARENTS RESPONSIBILITY** to provide clean sheets upon return of the child.

All children Health records are reviewed monthly by audit and updated according to the MICR Report system. Please note that all parents are responsible for updating the Health forms for their children; to include Health Appraisals and Immunization Records. Quality Childcare does follow the MICR system in reporting and requiring updated health forms from the parents.

Except for life threatening emergencies under direct phone contact with poison control, we will not administer any medicines. All necessary prescriptions must be accompanied by a signed doctor's note with instructions written out to Quality Childcare.

STAFFING POLICIES

All people working at Quality Childcare and Learning Center have been cleared through the CCBC (fingerprinting with the FBI) and have successfully passed the state of Federal Guidelines for working in Childcare Center. All Staff/Independent Contractors and/or Volunteers must also pass the following:

- TB Test
- Fingerprinting Background (local and/or different state)
- Blood Borne Pathogen Training
- CPR (Infant/Adult)/First Aide Training

Quality Childcare and Learning Center does not discriminate against anyone that may be employed or contracted by Quality, therefore a male person may be hired to work at the Center. Under no Circumstances does Quality allow any male person to take any child (girl or boy) to the restroom or change any diaper (boy or girl). This is a rule that has been set by Quality Childcare and Learning Center to ensure our parents' trust and respect at the Center. All persons working at QCC are required to maintain **at least** 16 hours of continuing education on Early Childhood Development.

Please **DO NOT** allow children to bring in toys from home to the center to include cell phones, small electronic games, dolls, little action men, etc. **WE WILL NOT BE RESPONSIBLE FOR DAMAGED OR MISSING TOYS, Jewelry, etc!!! No outside food or drinks are allowed to enter the center. This applies to parents as well as the children that attend the center or accompany the parent in bringing the children into the center.**

SERIOUS ACCIDENT OR ILLNESS

Emergency Procedures

THE CAREGIVER in charge of the class:

1. Remain with the sick or injured child. Administer emergency first aid as necessary:

- Ensure and maintain an open airway.
- Control any bleeding with direct pressure.
- Ensure proper circulation as necessary (CPR).

*Reassure the child and keep him calm and quiet until the emergency medical personnel take over the child's care.

If **THE CAREGIVER** has to accompany the child to the hospital, we will try to accommodate the parent and leave information at the center in case the parent has any additional questions. .

#1:

*Immediately call 911 and report the emergency (as needed).

*warrant notification of emergency personnel.

*Notify the parents of the sick or injured child (make sure you tell the parent all symptoms and/or injuries).

*Upon arrival, direct emergency medical personnel to the injured or sick child.

#2:

*Keep remaining children calm and care for them until the emergency situation is resolved.

#3:

*Responsible for coordinating the district response to critical incidents as advised by the City of Detroit Police Department.

#4:

Provide direction to individual center sites and maintain communication with the Corporate Office/Main Office.

PLEASE SEE PARENT BOARD OF EACH CENTER FOR NATURAL HAZARDS AND TECHNOLOGICAL HAZARDS: WHAT THEY ARE AND HOW WE HANDLE THEM AT THE CENTER.

SEXUAL HARASSMENT

Students and Staff are expected to treat all persons, including each other, with respect and dignity. Accordingly, sexually inappropriate behavior directed at faculty, staff, or other students will not be tolerated and is not allowed. Such behavior will result in disciplinary action, up to and including permanent exclusion from the Center.

SAFETY

A staff member in charge of a child or a group of children shall be responsible for their safety. No child shall be left alone or unsupervised. At dismissal time parents will pick up their child in the waiting area only. All children must be signed in and out daily. The center provides a diagram showing evacuation routes and is posted in each classroom and the parent board as well. All staff will be certified in CPR, First-Aide, and Blood Borne Pathogen and given training in recognizing child abuse. All staff members are required by law to immediately notify the Director when he/she suspects that a child has been abused or neglected.

Parents will be contacted first in case of illness or emergency. If they can not be reached, we will contact the person(s) listed as emergency contact. NO teacher or staff member will transport a sick or injured child to the hospital. The emergency medical technicians will be called to do so if needed. Students, Parents, or Staff is prohibited from having weapons in the Center. The center will also notify the proper legal authorities to report this incident as well.

OUTDOOR PLAY

Your child will be going outside daily, when the temperature is 20 to 90 degrees or unless it is raining. Your child will participate unless a physician's note restricts them from going outside. Please dress your children accordingly for child day care and play. The center will not be responsible for any clothing, shoe, jewelry items that are broken, lost, torn or dirty. Please also be aware that children should not wear open toe shoes and/or sandals to the center. If they have these items on they will be asked not to participate in the outside activities due to safety concerns.

Communication and Parent Involvement

We communicate to our parents through email, text messaging and/or voice calling through the Robo Call Voice system. We also communicate with bulletin board reports regarding updated information concerning the center and special events for the children and the center. This is sent out to each parent weekly.

Each Parent is allowed to participate in their child's development at Quality. We accept parent volunteers into the classroom and on our field trips. However, proper clearances must be on file to allow parents into the classroom and around the other children at the center. Just sign up in the front office and receive your packet to get you started.

FOOD SERVICE AND NUTRITION

All food from the outside vendors is not permitted into the center. If your child will be arriving after serving times, please provide a meal or snack prior to arrival. We provide 2 meals and 1 snack per child per day.

Please check with your center for the appropriate food serving times.

Your child will always be served nutritious meals and will receive food from each food group. They will also learn about nutrition during their activities in the classroom. If you are interested in learning what your child eats daily, please see the posted menus on the parent board. All food served meets the Michigan Department of Agriculture requirements. Each family is required to complete mandatory State of Michigan Annual Income Eligibility Statement Forms. We participate in the State of Michigan Food Program and we **DO NOT** charge for any meals at the center. Foods containing peanut products or peanut by products will not be served for the safety of children with peanut allergies.

We do not allow Birthday Parties given by parents/guardians at the center. The parent/guardian can get permission from the Director to provide approved food to celebrate with the other children in the center. However, no other outside persons will be able to come into the center to participate.

Special Needs & Cultural Plan

We at Quality Child care are dedicated to the needs of all children. Therefore, we strive to meet each family and their diverse needs and/or culture. Monthly, the children are exposed to a cultural theme. We have covered; Arabic, African American, Native American, and Muslim cultures. At the end of each theme, Quality provides an outside person, preferably a parent or relative of an enrolled student, to come into the center with various samples of culture clothing, maps and to also discuss and answer any questions the children or staff may have. We have learned so much from the community members of these various cultures over the years.

Each child is included in all activities unless the parents ask for the child to be excluded. For example, we have one family that does not celebrate Christmas. Therefore, the day before the center celebrates Christmas, we have a special celebration with them representing kwanzaa. We send letters out to the parents to keep them abreast of what special events are going on monthly. Therefore, the parents have the adequate time to respond if there is a question.

As a family enrolls into our center, each family is treated with respect and sensitivity. The front office makes sure to ask the family if there are any special events that should not be shared by the children or any special events or items they want to share with the children of Quality. This has opened up a great dialogue with parents and staff. From that, Quality started a monthly Cultural Club called "The Differences at Quality". This club is led by our Parent Board and has been a great success. We know that culture influences every aspect of a child's development and is the framework in which children develop and is reflected in childrearing beliefs and practices.

Quality Childcare and Learning Center is committed to the continuous utilization of our planning process for the purpose of responsiveness to the changing needs and expectations of the families we serve. Our focus will be incorporating the diverse cultures of our families, community, and the city they live in.

At Quality Childcare and Learning Center, we don't just service the child; we service the entire family!!

TRANSPORTATION

Transportation is provided by the Center based upon first come first serve basis. This fee is not included in tuition and therefore is in addition to all tuition paid by parent, DHS/FIA, etc. We can not bill any governmental agency (DHS/FIA) for transportation cost. Parents permission shall be obtained annually for routine transportation.

Transportation must be paid on time before any child/ren will be allowed to participate.

Parent/guardians must give the center's office 48 hour **notice in writing** of any schedule changes regarding pick up times for their child; verbal communication is not considered a notice!!!!

If you do not give 48 hours notice regarding the aforementioned, and the center's transportation department provides transportation to pick up/or drop off your child, YOU WILL BE CHARGED A DRY BUS RUN FEE. NO EXCEPTIONS!!! The fee will be determined by the Director of the Center. The child will not be allowed back on the transportation list without the fee being paid. The center only picks children up at dismissal time (according to each school); however we can not and will not wait for any children that may have extra curricular activities after school, including detention. All transportation rules all posted in all vehicles of transportation and must be followed in order for each child to maintain their transportation services. There will be a staff member assigned to each vehicle to assist the driver at all times. All children provided transportation services must be transported according to all applicable local, state and federal guidelines/law. Some examples are listed below:

- Proper booster seat for toddlers
- Proper car seats for infants
- Appropriate working seat belts for children and staff (according to local, state and federal law)
- Appropriate traveling position for all children being transported

Please note that all policies and procedures may change at the discretion of management. All changes will be posted at each center on the parent board and it is the responsibility of each parent to read the board daily. All postings will be filed in the center's main office. Due to the cost of printing, a new parent book may not be printed at the hand of each policy change. There is a charge for additional handbooks to parents/guardians who have already received a copy.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English. To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) (http://www.ascr.usda.gov/complaint_filing_cust.html) online, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) Mail: U.S. Department of Agriculture Office of the Assistant

Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410 (2) Fax: (202) 690-7442 (3) Email: program.intake@usda.gov This institution is an equal opportunity provider