Welcome to Where kids Grow Happy Daycare. Please read this “Parent Handbook” thoroughly, as it covers the guidelines and procedures that we follow in our programs.

If you have any questions regarding any of the policies or procedures listed here, please contact the center director at 410.257.2727.

We are an equal opportunity provider.
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CARE PURPOSE

Where Kids Grow. Happy., LLC (WKGH) was created to meet the child care needs of local families. Our goal is to provide quality childcare in a safe, supportive and nurturing environment. One in which children will be given the opportunity to participate in a wide range of experiences from which to grow.

ENROLLMENT POLICY

Where Kids Grow. Happy. is an equal opportunity provider.

The following Forms must be completed for each child, before the child can begin to participate in care.

1. Emergency Form
2. Heath Inventory
3. Parent’s Guide Waiver
4. Financial Agreement Contract
5. Day Care Handbook Waiver
6. Authorization for Emergency Treatment
7. Family Profile Form
8. Photo Release Form

LICENSE

WKGH is licensed by The Maryland State Department of Education (410.767.0600), and therefore complies with the child care regulations presented in the statute: COMAR (Code of Maryland Regulations) 13A.16.01 –.19 Child Care Centers. Our license is posted in the front hallway of the day care.

FEE POLICY

Our fees are due per week. Payable by check or cash. Payment is due on the Friday before each week of care. There is a fee of $10.00 for everyday the payment is late.
The payment will be considered late if not paid at the time the child is picked up on that Friday.

NON-SUFFICIENT FUNDS CHECK

There is a fee of $25.00 for returned checks due to non-sufficient funds. If a check is returned the daycare is to be paid in full the following Monday via cash in order for care to resume. Payment must be made in cash for the remainder of time the child is in care.

DAYS OF OPERATION

We are open from 6:30AM until 6:30PM, Monday through Friday.

Our Before and After School Care begins on the first day of school and continues through the last day of school.

Our Summer Day Care begins the first Monday after school is out and ends the last Friday before school resumes.

PAID VACATIONS/HOLIDAYS

Day care will be closed on the following holidays, with pay. It will be the parent’s responsibility to make alternative childcare arrangements on these below listed holidays. There is no reduction of fees for holiday closures.

- Memorial Day
- July 4th
- Labor Day
- Thanksgiving Day and the day after
- Christmas Eve (Open half day)
- Christmas Day
- New Years Day

SIGN IN AND OUT

A parent and/or guardian must log the child in care on the attendance sheet when the child is brought into care each morning. The person who picks the child up at the end of the day must be specified in the child’s file.

The parent must sign the child out of care at the end of each day.

RELEASE OF CHILDREN

The Emergency Form must be completed and signed by the parent upon registration. The release form provides a list of persons authorized to pick up the child. Persons who are not authorized to pick up the child must also be noted on the Release Form.

If an unauthorized person attempts to pick up the child, without notice, the parent will be contacted immediately along with the authorities. If the parent cannot be reached, persons on the Emergency Care Form would be notified. The child is held until
the proper guardian arrives and applicable late fees will be charged. This policy WILL be enforced to protect the child.

The Director must be notified, in writing, of any changes to authorized/unauthorized persons picking up the child from care. Emergency Forms are to be updated annually.

The child must be signed out of the program when the parent picks child up at the end of the day. If persons other than the parent pick up the child, they MUST have identification present the first time they pick-up. That person must also sign the child out for the day.

If the child has not been picked up by 7:00PM, with no notice, Child Protective Services will be notified.

EARLY ARRIVALS

A parent or noted guardian is welcome to drop off the child at 6:30AM or later. A fee of $5.00 per family for each minute is charged for early drop offs. This fee is to be paid to the staff member on duty and is due when the child is dropped off.

LATE PICK-UP

A parent or noted guardian is expected to pick up their child by 6:30PM. A fee of $5.00 per family for each minute is charged for late pick-ups. This fee is to be paid to the staff member on duty and is due when the child is picked up. Parents should plan ahead for emergency pick-ups by having a friend or relative prepared to cover for them. Parent’s who are consistently late may jeopardize their child’s enrollment in care.

CLOTHING/ATTIRE
Children should arrive dressed for play. Day care involves outdoor play and lots of messy activities, so make sure that your child is dressed appropriately. The daycare will provide your child with an art smock in an attempt to protect clothing from paint or other art materials, and bibs to keep food stains to a minimum. Please do not dress you child in nice clothing. Clothing should be comfortable and seasonally appropriate for outdoor play. Make sure to include hats, mittens, boots and coats for cold weather.

EMERGENCY CLOSING

In the event of closing due to severe weather or emergency, there will be no services available. The Day Care follows Federal Closings and delays. No refunds are made for emergency closings.

WITHDRAWAL NOTICE

The Director must be notified in writing at least two weeks in advance if the child will be withdrawn from care.

TERMINATION
We reserve the right to terminate a child for the following reasons (but not limited to):

— Failure to pay
— Routinely late picking up your child
— Failure to complete the required forms
— Lack of parental cooperation
— Failure of child to adjust to the center after a reasonable amount of time
— Physical or verbal abuse or any person or property
— Our inability to meet the child’s needs
— Lack of compliance with handbook regulations
— Serious illness of child

A written notice of termination will be given with two weeks notice. Regular payments will still be due as scheduled. The two weeks will be paid/due, regardless of whether or not the child is in attendance.

BEHAVIOR GUIDANCE POLICY

Day care does not practice corporal punishment. We strive to maintain a positive discipline policy, which focuses on prevention, redirection, love, respect, consistency and firmness. When a problem arises, staff will talk with the child/children involved and explain why they shouldn’t have done whatever was done. If this does not correct the problem, a time-out period of not more than 1 minute per year of age will be imposed. Courtesy and respect for others and property are values which we believe in and teach the children. If we are still having difficulties with behavior, the Director will contact you to discuss how we can handle the problem together.

PARENT INVOLVEMENT

There will be time and ways you can get involved in your child’s daycare experience. You are welcomed and encouraged to participate in any or all of these. Some examples of ways to be involved:

— Lending objects for units of study
— Coming and talking about your job, when asked
— Helping your child at home with concepts we are studying here (see monthly newsletter)
— Helping your child prepare for “Show and Tell”
— Helping to provide treats or other items for celebrations

MEALS AND SNACKS

A variety of nutritious food is provided each day that meet the guidelines of the USDA Food Program. The daycare serves breakfast, lunch and PM snack (on Parent’s Night Out we will provide dinner). Please let the Director know if your child has any allergies and/or any special food requirements. Parents are to provide all infant foods.

TREAT/SNACK FROM HOME

It is required by state law that all treats or snacks brought by a child into care from home, to be shared with others in the program, must be prepackaged, individually wrapped and not homemade.

Due to some children having severe peanut allergies, we ask parents to please read
food labels carefully. This is for the health and safety of all children attending care. Items not meeting these requirements will not be distributed to the children.

**NAP/QUIET TIME**

Nap cots, blankets and cribs are provided. Children are encouraged to bring a “lovey” from home to help them rest comfortably. Blankets and pillowcases are washed weekly by the day care staff.

All children must nap, rest, read or play quietly during this period.

**FIELD TRIPS**

Field trips may be planned for the children. Parents are notified in advance of the destination and time of any field trip. A permission form must be signed by the parent. Any additional cost for the field trip must be paid by the parent in advance.

**PERSONAL BELONGINGS**

We prefer that children do not bring toys from home unless it is something that can be shared with the entire group (i.e. books, videos, etc.). If toys are brought, please note that they may be put away, if they are the cause of disagreements among the children. Exceptions to this policy will be that a child may bring a favorite sleepy toy for naptime, and toys may be brought for show and tell activities. Where Kids Grow Happy Daycare is not responsible for lost, stolen or damaged items.

**SUPPLIES**

Parents must supply the following items to be kept in your child’s cubby: Diapers, wipes, pull-ups, ointments, binkie (preferably on a binkie string), bottles, formula/ breast milk, and the complete weather appropriate changes of clothes, sunscreen and bug spray.

All personal belongings should be marked with your child’s name and/or initials. Eating utensils, cups and dishes, bibs, nap cots and blankets will be supplied. If any of these items are brought, they must be marked with your child’s name, to avoid mix-ups with other children.

**CHILD ABUSE**

All staff members are mandated by state law to report suspected child abuse to The Department of Social Services. This means that if they “know and/or have reason to believe” that a child is being physically, emotionally or sexually abused, they are required to contact Child Protective Services of the county where the child resides.

**SICK CHILDREN**

Sick children should not be brought to care. This results in further inconvenience to the parent, since they will be called and the child will be sent home if they are sick. It may also expose other children and staff to the illness. It is important that communicable diseases such as strep throat, chicken pox, impetigo, conjunctivitis (pink eye), hand-
foot-mouth, and lice be reported to the Director. A child who has had lice must be nit-free in order to be readmitted to day care.

Children must be symptom free from symptoms as described in "Policies for Sick Children" or on medication for 24 hours before they can return to care.

POLICIES FOR SICK CHILDREN

All children who have any of the following symptoms will be sent home:

- Fever of 101 degrees of more
- Reddish or pink eye, with or without drainage
- Croup cough, consistent nasal drainage with or without fever
- Vomiting, diarrhea
- Any undiagnosed rash
- Signs of abdominal pain, headache, unusual tiredness, unusual paleness or irritability.
- Seizure
- Allergic reaction (hives, etc)

When a child becomes ill or shows any of the above symptoms, the parent will be contacted to pick-up the child. After notification, the sick child must be picked up within two hours. The child will be provided a resting place and blanket placed within sight and hearing distance of the staff person in charge.

IMMUNIZATION POLICY

Before any child can begin care the child has to have on file current and complete up-to-date immunizations. There will be no exceptions to this rule. A “complete date” is to include month, day and year the vaccination was given.

It is the parent’s responsibility to supply the daycare with updated shot records as the updates occur. For your convenience your doctor’s office may fax the updated record to 800.361.8271.

MEDICATION POLICY

Medications will not be administered without written parental permission. The Day Care is not to administer the first dose of any medication. With the exception of acetaminophen products, only one dose of a non-prescription medication may be administered in the course of an illness, unless a licensed health practitioner approves the continued medication and the dosage.

HANDWASHING/CLEANLINESS

Staff and children must wash their hands after using the rest room, before eating a meal or snack, when soiled and when coming in from outside. Our staff monitors hand washing and assists the child when needed. Staff and children are to dry their hands with paper towels that are provided.
The staff tries to eliminate the spread of germs. All objects are cleaned and disinfected in compliance with the Maryland Child Care Center Regulation. The staff sanitizes toys, surfaces and changing areas daily with a bleach solution. The toys are soaked in bleach water solution for two minutes and then allowed to air dry weekly.

**FIRE DRILLS**

We are required by state law to conduct monthly fire drills. We vary the time and day to help the staff and children prepare for evacuation the building quickly and safely. We will not conduct a drill if the temperature is below 20 degrees or above 85 degrees. Evacuation cribs with wheels are used to transport infants and non-walking toddlers to the emergency meeting area.

**ACCIDENT PREVENTION**

The staff makes a continuous effort to avoid all possible injuries. To do this, we follow these safety rules:

**Injury**
- Children are constantly supervised
- Children are visible and within hearing distance of staff
- All dangerous substances are kept out of the room
- No running is allowed
- Each playroom is inspected for safety hazards every day

**Burns**
- The water temperature does not exceed 110 degrees
- All electrical outlets are capped
- All cooking and electrical appliances are strictly supervised
- All electrical cords are inspected and in good condition

**Poisoning**
- All poisonous items are stored in locked cabinets out of the room and out of reach of children
- All plants are checked to make sure they are non-toxic
- The 911 number and poison control number are by each telephone

**Choking/Suffocation**
- Toys are continually inspected
- The toys in the room are age appropriate
- Children are required to sit when eating or drinking
- The staff is trained in First Aid, AED, and CPR

**Traffic/Pedestrian**
- Children have a partner if they are going on a walk
- Children only cross the street at an intersection
- The group stops and checks all intersections before crossing

When an accident/injury does occur, the accident/injury will be documented and brought to the parent’s attention. At that time the parent must initial the accident/injury report in acknowledgement of the injury.
EMERGENCY CARE

The staff is trained in First Aid, AED, CPR, SIDS Prevention, Medical Administration and Emergency Preparedness and uses this knowledge in the event it is needed. If a child receives a minor cut or abrasion while in our care, the staff person follows American Red Cross procedures and washes it out with soap and water and applies Band-aid and/or cold pack. Any further treatment must be done at home.

If staff person feels the wound requires medical attention, the parent is notified. If a serious accident should occur, the staff is instructed to contact the 911 emergency system. A parent is then notified. If a parent cannot be reached, those listed on the Parent Authorization for Emergency Treatment Form are contacted.

Upon pick – up the parent and/or guardian must sign and injury log confirming that you were made aware of the injury.

EMERGENCY PROCEDURE

In the event of a weather emergency, the children will evacuate the room and go to the designated area.

Fire drills are held monthly and tornado drills are held from April through October.

If a child is missing, a search will be conducted for ten minutes. After that time, if the child has not been found, a parent and the authorities will be contacted.

If a child should swallow or eat anything that is poisonous while in our care, 911, the Poison Control Center and the parents are notified immediately. All directions given by Poison Control will be followed until the arrival of EMS.

** Please see the Center’s Escape Plan posted in the front hallway and Emergency Preparedness Plan in the Parent’s Binder in the waiting area.

PARENTS NIGHT OUT

A Parent’s Night Out is offered once a quarter to parents. On that chosen day the Day Care will remain open until 8:00PM for enrolled children only.

* Regular pick-up procedures apply.

CENTER RULES

There are certain center rules that all children will be taught and expected to follow. This is for the safety and well being of everyone. In addition, we realize that we must expect a certain amount of wear and tear where children are concerned; we do not want to have our center “demolished”.

There will be no running permitted inside the center. Hitting, biting, grabbing, pushing, spitting, or pinching other children/infants/ adults will NOT be allowed. No standing or
climbing on chairs or tables. There will be no use of obscene, derogatory or disrespectful language. Children may not leave the classroom without permission (gated area).

Children may not walk around the center with food, cups or bottles. Respectfully treatment of other people and all property, toys, and furniture is expected. Willful destruction of property will be charged to the parent at the cost to replace the item. Please support us in the enforcement of these rules in order to create a better environment for all.

REVISIONS TO HANDBOOK

There will be periodic revision to this handbook. We reserve the right to make changes in rates and policies, as we deem necessary. You will be notified, in writing, of any changes that may occur. Every attempt will be made to give at least two weeks notice of changes.

I have read and understand the above policies. I hereby agree to abide by the Day Care Centers policies outlined above.

_________________________________________  ______________________
(Parent/ Guardian Signature)                  (Date)

Please return this portion to Director.