



MASAIS PLAYHOUSE LLC

24/7 FAMILY CHILDCARE HOME & PRESCHOOL

Policy Handbook

Welcome to Masai's Playhouse, your child's home away from home. We strive to provide a safe, caring, home like atmosphere for children while providing for their physical, intellectual, emotional and social development.

For the purposes of this policy handbook, the word "I" will be used to refer to provider Kimber Shelton-Webster and the word "we" will refer to both program providers, Ian Webster and Kimber Shelton-Webster.

Providers

Kimber Shelton-Webster, Primary childcare provider and Early Childhood Educator, BLS Certified, AZDHS Level 1 Fingerprint Clearance Card

Ian Webster- Childcare provider BLS Certified, AZDHS Level 1 Fingerprint Clearance card

Non Discrimination

We at Masai's Playhouse will not discriminate in relation to admissions of any child on the basis of race, creed, color, national origin, religion, sex, disability or medical choices.

Guidance/Redirection

Some people call it discipline, we prefer guidance. No child will be hit, spanked, belittled, or otherwise intimidated, even with parental permission. Children will be treated with courtesy, respect, and patience. Guidance will be according to age and understanding level. Younger children, babies and toddlers, will be redirected to another activity. Preschool age children (2.5 +) will be given time outs depending on the severity of the offense (almost always 1 minute per year of age, never to be more than 15 minutes). If a child becomes a persistent behavior problem, I will address it with you and we will try to resolve it together.

AT NO TIME WILL A CHILD BE SUBJECTED TO PHYSICAL PUNISHMENT OR SHAMING, FRIGHTENING OR HUMILIATING METHODS BE USED, OR ANY TYPE OF VERBAL ABUSE, THREATS, DEROGATORY REMARKS, OR DEPRIVATION OF A MEAL OR ANY PART OF A MEAL BE USED. NO CHILD WILL EVER BE PUNISHED FOR TOILET ACCIDENTS.

House Rules

- Children: Remove shoes and wash hands upon arrival
- Parents: Door pick up and drop off, no persons other than enrolled children within the childcare home during childcare hours.
- Negative, harmful behavior will not be tolerated. Including but not limited to: hitting, punching, kicking, biting, standing/jumping on furniture, throwing things in the house, inappropriate language, etc



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Pets/ Animals

Masai's Playhouse LLC. will at times provide students with hands on experiences with animals in a safe and controlled environment. Parents will always be made aware in advance of any such experiences. In addition, we are adoptive parents to one short haired outdoor cat (Sherah) which has access to our private home areas outside of childcare hours. She is allowed in during childcare hours to eat and drink and is trained to immediately go back outside once done. Sherah is never allowed in any childcare areas at ANY time and children are not allowed to pet or play with the cat unless during outdoor play.

Trial Period & Termination of Care

During the initial two weeks of care , the providers and family are getting to know one another, adjusting to new routines, environment and people. At the end of the initial two weeks, should the provider or client family decide things may not be a good fit, care can be terminated immediately and neither party will have any further contractual obligations. *This is the only instance in which a family MAY be eligible for a refund of any amounts paid toward the final two weeks of care.*

After the initial two week trial period, care can be terminated with 2 weeks notice provided by either party. We reserve the right to immediately end care for non-payment, failure to respect providers, the childcare home/ neighborhood, behavior of the child which is harmful to the physical or emotional well being of the other children, or failure to abide by program policies.

If care is terminated immediately by providers due to non abidance of program policies, there will not be any recovery of payments made toward your final two week payment

Child Abuse/Neglect:

We are required by law to report any suspected signs of child abuse and/or neglect to the proper authorities and state social services.

Drop off & Pick Up

Clients should arrive for care no later than 9 am. If you will be arriving after 9 am you will need to keep your child home for the day, unless previously arranged with us. Please note, drop off and pick up times are contracted for each clients specific schedule request. A 5 minute grace period rule for late arrivals applies. On time arrivals /drop offs and departures/pick ups are important factors for the fluidity and consistency of our programs schedule. It is important for families to adhere to their requested drop off and pick up times. If you will be late for drop off or pick up (more than 5 minutes late), let us know as soon as possible so we may adjust our schedule if need be. Excessive instances of early arrivals (before your contracted hours of care), or late arrivals (after your contracted hours of care) will require schedule adjustments be made to better suit your families commute time. Additional fees will apply to these repeated incidents.

Families have the option of scanning the QR Code at the door to sign your child in on ProCare.

This is not required, and does not affect our ability to log your childs activities for the day.

All children over the age of 12 months, arriving at 8am or later are expected to arrive fully dressed and ready for the day.



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Drop off & Pick Up Cont.

All children over the age of 12 months, who are early arrivals (before 8am) may arrive in pajamas as these children will be having morning rest/quiet time upon arrival. Early arrival families who send their child in wearing pjs must also send a disposal bag with "morning time clothes", the outfit they will need to change into when they wake. PJs will be sent home with your child, in that same bag each day. At drop off time, make sure you say goodbye to your child(ren) and let them know when you will be returning. Although this may produce tears, rest assured...by the time you are out of the driveway, the tears have usually stopped. Extended goodbyes may seem helpful in the moment but can add to the anxiety your child is experiencing. If you would like to take time to talk with your child, give extra hugs and kisses, please do so before ringing the doorbell to have your child enter.

When you arrive to pick up, you are now responsible for your child(ren). Sometimes children will experience behavioral issues while in the presence of two differing authority figures (caregiver and parent/guardian). A child who has been well behaved all day will suddenly bounce all over the house when a parent arrives. The respect that you show me, my home and my possessions will speak volumes to your child.

No child will be allowed to leave with anyone except the parent (unless indicated on the alternate pickup list), without prior permission from the parent. Telephone permission will not do! Anyone picking up a child for the first time will be required to show valid proof of Identification such as a school ID with full name and image, State issued ID or DL. Please make the alternate pick up person aware of this requirement.

Court Orders

If there is a court order keeping one parent or guardian away from the child, or with specifics regarding visitation or custody I must have a written note from the custodial parent or guardian in my file as well as a copy of the current, signed court order. Otherwise, I legally cannot prevent the enrolling non- custodial parent from picking up the child. If a parent who did not enroll an attending child, contacts MPH LLC. for information or details on their child, none will be provided until said parent has been added to enrolled childs enrollment paper work and contract.

Open Door Policy

You are invited and welcome to pick up your child, anytime, unannounced without prior notice.

For the safety and privacy of enrolled families and their children, we maintain a strict policy that no persons other than enrolled children may enter the childcare home during childcare hours. This policy has been in place since 2019 along with all other childcare programs who at that time were required to modify routines for safety. In addition to providing additional safeguards from illness and germ spreading, this policy also ensures that children in care are not being observed or in contact with unknown adults (other parents) who may have a criminal record, history of violence, inappropriate contact with children etc.



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Procure App & Parent/ Provider Communication

Masais Playhouse staff utilize Procure childcare software and mobile app to send messages, updates, invoices, newsletters, share important program information and more to parents of actively enrolled children. It is a time-saving tool that is 100% free for you and paid for by MPH LLC.. Set up of your child's profile prior to their start date is a requirement for all enrolled families.

Messages sent on ProCare during regular business hours of 8 am -6pm Monday-Friday will be responded to within 1 hour, or as soon as we are finished with the current activity. All messages received outside of that time will be responded to during our regular business hours UNLESS marked as urgent in the app. Access to ProCare will be immediately removed upon childcare services coming to an end.

Parents can expect updates on their child via the app as follows

- Playhouse Preschool SY: During the school year, updates will be posted for each student, at or before nap time each weekday, no later than 2:50pm. Parents may contact providers at any time for an update, which will be provided within 1 hour of contact.

-Preschool Breaks: Updates will be provided for each student, upon request of parents/guardians only, during all school breaks.

Paid Federal Holidays

MPH will be closed on the following holidays each year. Federal Holiday closures are referred to as "Paid Holidays". During these holidays, clients are required to pay tuition as contracted, providing these days fall on a regular day of care according to your contract. You may refer to the copy of our school year calendar provided to you upon enrollment or, view planned closures within the "Calendar" section on the Procure app.

No childcare will be provided on the following holidays UNLESS previously arranged:

New Year's Eve

New Year's Day

Independence Day

Thanksgiving

Black Friday

Christmas Eve

Christmas Day

****This list is subject to change. For the most up to date list for the current school year, please refer to your MPH LLC SY Calendar OR view the ProCare calendar.***



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Client sick/Vacation Days

Each client family is allowed 10 “free” days per calendar year, which can be used upon request after your first 3 months of attendance and are applied as credits to your upcoming invoice. These “free” days do not accumulate and will be erased at the first of the year. No more than 2 sick days may be used per month.

Your combined sick and vacation days may be used consecutively, only when 30 day notice of your vacation is given. If less notice is given, you may only utilize a max of 2 per month.

Vacation/Sick days cannot be used during any of the providers paid vacations or as payment toward care received. **Refunds for childcare payments are not provided.**

During your child’s first 3 months, and after the use of your free days, you will be charged full tuition whether or not your child attends. If your child has an extended illness, a discount may be arranged to hold the position at our discretion. Please contact us in these instances.

Provider Vacation/Sick time/PTO

As your childcare providers it is our main objective to be available to your family every day, at the times requested and contracted for. However life circumstances will at times prevent this from happening. In the event that we will need to close for any reason the following policy will apply:

Each calendar year we will take up to 14 days of paid vacation/sick time. These closed days will be paid for by each client family and no childcare will be provided. Tuition payments will remain due as scheduled.

In the event we would require additional time off, any days in excess of the 14 paid days, will not require payment and all invoices will be updated to reflect reduced tuition OR credits for care not received.

Please note that these days are in addition to the paid major holidays taken each year. Vacation/closures will be announced in our monthly newsletter, ProCare messages and calendar.

We will always do our absolute best to provide as much advanced notice as possible of any planned/unplanned closure. Please understand that there will be times this is not possible, such as when we or our own children become ill. If this does occur, your patience and understanding would be greatly appreciated. In the event that Mrs. Kimber, primary provider, will be away for a period of time in excess of 1 hour (Doctor appointments, time sensitive errands, etc.) care will be provided by Mr. Ian, and one assistant (when available). When this occurs, all parents will be notified in advance in order to confirm the caregiver arrangements for that day.

Each family is responsible for arranging back up childcare to provide care during any closures. It is strongly suggested that all families have an alternative back up care plan set in place in advance not only for a providers illness but also for when your own child is ill.



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Tuition & Payments

Tuition payments are due by 6:00 PM on the Sunday prior to the upcoming week childcare services are to be provided. After 6:00 PM, a late fee of \$35 per day will be assessed. If payment is not made at drop off on Monday, your child will not be accepted into care until payment, including late fees, are received. After a period of 2 weeks, without payment received, the contract will be terminated and the collection process begun. You will be responsible for any costs related to collection of the childcare fees. MPH LLC. legal team will take action to recover any unpaid balance including small claims court, judgement to garnish wages and reporting to all 3 major credit bureaus until balance due is paid in full.

If you are experiencing hardship and are unable to pay your tuition, please contact us right away to discuss options including any available scholarship placement and payment arrangements.

Invoices will be issued on ProCare and parents may choose to pay tuition in any of the following ways:

Credit/Debit Card: Payments are processed using our website processor. There is a \$5 per transaction fee which will be applied to your next invoice.

Zelle: Tuition may be submitted using Zelle, there is no fee for this payment method. Zelle payments may be sent to payments@masaisplayhouse.com

Cash: Cash payments must be provided by Sunday at 6pm. Tuition payment at drop off on Monday can be allowed if requested in advance.

Personal Check: Please write checks to Masai's Playhouse LLC.

Please note a fee of \$35.00, plus any additional costs/fees incurred, will be charged to you for a returned check. If a check is returned, all future payments must then be made by cash.

A year-end statement of all childcare fees paid will be provided within the first 4 weeks of each New Year. Please note parents may access their current balance due and view all amounts paid at any time, by visiting the "Billing" portion of ProCare.

Childcare fees are due regardless of your child's attendance. You are paying for a position in our program to be held specifically for your child, as well as for a service.

No refunds or prorated amounts are given for late arrivals, early departures or when care services are not provided and it is at no fault of the childcare providers (i.e. parents choose to keep a child home, end care, etc.).



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Late/ Early Arrival Fees

After a grace period of 5 minutes, a fee of \$5 per minute will be charged for any care provided outside of contract hours if the provider is not contacted in advance to arrange for additional hourly care. Excessive late pick ups (on a routine basis) may require contracted hours to be adjusted if available.

In addition, there is a fee of \$1 per minute for arriving after a requested Early AM drop off. Early AM hours are anytime 7:30am or earlier. This policy has been in place since 2017 in order to avoid requests for early drop offs that are not held to by requesting parents.

Childcare Definitions

- *Full Time*: Childcare contracted on a set scheduled time slot 6 hours or more per day or 5 days per week.
- *Part Time*: Childcare contracted on a set weekly schedule, 3 weekdays or less per week.
- *Drop In*: Any requested childcare, upon short notice, provided based on availability, non contracted.
- *Before/After School Care*: Includes breakfast and afternoon snack. Any day that school is not in session, a full day rate will be charged. Transportation is included but optional
- *Late/Early*: Arriving more than 5 minutes early or picked up more than 5 minutes late from the contracted or arranged time without prior notice, the Late/Early Fee will be assessed as described.

Meals & Snacks

All food served will include servings from each basic food group as specified by the United States Department of Agriculture.

Breakfast is served at 8:30am.

If you have previously arranged to have your child arrive later than 9am please see that your child(ren) have eaten breakfast prior to arriving.

AM Snack - 12:45pm

Quiet time/nap time is immediately following snack.

Lunch - 3:00pm

PM Snack - 4:30pm (provided to any children who did not eat lunch or are still hungry)

A dinner will be served to daycare children previously arranged to be in my care at 6:45pm.

****If your child has a dietary restriction or food allergy, parents submit a food allergy/dietary restriction form prior to childcare services being rendered***

MPH LLC. does NOT participate in the Food Program, however we provide nutritionally balanced meals and snacks for your child which adhere to several food program requirements.

Please do not send your child with any outside food items without previous arrangements. Please see our daily schedule sheet for a list of meal times; if your child arrives after a meal or snack has been served, he/she will wait until the next meal/snack time to eat.

Children are encouraged to use meal time to talk and share their experiences with each other. Manners are taught, and practiced during this time as well. Children are taught to say and/or sign "Thank you!" when sitting down for meals, given water etc. as well as to say please when requesting any additional items at meal times.



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Holidays & Birthdays

We honor major holidays and all children's birthdays. Should your child's birthday fall on a weekday, we will have a small party for them. This will include a cake or cupcakes and a gift from us.

If you would like to bring a special treat for the children, please arrange this with the provider.

Childcare parties and birthday celebrations are for the participation of the children in care only, no outside adults or children who are not already in care will be able to attend.

Cleaning

The childcare home is not always spotless. During childcare hours, our main concern is the care of the children. We clean throughout the day as well as during Rest Time, if all are asleep, daily during non-business hours, and occasionally with children's help. The children will help clean up their toys throughout the day, before meals and naps.

We sanitize all daycare areas including toys on a weekly basis with deep clean sanitizing occurring on a monthly basis, except during winter time when this is done biweekly. Carpeted areas are vacuumed a minimum of twice daily, steam washed at least once per month, hard surfaces and tile floors are steam cleaned at least once daily. Air purifiers are used daily to clean the air as well as the regular use of essential oils and burning of natural incense and organic resin stones such as Frankincense as an antibacterial.

Safety

Your child's safety is paramount. Childcare providers are within visual and auditory reach of children and infants at all times. This includes through the use of our complete home security system throughout all childcare areas. Motion sensors are active for all doors and windows. Cameras are recording 24 hours per day and live feed mobile device access is used by providers as a tool to help facilitate safe care practices to all children and infants in care at all times. Children are never left unmonitored for any period of time, for any reason.

If at any time Mrs. Kimber, the primary childcare provider, will be unable to provide care, Mr. Ian, will provide care. When this occurs, all parents/guardians will be notified in advance and provided with the option to have your enrolled child attend as scheduled or be excluded from care without pay, until both providers are actively providing care.

If at any time the primary childcare provider will be off premises for a period in excess of 1 hour, all families will be notified in advance and provided the opportunity to pick up your child, or have them excluded from care. Childcare fees will be reduced or removed should you choose early pick up or not to attend care.

All lower cabinets (kitchen & bathroom) have safety locks. Upper cabinets that could pose a problem (i.e. medicine cabinet) are also locked. All electrical outlets have child proof safety covers. I have smoke and carbon monoxide detectors on each floor and a fire extinguisher in the kitchen.



Diapering, Potty Training and Toileting

Diapering: Diaper changes are facilitated by both providers, however Mrs. Kimber being the primary care provider is the designated caregiver for diaper changes and will defer diapering to Mr. Ian when necessary. Caregivers use latex free gloves, disposable changing pads for each diaper change. Children are changed at the diaper changing table which is surveilled 24/7 and changes are conducted every 2.5/3 hours or on demand as needed.

Potty Training: MPH LLC. does not facilitate or aid in potty training of enrolled children as potty training is not a requirement for any age group in our care. We only continue the potty process which has been initiated and maintained at home after a period of 30 days. Any enrolled child who is stated to have been potty trained but is unable to demonstrate the below requirements within 2 weeks, will be required to use diapers until they can successfully meet the potty trained definition below.

When parents have noticed clear and consistent signs of readiness to potty train such as verbal/sign language communication, interest in toileting process etc. parents can introduce the potty process to their child. We would be happy to also provide our "Potty Time! tips and resources guide" on starting the potty training process with your child at home.

A child is considered potty trained and will be allowed to wear cotton underwear while in care, when the following conditions have been met:

- Child has begun the toilet training process at home with at least 30 days of consistent (daily) training and a minimum of 3 weeks accident free.
- Child wakes up dry OR stays dry for most of the day *pull ups can be used at nap only
- Child asks to use the bathroom before having an accident and can toilet independently
- Child can pull down and up their underwear and bottoms independently
- Child can wipe, flush and wash their hands with soap and water for 30 seconds after toileting

Assistance with cleaning and changing clothes after an accident is always provided

Toileting: For safety reasons and to foster independence and body autonomy, caregivers and staff at MPH LLC. will never provide any hands on assistance for potty trained children. This is the same policy for students entering kindergarten in any public or private school setting. No assistance can legally be provided by school staff.

When a potty trained child is enrolled, they are advised that the bathroom is always open and available for use at any time, including during naps. Children never need to ask to use the bathroom, they only need to go when needed. Children are reminded to potty at specific transitions through the day (before circle time, before outdoor play, after snack and after nap) but are never forced to toilet. When a potty trained child asks for help it is our policy to only provide step by step instruction to the child on how to wipe, adjust/remove clothing etc. Staff will demonstrate to the child using developmentally appropriate images of the toilet process that are displayed in the bathrooms, and/or with verbal cues.



Clothing & Supplies

Please do not send your child to daycare in "dress clothes". Please dress them in clothing that is suitable for playing and getting messy. Although we try our best to keep the children clean, even in the best circumstances...accidents happen.

Please ensure your child has a complete change of clothing in their personal cubby at all times including socks and underwear (if applicable). If your child goes home wearing a set of replacement clothes from their cubby, it is your responsibility to send another set to replenish the one used.

During the summer months, please do not bring your child in sandals or flip flops. Shoes that cover the entire foot and can be secured should be worn. Crocs and stride rite play shoes or similar are perfect for outdoor use as they cover the whole foot and can become wet as we often do outside.

During summer we make regular use of safe water activities such as a wading pool, sprinkler or water toys. You will be notified in advance when water please season begins. Please provide a swimsuit or swim diaper and sign a Permission for Water Play form, if you wish for your child to participate.

During winter months, make sure your child has appropriate clothing such as a jacket, pants, minimum one pair of mittens or a hat. If your child does not have the appropriate clothing and weather is too cold, he/she will not be able to play outside if we do not have a suitable item to loan. All supplies will be stored in a cubby with your child's name. You will need to provide the following things to be left here:

Toddlers: 2 complete change of clothing to be left in your child's cubby. Please include: shirt, pants, socks, and underwear. 1 jacket or sweater to be left here. Special toy or blanket, if needed to be used at nap time only. Any OTC medication that you wish to be used. (Homeopathic Cough/cold, Tylenol/Motrin, saline nasal spray, multi vitamin etc) *must have the child's name on it, I will always ask your permission before administering. If your child will be here for late evening care, I ask that you send a set of pajamas daily for your child to change into during our bedtime routine.

Infants

2 bottles and 1 pacifier and pacifier fastener for daily use, to be left in your baby's cubby.

Formula or breast milk, if applicable. Please date and label with your child's name.

We will notify you when the supply is low.

5 changes of clothing (T-shirt, sleeper, outfit, socks. Onesies are always preferred)

Any cream, powder, etc. that you wish us to use.

Baby Tylenol or Orajel, if you wish it to be used.

****PLEASE NOTE****

Any clothes soiled with urine or stool will not be laundered in our family washing machines and will instead be sprayed with a spray n wash if desired and stored in a bag for you to clean at home.



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Items from Home

Please do NOT send any toys from home with your child. If your child needs a special toy or item for sleeping, it will be allowed, but it will remain put away until Rest Time. Masai's Playhouse LLC. assumes NO responsibility for lost, stolen, or broken toys from home.

Should your child damage or break my toys or other property through misuse or willfulness, the parent will be required to replace it. Replacement or reimbursement for damaged/broken items must be made within 30 days.

Quiet Time/ Nap Time

Every day between 1:15pm-2:50pm, we have quiet time. All children are required to nap/rest including older children who may not normally nap at home. This is part of our daily routine.

All children under the age of 6 are REQUIRED by Arizona law to have a rest period. No child is forced to sleep; however they must remain quiet, resting on their cot. Please try not to schedule pick ups or visits during this time to lessen disturbance to the resting children. All children will rest on their individual cots while ambient music plays.

Transportation

In addition to any contracted before and after school transportation, on occasion we may go on group field trips. Also, we may need to transport a child in a medical emergency. Other than during any emergency no children will ever be transported at any time, unless previously contracted to do so with liability forms and waivers for said transportation have been signed by parents/guardians. During any transport, all children will be properly restrained in car/booster seats or using seat belts according to AZDOT and car seat safety law, and will not be transported without your express, written permission. All vehicles and drivers will be properly licensed and insured employees of MPH LLC. Your child will never be left unattended in a vehicle

Television Usage

We DO NOT allow TV viewing during normal business hours, unless it is being used in conjunction with a part of our daily curriculum. TV in all childcare areas are used solely for music, e-read alouds or other educational based short videos during circle time. After regular hours the children are allowed to watch tv only if requested. Children are NEVER required to sit and watch TV, nor is it offered in place of Free Play or Learning Activities or as a calming/comforting tool.



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Immunizations

We at Masai's Playhouse will not discriminate in relation to admissions of any child on the basis of race, creed, color, national origin, religion, sex, disability or private health care choices. Immunization status, medical diagnosis or treatment for MPH LLC. staff, enrolled children or their families will never be shared with anyone, for any reason.

Immunization of any kind is not a requirement for enrollment at MPH LLC. and as such, enrolled children may or may not be in the presence of unvaccinated or recently vaccinated children at any time. Proof of any immunizations received is not a requirement for enrollment. For purposes of expediting proper medical care for your child in the event of any emergency, parents may choose to submit a recent copy of your child's immunization record, upon enrollment.

We understand that there are many parents who cannot or do not immunize their child(ren) or themselves for any number of reasons. We appreciate all of those circumstances and respect each family's right to make health decisions for their child.

Families who choose not to immunize their child(ren) may choose to complete and submit the appropriate AZDHS exemption form (religious, personal, philosophical or medical exemption) for childcare records.

As a standard policy, MPH LLC. requires all enrolled children who have received immunizations or any invasive procedures or treatments to remain home for a period of 48 hours following procedure/treatment. Parents are encouraged to schedule such visits on Friday afternoon, this way your child can remain home for the required monitoring/recovery period without missing any time in care.

Allergies

Children with a clinically diagnosed allergy can be excluded from our illness policy when allergy symptoms present. An allergy verification form, completed by your child's treating pediatrician or allergy specialist is required in order to be exempted when allergy symptoms arise. If an enrolled child who has an allergy verification form on file begins to experience a flare up, we will defer to the allergy verification form on how to treat the allergy. Prescribed medication/ treatment that has been previously provided by parent can be administered to alleviate the child's symptoms. Parents will be contacted prior to administration of the prescribed medication to be made aware.

Even with an allergy verification form on file, symptoms of allergies must be manageable and treatable while in care. Children who continue to experience excessive coughs, sneezes and/ or profusely runny nose may be asked to remain home from care at the provider's discretion. It is our goal to maintain a clean and hygienic environment for all children in care while also ensuring that a child suffering from an allergy flare up is not distressed by the symptoms. Parents and staff will communicate if this situation arises, to discuss the best plan of action.



Sick Policy

We strongly recommend that all children have a well child check at least 1 week before enrolling into our childcare, however this is not a requirement . This will ensure your child's health and wellness status prior to enrollment.

As with any new exposures, children just starting to attend care at MPH LLC. will come into contact with new people, surfaces and environments including the naturally occurring germs found in this new setting. Due to this new exposure it is not uncommon for a child to begin experiencing cold/virus symptoms within 1 week or 2 of beginning care. This is normal and your child will recover and adjust to the new exposures with a more fortified immune response.

When your child becomes sick in care:

If a child is ill in any way, we will not, under any circumstances, be able to allow them in care. This rule is enforced not only for the protection of caregivers and our family, but for the safety of all enrolled children and families as well. It is our policy to notify parents immediately when a child begins showing signs of illness. We will then monitor the issue over the course of 1 hour. If the issues have not resolved or increase, parents will be contacted to make arrangements for the child to be picked up within 1 hour of contact. Children who are sent home due to illness will not be able to return until all symptoms have resolved AND a "Physicians Clearance to Return" has been completed. This form is available on our website under the "Forms" section.

When the providers children are sick:

In the event one of our own children are ill we will notify all families immediately and provide the option to send your child in to care or keep them home. Any of our own children exhibiting any signs of illness will be excluded from all group interaction/activity during childcare hours.

When your child becomes sick outside of care (while at home):

If your child is ill, parents should contact us as soon as you are able, to notify of your child's absence due to illness. If you are within your contract terms and able to do so, you can request to apply up to 2 sick days in any given month. Sick days are not automatically applied and must always be requested to be used. Should your child be diagnosed with a communicable illness we will need to be notified immediately so that we can provide a general notice of possible exposure to all enrolled families. Your child's personal information will never be shared.



Sick Policy (cont.)

If a child has any symptoms of illness including but not limited to the symptoms listed below, they will not be permitted to attend care until:

All symptoms have fully resolved AND 48 hours AFTER the last incidence of fever, vomiting, severe diarrhea, OR until 48 full hours after medical treatment has begun as prescribed by a physician .

The symptoms include:

- Vomiting or Fever of 100 or higher
- Skin rash other than diaper rash or prickly heat - child will not be allowed to come for care until a medical exam (written documentation from physician required) has indicated it is not a communicable disease.
- Diarrhea - increased number and water content of stools that cannot be contained within the diaper or underwear.
- Bodily secretions of any kind including from a wound, eyes, or excessively running nose.
- Any parasitic infestation (lice, scabies, etc.)
- Pink eye
- Chicken pox/ HFM disease - until all blisters have dried and formed scabs, usually about 6 days after the onset of the rash.
- Lice - until hair is completely free of all nits. Exam will be performed by MPH LLC staff before return.
- Any other communicable disease (tuberculosis, etc.)

NOTE: Any parent suspected to give your child any medication to relieve any of the above-mentioned symptoms in order to mask illness so that your child can attend care, will be subject to immediate termination of care. If your child must have any OTC medication prior to attending care please advise us of the medication and when it was provided.

Further, there are times when a child is not ill to the point of showing any obvious symptoms , but is uncomfortable and needs the comfort of home. For example, until 48 hours after the first dose of prescribed medication; or when irritability, strong cough, and a thick nasal discharge are present during the tail end of an upper respiratory infection which the child has been cleared for by a physician. At those times, we will strongly urge you to keep your child at home, and may insist on it.

We ask that when deciding if your child should attend care, please remember, if symptoms have resolved completely, the child may return to care. We greatly appreciate your consideration of the health of the other children, my family, and myself.

Although all MPH staff are trained in infant and child CPR, basic first aid, and recognition of communicable childhood diseases, we are not doctors, and will not attempt to diagnose a child due to symptoms.

RETURNING TO CARE: Children may return to care only at such time as they are no longer exhibiting any illness symptoms and will no longer endanger the health of other children. They must also be able to participate in daily activities, and the following conditions must have been met.



Sick Policy Cont.

Return to care conditions:

ALL ILLNESS SYMPTOMS HAVE FULLY RESOLVED, and;

- Absence of fever XE "fever" for 48 hours
 - Nausea, vomiting or diarrhea has subsided for 48 hours
 - Children must have been on antibiotics XE "antibiotics" for a period of 48 hours
 - Physician has approved readmission into care *****SEE SECTION B SICK?EXCLUSION POLICY***
 - Chicken pox/HFM lesions are completely crusted over
 - Scabies are under treatment
 - Lice are under treatment, and no nits are present on hair
 - Pinworm treatment has occurred 72 hours before readmission
 - Lesions from impetigo are no longer weeping
 - Conjunctivitis has diminished and been treated to the point that the eyes are no longer discharging
- Please note that no child will be readmitted after a communicable disease XE "communicable disease" without a completed "Physicians Clearance to Return to Care"

D. *MEDICATIONS.*

If your child will require administration of any doctor prescribed or OTC medications, please be sure to sign a release to administer medication form. We cannot administer medication to any child without this release being signed. All medication must remain in the original container and be properly labeled with the child's full name, date prescription was filled, medication expiration date, and legible instructions for administration.

For non-prescription medication, the following can be given with permission from the parents, only at the dose & for the duration & method of administration specified on the manufacturer's label for the age and/or weight of the child needing the medication.

- Antihistamines
- Tylenol *for teething, post op care etc.
- Decongestants *for allergy relief only
- Anti-itching ointments/lotions *for allergy relief only
- Diaper ointments/lotions
- Non-narcotic cough suppressants *for allergy relief only

Non-prescription oral medications may not be administered for more than five consecutive days. All non-prescription topical ointments, creams, or lotions may not be administered for more than seven consecutive days when used for skin irritations.

All administrations of medications will be documented on Procure.



MASAIS PLAYHOUSE LLC

24/7 FAMILY CHILDCARE HOME & PRESCHOOL

Changes to Policies:

Changes may be made to these policies as needed with a 30 day notice, however we reserve the right to make any new policies effective immediately. All enrolled client families will be given the option to withdraw enrollment, any time a policy is changed or a new policy is introduced. The policies, contracts, consents, and forms will be reviewed and updated, if needed, yearly in January. Please give 2 weeks advanced written notice of any changes that may occur to your schedule or care needs in order to ensure MPH LLC. will be able to accomodate the adjustment.

Confidentiality:

The information you provide to Masai's Playhouse will be kept confidential. This includes and and all content shared using the ProCare app. We will, at all times, respect your privacy. Before any information is released to outside persons, the parents will sign a release form.

Parents Signature: _____

Date: _____

Parents Signature: _____

Date: _____

Providers Signature: _____

Date: _____