



Masai's Playhouse LLC

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 at the same time providing for their physical, intellectual, emotional and social development.

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 or disability.

House Rules

- Parents & Children: No shoes beyond the foyer.
- Children will be taught by example to have respect for themselves and each other. They will also be taught to respect my home, property, and possessions.
- Any negative 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

Guidance/Redirection

Some people call it discipline, I prefer guidance. No child will be hit, spanked, belittled, or otherwise intimidated at Masai's Playhouse, even with parental permission. No corporal punishment will be used. 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. Older children 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.



Hours of Operation

Masai's Playhouse LLC. provides care 24/7, however our normal hours of operation are from 6:00 AM – 6:00 PM Monday through Friday and from 6:00 AM until 5:30 PM on weekends.

Hours of care will be contracted based on families needs.

Trial Period & Termination of Care

Our trial period policy is as follows: During the initial two weeks of care , the provider 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. Any amounts paid toward the final two weeks of care will also be returned in full.

After the initial two week trial period, care can only be terminated with 2 week s notice by either party. I reserve the right to immediately end care for non-payment, failure to respect me, my 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 you terminate care with out giving appropriate notice , you will still be responsible for payment of the final 2 weeks of care whether or not your child attends.

Child Abuse/Neglect:

I am 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

On time arrivals /drop offs and departures/pick ups are important factors in the fluidity 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, let me know as soon as possible so I may adjust my 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 Brightwheel. This is not required, and does not affect my 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. Do not bring your children in pajamas.

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 in the nap area. 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.



Drop off & Pick Up Cont.

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 stopped. This also helps to make the child feel secure in that while you may leave them when you have to, you are always coming back. Please keep goodbyes at the door brief. 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.

Please do not leave your car running and unattended in the driveway.

Your child must exit my home with you.

Please do not allow your child to play near the vehicles at any time.

No child will be allowed to leave with anyone except the parent, unless indicated on the alternate pickup list, without written permission from the parent. Telephone permission will not do! Anyone unfamiliar to me will be required to show proof of Identification. Please make the alternate pick up person aware of this requirement.

the person picking up the child appears to be under the influence of alcohol or drugs, another

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 non-custodial parent from picking up the child.

Open Door Policy

You are invited and welcome to visit, anytime your child(ren) is present. You are only asked to make arrangements for a visit in advance and avoid visiting during Rest Time and meal times much as possible.



Brightwheel app

Masais Playhouse utilizes Brightwheel childcare software and mobile app to send messages, updates, invoices, newsletters, important program information and much more to parents of actively enrolled children. It is a time-saving tool that is 100% free for you and paid for by MPH. Set up of your child's profile prior to their start date is a requirement for all enrolled families. It is up to you if you would like to access all features and important information provided.

Parents are also free to call or message me using the Brightwheel app at any time, however no messages or calls are guaranteed a reply after regular business hours, 8am-6pm unless sent as an urgent message. If you contact me within normal business hours and I do not answer immediately, please leave a message, and I will get back to you as soon as we are finished with the current activity.

Closures

MPH will be closed on the following holidays each year. Holiday closures are referred to as "Paid Holidays". During these holidays, you are still required to pay for them 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" tab on the Brightwheel 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



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 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 5 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 vacation days in any given week. Vacation/Sick days cannot be used during any of the providers paid vacations or as payment toward care received. Refunds for care 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 my discretion. Please contact me in these instances.

In the event that I will be away for a period of time in excess of 1 hour (Doctor appointments, time sensitive errands, etc.) substitute care will be provided by Mr. Ian, and one assistant when available and all parents will be notified in advance in order to confirm the caregiver arrangements for that day.

Provider Vacation/Sick time/PTO

As your childcare provider it is my main objective to be available to your family every day, at the times requested of me.

However life circumstances will at times prevent this from happening. In the event that I will need to close for any reason the following policy will apply:

Each calendar year I will take up to 14 days of vacation/sick time. These days will be paid by each client family and no childcare will be provided.

In the event I 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
- Brightwheel message
- Brightwheel Calendar



Provider Vacation/Sick time/PTO Cont.

I will always do my absolute best to provide as much advanced notice as possible of any potential closure. Please understand that there will be times this is not possible, such as when I or my children become ill. If this does occur, your patience and understanding would be greatly appreciated.

Each family will be responsible for arranging their own back up childcare provider 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.

If for some reason I am unable to provide care temporarily (hospitalization of myself or our children, family loss etc.) and childcare can be provided by Mr. Ian and/or one of my assistants, families will be made aware of this and given the option to have their child attend. If you choose not to have your child attend during our alternative care arrangement, you will not be charged tuition for a period of up to 2 weeks. These details will all be included in the announcement made at the time of the closure.

Tuition & Payments

All tuition payments are due by 6:00 PM on the first day of each week childcare services are to be provided. After 6:00 PM, a late fee will be assessed. If payment is not made at drop off the following day, your child will not be accepted into care until payment, including all late fees, is received. After a period of 2 weeks passes without payment received, the contract will be terminated, the position filled, and the collection process begun. You will be responsible for any costs related to collection of the childcare fees. MPH will take legal 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 unable to pay your tuition, please contact us right away to discuss options including scholarship placement and payment arrangements.

Cash, Check, Credit/Debit card, FSA card, and Zelle mobile banking transfer are acceptable forms of payment and an invoice receipt will be given upon payment receipt. A fee of \$35.00, plus any additional costs I incur, will be charged to you for a returned check. 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 the New Year.

Childcare fees are due regardless of whether or not your child attends. You are paying for a position, as well as a service. No refunds are given for late arrivals or early departures.



Late Fees

Late/Early Arrival Fee: Arriving earlier than or later than your contracted care hours will incur a fee of \$0.50 per minute unless prearranged with at least two hours notice, \$5.00 per hour with prior approval

Late Payment Fee: \$35.00 per day that payment is not received

Returned Check Fee: \$35.00 plus any additional costs I incur for a returned check

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 and scheduled time less than 5.5 hours per day and up to 3 days per week. Part Time Childcare occupies a Full Time position. Daycare can only be guaranteed to children that attend full time, or part time and pay full time rates
- *Drop In*: Any requested childcare, upon short notice, provided based on availability for a separate fee
- *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 are arriving later than 9am please see that your child(ren) have eaten breakfast prior to arriving.

AM Snack - 12:30pm

Quiet time is immediately following snack.

Lunch - 3:00pm

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

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

****It is important to let me know if your child has any known food allergies.***



Meals & Snacks Cont.

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

Please list on the medical report any food allergies child may have.

If your child needs a special diet, the parent must furnish these foods.

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 my care only, no outside adults or children who are not already in my care will be able to attend.

Cleaning

My home is not always spotless. During childcare hours, my main concern is the care of the children. I clean my house 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. 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.



Clothing & Supplies

Please note:

Diapering products are included as part of our child care program

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 I try my 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 ensure there is a summer-type jacket to be left here. Weather can be unpredictable and should the day turn chillier he/she will still be able to play outside in comfort.

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..

There are occasions where I will make use of a wading pool, sprinkler or water toys. You will be notified in advance. Please provide a swimsuit or swim diaper and sign a Permission to administer form, if you wish for your child to participate.

During winter months, make sure your child has appropriate clothing. This includes a jacket, pants, minimum one pair of mittens or a hat (a hood that ties is not a substitute for 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 you would like to leave a spare hat and mittens, you're welcome to.

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 (more if we are toilet training) 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 , I ask that you send a set of pajamas daily for your child to change into during our bedtime routine.



Clothing & Supplies Cont.

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. I will notify you when the supply is low.

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

Any cream, powder, etc. that you wish me 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 my 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.

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

Every day between 12:00pm-2:45pm, 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, I may need to transport a child in a medical emergency.

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

I DO NOT allow TV viewing during normal business hours, unless it is being used in conjunction with a part of our daily curriculum. After regular hours the children are allowed to watch tv 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.

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. Proof of immunizations received is also not a requirement. 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.



Sick Policy

A. HEALTH REQUIREMENTS.

I recommend that all children have a well child check at least 1 week before enrolling into my childcare, however this is not a requirement .

If a child is ill in any way, I will not, under any circumstances, be able to keep them. This rule is enforced not only for the protection of myself and my family, but all enrolled children and families as well. It is my policy to notify parents immediately when a child becomes ill when in care and to make arrangements for the child to be picked up within 1 hour of first contact.

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 my own children exhibiting any signs of illness will be excluded from all group interaction/activity during childcare hours.

In the event of head lice, children must be treated and nit free BEFORE returning. If a case is found in my home, a notice will be given to all parents and all heads in my home will be checked. Children confirmed to have had lice will be checked by staff upon return with a nit comb and magnifying glass. If any nits are viewed the child must return home and continue treatment until all nits are gone before being allowed back into care. If any family sends their child to care with known lice OR sends a child to care while members of the household are known to have lice, this will be grounds for immediate termination of care agreement.

Children whose noses are running profusely or are unable to cover excessive coughs and/or sneezes with hands will be required to wear a disposable mouth mask which I will provide

B. SICK/EXCLUSION POLICY.

If your child is ill, you will need to call me as soon as you are able, to notify me of your child's absence due to illness. If you are within your contract and able to do so, you can request to have up to 2 sick days in any given month. Should your child be diagnosed with a communicable illness I will need to be notified so that I can provide a general notice of possible exposure to all enrolled families. Your child's personal information will not be shared.

Should your child become ill during his/her time in care, you will be notified immediately and we will determine the best way to handle the situation, which may include your child being sent home. It is in everyone's best interest that a sick child stays home. If a child has any of the symptoms listed below, they will not be permitted to attend care until 72 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.



Sick Policy Cont.

The symptoms include:

- 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.
- Vomiting
- 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.
- 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.

Further, there are times when a child is not ill to the point of showing any obvious symptoms, but is uncomfortable and really 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, I will strongly urge you to keep your child at home, and may insist on it.

I ask that when deciding if your child should come, please give consideration to the health of the other children, my family, and myself. The American board of Pediatrics states that the first two days of illness are generally the most contagious time. Although winter runny noses are somewhat unavoidable, please use your best judgment, and call me if you are unsure.

Although all MPH staff is trained in infant and child CPR, basic first aid, and recognition of communicable childhood diseases, I am not a doctor, and will not under any circumstances provide any medications, including vitamins unless a "Permission to Administer Medication" form is filled out. If you would like to have any OTC meds administered to your child while in care (after being diagnosed with an illness and being cleared to return), you will need to provide a new and sealed bottle of the medication to be stored in their cubby.

C. **RETURNING TO CARE**

-Children may return to care only at such time as they 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:

- 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
- Chicken pox lesions are completely crusted over
- Scabies are under treatment
- Lice are under treatment, and no nits are present on hair
- Pinworm treatment has occurred 24 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
- The child has completed the contagious stage of the illness.

Please note that no child will be readmitted after a communicable disease XE "communicable disease" without a statement from a medical facility or physician.

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. I 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
- Decongestants
- Anti-itching ointments/lotions
- Diaper ointments/lotions
- Non-narcotic cough suppressants

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 Brightwheel.



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 written notice of any changes that may occur in order to ensure MPH LLC. will be able to accomodate the adjustment.

Confidentiality:

The information you supply to Masai's Playhouse will be kept confidential. This includes and all content shared using the Brightwheel app. I 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: _____