***Heaven Sent Childcare LLC***



***Quality Early Childcare Education***

**Train up a child in the way he should go;**

**and when he is old he will not depart from it. Proverbs 22:6**

733 E. Rittenhouse St. Philadelphia, PA 19144 Google: HeavenSentChildcare ( 19144)

Business and Cell 215 954 7783 [www.childcareheavensent.co](http://www.childcareheavensent.com)m

Instagram heavensentchildcare1

Coming Soon Book Release: By Author Talona Coleman

“I Am Special”

**Heaven Sent Childcare**

**WELCOME**

Dear Parents and Guardians,

Welcome to Heaven Sent Childcare LLC.I am a fully licensed Keystone Stars 4 Facility! I teach with the purpose of instilling Proverbs 22:6. Train up a child in the way he should go; and when he is old he will not depart from it. I serve as the Advocacy Chairperson for the Family Childcare Advisory Council. I’ve successfully operated my childcare program for the past 20 years in the Germantown section of the city. I believe that it is important to create community partnerships! Therefore, I currently have professional partnerships with PA State Representative Stephen Kinsey, and PA State Senator Art Haywood. Each year they visit Heaven Sent Childcare for our Literacy week. I also have created a program titled “Kids Reading to Kids”.......Through this program scholars in kindergarten through 5th grade are invited to our program to read to our scholars. Parents are always welcome to share their gifts and talents with our scholars! **My passion is helping scholars to reach their fullest potential academically, socially, biblically, and seeing them thrive as they grow and learn!**  It is my vision to provide your scholar with a happy, clean, home environment within a safe fun early-childhood development program. Each scholar will be given the opportunity to grow through language, fine motor, gross motor, self help skills, biblical instruction and application.

The family setting will help to enhance the one on one intimate setting for individual, mixed, and group ages. As needed personal attention will be given to help each child to reach their greatest academic achievements.

I am committed to attending Early Childcare Education training,and professional development courses which will keep me abreast to the revolving changes within the early childcare education field. As I continue to grow and learn, it assures that your scholar will continue to excel and will receive quality childcare services.

Thank you for choosing Heaven Sent Christian Child Care. I look forward to having the opportunity to provide my services to you and your scholar. As a team, we can work together to provide life-long learning experiences for your scholar.

**Philosophy**

My philosophy of child care is to provide an environment for your scholar/s:

As much like home as possible

Where learning happens as a result of fun activities

That encourages socialization as well as independent play

To reinforce the values of honor and virtue

That helps the scholar learn how to successfully relate to others

Where the scholar feels happy and safe

My philosophy of child care is to provide for the parent/guardian:

Open and honest communication about your scholar

Up to date information about scholar’s activities

An attitude of teamwork in areas relating to your scholar’s development

**Here at Heaven Sent Childcare, we strive for excellence in nurturing each scholar to become independent self-sufficient individuals.** Each scholar learns to respect themselves as well as others, taking pride in one’s abilities in a positive manner. After departing HeavenSent Child Care your child will be confidently equipped with the basics to head into their extended learning years. They would have acquired biblical instruction that will give them the foundation in which to stand and be successful.

**My goals in caring for your scholar is:**

Get to know your child’s interest, strengths, and challenges

Build a goal chart specifically with your scholar’s abilities in mind that include physical and intellectual accomplishments

Introduce biblical instruction, biblical application, art, music, math, social life, reading, healthy habits, and socialization as your scholar shows interest

Provide for planned and spontaneous adult-child interactions

**CONTINUITY OF CARE**

**Heaven Sent Child Care ensures continuity of care by maintaining consistent relationships between families and children for the first 3 years of life and for the duration of enrollment into my program. Children in my care remain with me and the environment is adjusted in order to meet the needs of the children as they continue to grow and learn.**

**Objective**

**This is a Christian based childcare learning program;** offering childcare service for 2-5yr old. I strive to prepare each scholar for the kindergarten experience and equip them with biblical instruction/application, and academic instruction to last a lifetime. All faiths are encouraged and welcomed at Heaven Sent Childcare

**Mission**

I seek to nurture the “whole Scholar” in areas of academic, physical, emotional, social, and spiritual development. This will be achieved by providing an array of stimulating activities which appeal to each child on their specific level.

These activities will help foster a positive attitude toward learning for all scholars. It will also promote each scholar to learn and grow to their fullest potential. In doing so, developmentally appropriate practices will be utilized to accomplish this very important task.

**Parent Involvement**

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**Hours of Operation**

**Child Care hours of operation are Monday-Friday 8am-4pm**

Please see Holiday, vacation, inclement weather, emergency closure or delayed opening schedules, to view adjustments.

It is the parent or guardians responsibility to secure backup persons for pickup, delayed opening, or unexpected closures in the event of unforeseen schedule changes. These may be due to weather, sickness, or disaster.

**Holidays/Provider Vacation**

New Year’s Day

Dr Martin Luther King Day

Good Friday

Memorial Day

Independence Day

Labor Day

Columbus Day

Veterans Day

Thanksgiving Day

Business Day after Thanksgiving

Business Day before Christmas

Christmas Day

Business Day after Christmas

3 Professional Business Days (TBA)

Provider Paid Vacation (3 wks out of year TBA) effective 1/1/2022

(Dates are subject to change)

Emergency Substitute

In the rare case of an emergency situation, My (pending) emergency back-up provider Ms. Browne will facilitate childcare. She will oversee the scholars at the facility in my absence. If warranted for early dismissal, parents will be notified and asked to pick up their scholars within a 30 minute timeframe of communication. Ms. Browne would know the specifics of each scholar, she’ll have knowledge and access to all required enrollment documents. In the event an emergency backup is not available, I would need to either close for the day or have an early closing. (No discounts or refunds are available in this scenario).

Yearly Schedules are given to parents/guardians in January or sooner if need be. All are asked to familiarize themselves with these schedules and plan accordingly. It is your responsibility to plan accordingly.

**Heaven Sent Child Care 2022 Schedule**

January 6, 2022 - Jan 13th Heaven Sent Vaca

January 17, 2022 MLK Day

March 4, 2022 Professional Development(No Services)

March 14, 2022 10am opening

April 15, 2022 Good Friday

May 27, 2022 Professional Development Day (No Services)

May 30, 2022 Memorial Day

May 31, 2022-June 7th Heaven Sent Vaca

July 4, 2022 Independence Day

Sept. 5, 2022 Labor Day

Sept. 6, 2022-Sept 13th Heaven Sent Vaca

Oct. 10, 2022 Columbus Day

Nov. 11, 2022 Veterans Day

Nov. 24, 2022 Thanksgiving Day

November 25, 2022 Business Day after Thanksgiving

December 23, 2022 Business Day before Christmas

December 26, 2022 Christmas Day

December 27, 2022 Business Day after Christmas

**These dates are subject to change.**

Should any holiday fall on Saturday or Sunday, it will be observed on the Friday before the holiday.

**Admissions and Enrollment**

**All admission and enrollment forms must be completed and enrollment fee paid prior to your scholar’s 1st day of service. The weekly tuition fee is $275. Free vacation week pertains to full time enrollment only. (Prices are subject to change).**

**There is a non refundable enrollment fee of $50 due at time of enrollment. Families are offered a $20 discount** **on the 2nd child’s enrollment fee. The $20 discount does not apply to the weekly tuition fee.** Enrollment fees are per child. Your weekly fee entitles you to 5 business days of care where applicable (see above) for your scholar providing a scheduled holiday, professional development, inclement weather, vacation, closure doesn’t exist. Drop in care must not exceed 2 days per week. Drop in care is for non permanent enrolled scholars of my program. Drop in care still requires the interview process before drop in enrollment is approved! All enrollment forms are required for drop in service. As well as an enrollment fee of $50.

**A walk through interview must be facilitated with Mrs. T, parent/guardian, and the scholar before enrollment can take place. No one will be able to bypass this important process!** During this time policies, guidelines, and expectations of the parent/provider are discussed. During this time the scholar has the opportunity to explore his or her new high quality scholar care environment.

Scholars are admitted without regard to race, culture, sex, religion, national origin, or ability. Every scholar will be accepted so long as safe and supportive services and environment can be provided.

Should your scholar require additional support services while enrolled in my program, we will work as a team to seek out professional services, and give the needed support to help your scholar and your family.

Scholars between the ages of 2-5yrs are accepted in my program based on availability, openings, and staff child ratio.

**Wait List**

Wait listed scholars will be enrolled in the order which they were received. With the exception, pre enrolled families will receive priority enrollment as long as staff child ratio is sufficient.

**Adjustment/Trial Period**

My program is a safe and adventurous environment. A place where your scholar will learn and grow. They will have the chance to explore the world around them, and make new playmates. This is all exciting, but a scholar will need time to adjust to their new environment. I will make every effort to help your child to adapt to their new environment. **In the event your scholar isn’t adapting within a 2 week adjustment period, the family may request or be asked to terminate the signed agreement.**

**In the event that a child is determined to need additional support services, it is highly encouraged that parents and the provider are working together for the best interest of the scholar in receiving outside support services. If a scholar is unable to adapt and support services are needed but refused by parents, this will be cause of dismissal.**

**Inclusion Policy**

I actively promote inclusive practice to best meet the needs of the scholars, families, and staff within my program. All are welcome to attend my program regardless of ability, need, background, culture, religion, gender or economic circumstances. Through inclusive practice, I aim to reflect our wider community and promote positive attitudes to both the similarities and differences in each other. To achieve this, we actively engage with scholars, parents, and other organizations as appropriate.

**Expulsion Policy**

Unfortunately, there are reasons I have to expel a scholar from my program either on a short term or permanent basis. I want you to know that I will do everything possible to work with the family of the scholar to prevent this policy from being enforced. The following are reasons we may have to expel or suspend a child from childcare.

**Immediate Causes For Expulsion**

The child is at risk of causing serious injury to other scholars or themself.

Parent threatens physical or intimidating actions towards staff members,

Parents exhibit verbal abuse to staff in front of enrolled scholars.

**Parental Actions For Child’s Expulsion**

Failure to pay/habitual lateness in payments, pick up

Failure to complete required forms including the child’s immunization records.

Verbal abuse to staff, staff family, possession of illegal weapons, illegal drugs, under influence of alcohol or drugs.

Failure to secure safety of child during transport..ie carseat

**Child’s Actions For Expulsion/Termination**

Failure of child to adjust after a 2 wk adjustment period

Uncontrollable tantrums/angry outburst/hitting/spitting

Profanity

Ongoing physical or verbal abuse to staff, peers, staff family, pets

Excessive biting

Prior to expulsion, the parent will be contacted, correspondence will be sent home indicating what the problem is, and every effort will be made by both myself and the parent to correct the issue. If after 1 or 2 weeks, depending on the risk to the other scholar’s welfare and safety, if the behavior doesn’t improve, and I find that I can no longer accommodate the scholar, the parent will be asked to remove the scholar. The parent will be given a minimum of 1 week’s notice to find another center to provide care for their scholar. I will be willing to help the parent with new placement should the parent ask for assistance.

Should a scholar or parent continuously violate this Expulsion Policy, Signed Agreement, or Parent Handbook Policies, all services will be terminated immediately or at my discretion with any paid fees being refunded to the parent or guardian. Talona Coleman Family Childcare aka Heaven Sent Childcare will not be held responsible for any prior paid fees, or legal fees should termination of services occur due to any of these circumstances. If a parent/guardian decides to terminate services at any time, I will not be held responsible in returning any previous paid enrollment, tuition, or copayments, **Termination requested on behalf of parent or myself does not warrant any type of refund to be issued to a parent, guardian, or third party.**

**Tuition is based on slots not attendance. Regardless of days in which a scholar is present, absent, payment is due for 5 days per week.(See handbook for vacation, holiday payment schedule). There are no fee adjustments, refunds, deductions in the event that this Expulsion Policy is enforced.**

**Support Services for Families**

Infant Early Childhood Mental Health

[PAIECMH@pakey.org](mailto:PAIECMH@pakey.org)

**Early Intervention Program**

215 742 7820

**Tuition and Fee Schedule**

**24 months - 5 years of age $275 weekly.** There is a flat rate of $275 for services. This rate applies to all enrolled scholars. Currently pt services are not available.

**(Please read) All ELRC & subsidy clients must pay the difference in payment should the ELRC payment and co-pay not equate to the $275 weekly tuition fee for all enrolled scholars.**

**During Mrs. Talona Coleman 3 week paid vacations, ELRC clients become self paying clients. This means that ELRC or any subsidy will not make any payments on your behalf. You are responsible to make payment/s totaling your weekly contracted fee of $275 per child. All payments are due the Friday before Talona Coleman’s scheduled vacation. Non compliance will result in termination of services.**

**Parents/Guardians may choose 1 week of vacation of their choice with the exception of the same date of vacation as the 3 week childcare vacation closure. (Free week voucher becomes effective after 30days of enrollment) During this week parents will not have to pay copayments or tuition fees. This can be used as a free week; with the scholar being absent from childcare. Your scholars slot will be held without penalty unless there is no communication when it's time for return to childcare. Only one family will be approved for leave at any one given time. Approval is based on a first come first serve basis. Vacation slips will be given to parents to complete and return for approval. If you do not return your vacation request slip by the deadline date, your free week vacation request will be voided.**

Tuition covers basic supplies and food. Breakfast, lunch, and a pm snack are included. Parents whose scholars require diapers must supply diapers.. Any scholar aged **36 months who is not potty trained will be assessed an additional $3 fee added to tuition cost**. All parents must label all scholars belongings. All scholars' belongings must be sealed in a clear zip up bag. No outside bags will be permitted in the daycare facility.

A one time $5 discount will be given to the referee for any referral which the referred client is enrolled for thirty days. One time discount per enrolled family.

Tuition changes and policy changes are evaluated each January 1st, or as needed. Either may be adjusted as needed to meet the needs of those who I serve. Increased rates will be determined based on the cost of living. Rates will be or may be raised annually with consideration of the cost of living, utility increases, food cost inflation, and purchase of masks, and COVID sanitizing and cleaning products.

**Tuition is based on slots not attendance**, regardless of days in which a scholar is present or absent. Payment is due for 5 days per week. There are no fee adjustments, refunds, deductions, should a scholar's services need to be terminated or discontinued based on Heaven Sent Child Care, LLC Expulsion Policy.

**During a “public health emergency” declared on the Federal, State, or Local level by those in authority, parents will not be asked to make their weekly payment of $275. However, once the “public health emergency” is lifted and declared ok to resume business, parents who have made the decision of keeping their scholar at home will be charged the daily weekly rate of $275 dollars per week for childcare services. This does not apply to the exit scenario listed below. Examples are related to Covid, omicron variant, however not limited to these.**

If a scholar exits Heaven Sent Childcare and the family wishes for the child to return within 6 months after their exit, there is an additional $50 return fee, and the enrollment fee of $50 must be paid. If a family exits without giving a 2 week written statement of discontinuing services, before they may return no matter the time frame the 2 week payment must be paid in addition to the weekly tuition fee of $200, and the $50 enrollment fee before the scholar can be re enrolled. (This 2 week payment **will not** be included as your weekly fee for restarting childcare at Talona Coleman Family Childcare aka Heaven Sent Childcare.

Drop in care is for non permanent enrollment scholars. 2 day weekly maximum. The cost is $40 per day. Enrollment fee of $50 does apply. In addition, all enrollment paperwork must be completed before services are provided. If your scholar has an IEP, a copy must be given to Talona Coleman before services are rendered.

All tuition payments must be paid in advance with no deduction for any absences, professional development training, emergency closure, vacations, holidays, closures due to inclement weather, power outages, or situations beyond my control. Payment must be paid on Monday morning. Payment is due as agreed in your contracted and signed agreement. **Payments can be made via cash**, or **Cash App ($TalonaColeman)**. Receipts will be given to payee no later than Friday of the week in which tuition was paid. Payment statements will be given at the end of year for tax purposes.

**Late Payment**

**Late fee of $20 will be charged for each 15 minutes for scholars picked up after 4pm**. Please understand that at 4pm childcare services as well as insurance services cease. Children are insured during childcare hours only 8am-4pm! By all means, please arrive before or at 4pm. The 4:15 time is a courtesy not an excuse to arrive at this time. Though at 4:15 you’re late, and all fees will apply. **All late fees are due at the time of late pickup**, or no later than the next business day. Continuous late pick is not tolerated at Talona Coleman aka Heaven Sent Childcare LLC. Those who have displayed a pattern of late pickup will be terminated. Fees must be paid before services are continued. 3 excessive lateness, tuition, pick up, co payments, and late fees will result in immediate termination of services.

**Late payment of tuition, late payment of provider’s paid vacations, or copayments will result in a $20 per day late fee, which must be paid in full before services will continue.**

**Communication & Family Partnership Daily Communications.**

Bi weekly reports will be sent to you from me, I will keep you informed about your child’s activities and experiences in my program. Written, newsletters, emails, texting communications will be my communication outlets for families. Bulletin board with program news, upcoming events, holiday closing dates, announcements, etc. will be accessible once COVID restrictions are lifted. I encourage you to provide an email address that you use regularly so that I may send you announcements, event invitations, newsletters and general updates.

**CURRICULA & LEARNING Learning Environment** I provide a rich learning environment using Mother Goose curriculum that is developmentally appropriate to the specific ages of the children in my care. I implement a flexible day routine that allows children to advance at their own pace. I strongly believe that learning happens through play. Learning and exploring are hands-on and are facilitated through interest areas.

**Biblical Application and Instruction** is also incorporated in our daily activities. Scholars are introduced to Bible stories, scriptures, and songs pertaining to Jesus Christ.

**Outings & Field Trips**

Weather permitting; I conduct supervised walking trips around the neighborhood. Children are accounted for at all times. A permission statement for participation in walking trips is included in the enrollment package. From time to time, there will be supervised field trips, and I encourage you to join your child on the trip. Permission Slips for each trip must be signed by the child’s family. Tuition DOES NOT include fees for field trips and extracurricular activities. For field trips, please dress your child appropriately for the season. Walking shoes are a must. Sandals and flip-flops are not appropriate for walking and make it difficult for your child. The safety of children will be guarded in all activities. Proper restraint systems (seat belts) and the correct use of them are critically important during travel to/from the child care program as well as during field trips. (3 adult chaperones will be needed for each off site trip).

**Television Time**

Normal daily routine does not include television watching, but from time-to-time, I may record a television show without advertisements as a teaching aid. Television consumption will not be longer than an hour and the program will be screened prior to showing. Programs will consist of non-violent and high-quality educational material. My focus is to provide your child a positive experience with increased understanding of the world. Alternative activities are available for children during television time.

**Electronic Media**

Electronic Media is limited to minutes or less per day per child. Internet sites and software are pre-screened to contain non-violent and high-quality educational content. Alternative activities are available for children during this time. Each enrolled scholar (ages 3-5 yrs) receives a personal tablet to be used during academic instruction 2 times a week for 15 minutes while at childcare.

**Multiculturalism**

is vital for all children because it sets social goals and promotes respect for all people and the environment we inhabit. I utilize books, music, games, and a wide range of activities as aids to teach children respect for our world and the diversity of life upon it. Celebrations My celebrations and holiday policy encourages an enhanced understanding of and respect for different cultures and beliefs of children, families, staff and community.

**Rest Time**

All scholars' belongings must be brought to childcare in a ZipLoc bag; this helps to prevent spread of germs! After lunch, all children participate in quiet rest time. Children are not required to sleep and may be given quiet activities. Cots are provided, parents must provide sheets and blankets for all children in child care. Parents are responsible for picking blankets up on Friday to be cleaned and return them on Monday morning. Should cleaning of blankets occur before Friday, it is the responsibility of the parent to clean or replace any soiled sleep attire. Before rest time, scholars are taught a prayer and lullabye music is played to guide in peaceful sleep.

**Toilet Training addt’l ($3) fee for scholars 36 mths and up**

The most important factor in making the toilet learning experience successful and as low-stress as possible is a home/child care partnership that supports your child. Research indicates that children cannot successfully learn how to use the toilet until they are physically, psychologically, and emotionally ready. Many pediatricians say that most children under 36 months of age are not physically capable of regulating bladder and bowel muscles. Most positive toilet training occurs only after children show signs of physical control or awareness of their bodily functions and when they demonstrate an interest or curiosity in the process. I am committed to working with you to make sure that toilet training is carried out in a manner that is consistent with your child’s physical and emotional abilities and your family’s concerns. That’s only if parents are willing to work with me also at home.

**Guidance**

General Procedure Thoughtful direction and planning ahead are used to prevent problems and encourage appropriate behavior. Communicating consistent, clear rules and involving children in problem solving help children develop their ability to become self-disciplined. I encourage children to be fair, to be respectful of other people, of property, and to learn to understand the results of their actions.

**Acts of Aggression and Fighting Children** are guided to treat each other and adults with self control and kindness. When a child becomes physically aggressive, I intervene immediately to protect all of the children. My usual approach to helping children with challenging behaviors is to show them how to solve problems using appropriate interactions. When discipline is necessary, it is clear, consistent and understandable to the child.

Physical restraint is not used or permitted for discipline. There are rare instances when I need to ensure a child’s safety or that of others and I may restrain a child by gently holding her or him only for as long as is necessary for control of the situation.

**Attendance & Withdrawal Absence**

If your child is going to be absent or arrive after 9 AM, please call me at 215 954 7783, do not text. Arrival after 9am, must be accompanied with a Drs note. In the event of an emergency and you can’t arrive by 9am, you may arrive at 10:15 only. Arriving between 9am-10am is a distraction to the learning flow of academics. Reminder! There is no credit given for vacations, scheduled school holidays, child illness, or for closings due to emergency situations, inclement weather or acts of God.

**Celebrations**

Celebrations and holidays are celebrated to embrace the diversity and uniqueness of all. To do so we will incorporate celebrations that influence unity and awareness.

**Enrollment Documents Updates**

Enrollment documents will be reviewed every 6 months; and health assessments every 6months to a year. Or as needed. However all documents may be updated as needed prior to the listed time frame. All families must comply with DHS regulations and non compliance will result in termination of services. If enrollment documents are not completed and returned when asked, this will interrupt your childcare services. It is pertinent that documents are returned as requested.

**Closing Due to Extreme Weather**

Should severe weather or other conditions (i.e., snow, storms, floods, tornadoes, hurricanes, earthquakes, blizzards, loss of power, and loss of water) prevent me from opening on time or at all, notification to the families will be announced via text or phone call. If it becomes necessary to close early, I will contact you or your emergency contacts as soon as possible. Your child’s early pick-up is your responsibility to arrange.

**Drop-Off And Pick-Up**

Doors open at 8AM. (During COVID restrictions), parents must sign all scholars in on the porch area. No parents are allowed in the facility due to COVID restrictions. Upon arrival, all scholars' temperatures will be taken, safety questions will be asked of parents, and once the scholar is deemed healthy, they will be escorted in the childcare facility to change shoes andwash hands before engaging in food or activity. Pick up time is no laterthan 4pm. All scholars must be picked up on time to avoid late fee charges. Once parents arrive, please sign your scholar out, ring the doorbell, and your scholar will be escorted out of the facility. No scholar will be escorted out of the facility to anyone under the age of 18 years of age. So that we may be socially distant, no more than 2 family members of the same family shall enter the porch area at any given time. No loitering or excessive foot traffic will be allowed at Talona Coleman Family Child Care aka Heaven Sent Child Care LLC.

**Authorized & Unauthorized Pick-up**

Your child will only be released to you or those persons you have listed as Emergency and Release Contacts. If you want a person who is not identified as an Emergency and Release Contact to pick-up your child, you must notify me in advance, in writing. Your child will not be released without prior written authorization. The person picking up your child will be required to show a picture ID as verification. Please share this information with your pick up person.

If your child has not been picked up after closing and I have not heard from you, attempts will be made to contact you, and the contacts listed as Emergency and Release Contacts. After 1/2 hour I have not been able to reach you or any person listed as an Emergency and Release Contact, I will call the local child protective services agency. Late Fees will be applied.

**Right to Refuse Child Release**

I may refuse to release scholars if I have reasonable cause to suspect that any person picking up a child is under the influence of drugs or alcohol, or is physically or emotionally impaired in any way that may endanger your child. To protect your child, I may request that another adult listed as an Emergency and Release Contact pick-up your child or I may call the police to prevent potential harm to your child. Recurring situations will result in the release of your child from my program.

**PERSONAL BELONGINGS/What to Bring**

• Toddlers: at least two changes of clothes or more per day if going through the toilet training program. • Preschoolers: at least one change of clothes, socks and shoes. • Kindergarteners: at least one change of clothes, socks and shoes. Sun hats or caps as needed. If needed, please apply sunscreen to your scholar before arriving at childcare.

Please label all items brought from home with your child’s name (i.e., clothes, cups, sheets, blankets, etc.) to prevent items from becoming misplaced or lost. **I am not responsible for lost or damaged items. Please dress scholars in clothing that you don’t mind getting dirty! Play does require comfortability and getting messy at times.**

**Cubbies**

Upon enrollment each child will be assigned a “cubby.” Cubbies are labeled with your child’s name. Please check your child’s cubby on a daily basis for items that need to be taken home.

**Lost & Found**

You can look for lost items and bring found items to the Lost-and-found Box located in the lost and found bucket in my office. Please note that I am not responsible for lost personal property.

**Toys from home will be allowed during show and tell days only. (TBD)**

**Nutrition**

I believe in providing nutritious meals for scholars. I follow the Child and Adult Care Food Program that was established to improve the health of scholars in childcare settings both by improving the nutritional quality of meals and by promoting healthy eating habits. In order to qualify , meals must include the following nutritional components.

**Breakfast** - milk, fruit or vegetable or 100% juice, bread or cereal

**Lunch** - milk, meat or meat alternative fruit or vegetable (2 servings), bread or alternative

**Snacks** - At least 2 of the 4 components - milk or milk alternative, fruit or vegetable, bread or alternative

If a scholar requires a special diet, it will be the responsibility of the parent or guardian to accommodate the scholar's meals daily with no reduction in tuition fees.

Unhealthy foods will not be encouraged at childcare or accepted from home. Water and fruit are the only outside food permitted if a scholar does not require a special diet.

**Food Allergies**

**If your scholar has food allergies, please bring this to my attention during the enrollment process as well as documenting the allergy on the enrollment documents. Written acknowledgement should also list appropriate food substitution, which parent must supply and this information must be updated annually or as need based. Your scholar’s pediatrician should be able to verify allergies on the Health assessment form. An Epipen prescribed by your child’s pediatrician should be on file at the childcare facility.**

**Allergy Prevention**

**Families are expected to notify me regarding children’s food and environmental allergies. Families of children with diagnosed allergies are required to provide me with a letter detailing your child’s symptoms, reactions, treatments and care.**

**Medications**

With the exception of an Epipen, no medications will be administered while scholar’s are attending childcare. If your scholar is ill, (see illness policy) please refrain from sending them to childcare.

**Meal Time**

Plastic color coded plates, flatware, cups, and utensils are assigned to each scholar. After each use items are sterilized for reuse and replaced as needed. During meal times, scholars are taught grace, and good etiquette skills. Food is always served attractively in kid friendly portions. Scholars are encouraged to self feed to the degree that they are skilled. Foods that pose a choking hazard are excluded from being served. All scholars are carefully monitored during feedings, to prevent choking hazards. During mealtime, education about food is our topic of discussion. Scholars are encouraged to try new foods. Menus are posted and distributed for families.

**Immunizations**

**Immunizations are required according to the current schedule** r**ecommended by the U.S. Public Health Services and the American Academy of Pediatrics, www.aap.org.** I check with the public health department or the American Academy of Pediatrics for updates of the recommended immunization schedule.

**Our state regulations regarding attendance of children who are not immunized due to religious or medical reasons are followed. Unimmunized children are excluded during outbreaks of vaccine preventable illness as directed by the state health department.** OPhysicals Routine physicals are required according to the current recommendations of the American Academy of Pediatrics, www.aap.org. A copy of your child’s physical should be received before but must be received no later than 30 days after your child begins my program. Families are responsible for ensuring that their child’s physicals are kept up-to-date and that a copy of the results of the child’s health assessment is given to me.

**Illness**

I understand that it is difficult for a family member to leave or miss work, but to protect other scholars; you may not bring a sick scholar to my program. I have the right to refuse a child who appears ill. You will be called and asked to retrieve your scholar if your child exhibits any of the following symptoms. This is not an all-inclusive list. I will try to keep your scholar comfortable but he/she will be excluded from all activities until you arrive. Illness will prevent your scholar from participating in activities. My ultimate goal is to keep your scholar healthy and keeping them home while sick is the best way to achieve this goal!

• Illness that results in greater need for care than I can provide. • Fever (above 100°F under the arm, above 101°F in the mouth, above 102°F in the ear) accompanied by other symptoms. • Diarrhea – stools with blood or mucus, and/or uncontrolled, unformed stools that cannot be contained in a diaper/underwear or toilet. • Vomiting – green or bloody, and/or 2 or more times during the previous 24 hours. • Mouth sores caused by drooling. • Rash with fever, unless a physician has determined it is not a communicable disease. • Pink or red conjunctiva with white or yellow eye discharge, until on antibiotics for 24 hours. • Impetigo, until 24 hours after treatment. • Strep throat, until 24 hours after treatment. • Head lice, until treatment and all nits are removed. • Scabies, until 24 hours after treatment. • Chickenpox, until all lesions have dried and crusted. • Pertussis (Whooping Cough), until 5 days of antibiotics. • Hepatitis A virus, until one week after immune globulin has been administered. Children who have been ill may return when: • They are free of fever, vomiting and diarrhea for 24 hours. • They have been treated with an antibiotic for 24 hours. • They are able to participate comfortably in all usual activities. • They are free of open, oozing skin conditions and drooling (not related to teething) unless: The child’s physician signs a note stating that the child’s condition is not contagious, and; The involved areas can be covered by a bandage without seepage or drainage through the bandage. If a child had a reportable communicable disease, a physician’s note stating that the child is no longer contagious and may return to my care is required.

**Communicable Diseases**

When a child in my program has a suspected reportable disease, it is my legal responsibility to notify the local Board of Health or Department of Public Health. I will take care to notify families about exposure so children can receive preventive treatments. Included among the reportable illnesses are the following: Covid Bacterial Meningitis Botulism • Chicken Pox • Diphtheria • Hemophilic Influenza (invasive) • Measles (including suspect) • Meningococcal Infection (invasive) • Poliomyelitis (including suspect) • Rabies (human only) • Rubella Congenital and Non-congenital (including suspect) • Tetanus (including suspect) • H1N1 Virus • Any cluster/outbreak of illness

**Safety**

It is my 1st priority to share my home and allow each scholar and family to experience the warmth and expertise of a safe and thriving child care program. Therefore, I take every measure necessary to ensure that your scholars' learning, and developmentally experiences, are safe; yet memorable. Some features that help ensure your child’s safety are: Working smoke detectors are on each floor and near cooking and sleeping areas, working carbon monoxide detectors are near the sleeping area, adequate ventilation throughout my home, no guns or firearms on premises, Gated stairways, fire extinguishers are maintained properly, toys are age appropriate, in good repair and of a non-violent nature, electrical outlets are covered, o Toxic items are stored appropriately, hot water heater is regulated at 120°F, medications are out of reach of scholars, first aid kit is kept near and expiration dates are observed, animals are child-friendly, properly immunized and in good health. I am certified in Infant & Child CPR and Pediatric First Aid, safe grassy areas to play, yard is free of splinters and harmful objects, safety approved play equipment and toys.

**Extreme Weather and Outdoor Play**

Outdoor play will not occur if the outside temperature is greater than 90 °F or less than 25°F degrees. Additionally, outdoor play will be canceled if the air quality is not healthy.

**Injuries**

First aid will be administered by me in the unlikely event that your child sustains a minor injury (e.g., scraped knee). You will receive a report outlining the incident and course of action taken. If the injury produces any type of swelling or needs medical attention, you will be contacted immediately. My program is equipped with a first aid kit meeting the state regulations. In the event of a serious medical emergency, your child will be taken to the hospital immediately by ambulance, while I will try to contact you or an emergency contact. **Please understand that though every effort is made to ensure your child’s safety, accidents do and will happen; when it does, I will make sure your scholar is ok and reevaluate practices to try to prevent unexpected accidents or incidents. Big or small they will be brought to the attention of parents or guardians.**

**Biting**  Is a normal stage of development that is common among infants and toddlers – and sometimes even among preschoolers. It is something that most young children will try at least once. When biting happens, my response will be to care for and help the child who was bitten and to help the biter learn a more appropriate behavior. My focus will not be on punishment for biting, but on effective behaviors that address the specific reason for biting. Notes will be written to the family of the child who was bitten and the biter’s family. I will work with the families of both to keep them informed and to develop strategies for change. **If your scholar is a biter; please bring that to my attention immediately.**

**Pets**

I do have 3 pets on the premises. 2 cats, and a dog. Each are kid friendly, and deemed healthy by a veterinarian and are current on all immunizations

**Respectful Behavior**

All children and families will be treated with respect and dignity. In return, I expect the same from all families. **I will not tolerate hostile or aggressive** **behavior.** If this occurs, I will exercise the right to ask you to control your behavior or to remove your scholar and you permanently from my program. **Scholars who want to hit me or any other adult; run the chances of having to miss childcare for 1-2 days, or dismissal from my childcare program. No refunds of any kind will be given.**

**Housekeeping Guidelines**

Smoking of any nature is never permitted in the home or surrounding areas of the day care. This includes electronic cigarettes.

My child care environment is a drug free, weapon free, profanity free, environment. These behaviors are never permitted, or will they be tolerated at any given time.

Parents may call to check up on their scholar at any time. If I am unavailable, your message will be returned at my earliest availability.

Parents/guardians are encouraged to visit childcare without prior notice whenever their scholar is being cared for unless a court competent jurisdiction has limited the parental right of access to the scholar and a copy of the court order is on file.

If your scholar is ill do not send them to childcare; if they become ill while in care, you will be contacted and asked to pick up your scholar within a ½ timeframe.

Blankets and other security items are welcome, however, please do not encourage your scholar to bring toys during show and tell, that they are not willing to share. At any time, I am not responsible for lost or damaged toys.

All items must be labeled with your scholar's name. Please refrain from sending your scholar to childcare with oversized clothing, shoes, and small barrettes, hair beads, and earrings. These could be a potential threat to your child. Potential tripping or choking hazards.

During summer water play, scholars are not permitted to wear bathing suits. Lightweight shorts and t-shirts are permitted. Not open toe shoes. Please apply kids SPF sunscreen as needed before heading to childcare if needed.

In the event of inclement weather, Talona Coleman FCC aka Heaven Sent Childcare may need to adjust operating hours. Closures, delays, or ½ days may be necessary. (If so, no adjustment in tuition fees will be warranted)

**Cell Phone Usage: Please refrain from cell phone usage while dropping off and picking up your scholar to or from childcare.** It is a distraction and you and I may need to communicate valuable information to one another during these times.

**Suspected Child Abuse I’m a Mandated Reporter!** I am required by law to report all observations of child abuse or neglect cases to the appropriate state authorities if I have reasonable cause to believe or suspect a child is suffering from abuse or neglect or is in danger of abuse or neglect, no matter where the abuse might have occurred. The child protective service agency will determine appropriate action and may conduct an investigation. It then becomes the role of the agency to determine if the report is substantiated and to work with the family to ensure the child’s needs are met. My program will cooperate fully with any investigation and will maintain confidentiality concerning any report of child abuse or neglect.

**Child Custody Without a court document, both parents/guardians have equal rights to custody. I am legally bound to respect the wishes of the parent/guardian with legal custody based on a certified copy of the most recent court order, active restraining order, or court-ordered visitation schedule. I will not accept the responsibility of deciding which parent/guardian has legal custody where there is no court documentation.**

**Emergencies** Lost or Missing Child In the unlikely event that a child becomes lost or separated from the group during an outing or field trip and is not located within minutes, the family and the police will be notified.

**Emergency Plan,** **Shelter in Place**, **Active & Lock down Plan** is practiced monthly to ensure a smooth non frightening transitions for our scholars

**Emergency Transport**

Emergency Transportation In the event your child needs to be transported due to a medical emergency, if no other authorized person can be contacted and the need for transportation is essential, an ambulance will be called for transportation. A proper escort will accompany and remain with your child until a family member or emergency contact arrives.

**Fire Safety**

**My childcare program is equipped with DHS regulations recommended fire extinguishers. Fire drills are practiced monthly.**

**Supervision Policy (3270.113. Supervision of children.) § 3280.113. Supervision of children. (a) Children on the facility premises and on facility excursions off the premises shall be supervised by a staff person at all times. Outdoor play space used by the facility is considered part of the facility premises. (1) Each staff person shall be assigned the responsibility for supervision of specific children. The staff person shall know the names and whereabouts of the children in his assigned group. The staff person shall be physically present with the children in his group on the facility premises and on facility excursions off the facility premises. (2) The requirement for supervision on and off the facility premises includes compliance with the staff:child ratio requirements in § § 3270.51—3270.55 (relating to staff:child ratio). (b) A facility person may not use any form of physical punishment, including spanking a child. (c) A facility person may not single out a child for ridicule, threaten harm to the child or the child’s family and may not specifically aim to degrade the child or the child’s family. (d) A facility person may not use harsh, demeaning or abusive language in the presence of children. (e) A facility person may not restrain a child by using bonds, ties or straps to restrict a child’s movement or by enclosing the child in a confined space, closet or locked room. The prohibition against restraining a child does not apply to the use of adaptive equipment prescribed for a child with special § 3270.241. Requirements specific to school-age programs. 3280.221. Requirements specific to school-age programs. (a) If a child is required to be enrolled in public or private school under the Public School Code of 1949 (24 P. S. § § 1-101—27-2702) and if the child is not enrolled and if the child is not exempted from enrollment under the Public School Code, a child day care facility may not admit the child for care during the hours when the child is required by law to attend public or private school.**

**HEAVEN SENT CHILDCARE**

**Please sign this acknowledgement, detach it, or print from the handbook, and return it to me prior to enrollment.**

**This form also serves as child care updates acknowledgements for prior and current enrollments.**

**The handbook may be updated from time-to-time, and notice will be provided electronically. It is my responsibilty to read and stay abreast to all updates which will be electronically communicated to parents and guardians.**

**Thank you for choosing Heaven Sent Childcare. I look forward to having the opportunity to provide high quality childcare services to you and your scholar. As a team, we can work together to provide lifelong learning experiences for your scholar.**

**I have received and reviewed Heaven Sent Child Care electronic Handbook. It is my responsibility to understand and familiarize myself with the Handbook and Policies and to ask any questions I may have regarding any policies, procedures or information contained in the Handbook.**

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**Parent/Guardian Signature Date**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Parent/Guardian Signature Date**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Provider’s Signature Date**

Heaven Sent Childcare LLC

\*Rates and childcare schedule are subject to change\*

Updated 8/1/22