



PARENT HANDBOOK

Welcome to **My Little Stars Child Care, LLC**. Choosing childcare can be a very tough decision and the staff at **My Little Stars Child Care, LLC** would like to thank you for your trust in us providing your family with a superior level of childcare. We look forward to working with you and your child for years to come.

Parent involvement is monumental in the success of our Day Home. The Parent Handbook is designed to help you understand our Day Home policies and procedures. Please read it carefully and keep it for future reference. If you have any questions about this handbook or any of its policies, please contact the Provider.

My Little Stars Child Care, LLC MISSION STATEMENT:

Our goal for children learning is for them to become independent, self-confident, and enthusiastic learners for life, developing strong self-esteem and positive attitudes toward exploration and learning so they're not afraid to try out new ideas or make mistakes. We follow The Creative Curriculum for Family Child Care because it embodies everything we are trying to accomplish in our program and helps fulfill the learning goals for the children. Many people think of teacher planned activities when they think of "curriculum," but a good child care curriculum is so much more! In addition to planned activities, a good child care curriculum is child-centered, promotes learning through play, provides appropriate materials and toys, considers the child care environments a third teacher, and nurtures close relationships between children and teacher and among the children.

My Little Stars Child Care, LLC

At **My Little Stars Child Care** we strive to provide nurturing, quality care in a highly interactive learning environment. Our friendly qualified staff are an integral part of providing this environment. Our current staff has had.

- A detailed interview and screening process.
- Approval by the state, through a background analysis that cross references state and federal criminal records as well as child abuse reporting records to ensure that each employee has a background that is clear.
- State CPR and first aid requirements fulfilled.

We believe firmly in training and continued education for all our employees and staff. Each has qualified themselves to work with your children by attending specific training classes and often college level courses to learn about early education and the needs of children. We emphasize training and encourage all our employees to exceed the state minimum number of clock hours of training

required to be qualified to continue to work in an early education setting.

STATEMENT OF SERVICES:

My Little Stars Child Care is a year-round program that offers all childcare services for children ages 6 weeks to 12 years of age. Our daily activities and program consist of a flexible schedule that has been created to provide diversity and challenge for children in all age groups. We offer a structured program for children of all ages that includes a year-round curriculum. Our activities include school readiness skills, arts and crafts, games, music, outdoor play, and story time. We offer a Full-Time contract, which is for children present at the Family Day Home over 6 hours per day, and we offer a Part Time contract, which is for children present at the center for less than 6 hours per day. Also, Hourly on a case-by-case basis.

CHILDREN REQUIRING SPECIAL ACCOMMODATIONS

My Little Stars Child Care complies with the Americans with Disabilities Act (ADA) and other applicable regulations pertaining to providing services to individuals with disabilities. We desire to provide special accommodation for children who require such accommodation, provided it is within our power and authority to do so. Accommodation can be a specific treatment prescribed by a professional or a parent, or a modification of equipment, or removal of physical barriers. The accommodation shall be recorded in the child's file. Whenever we deem it appropriate to the needs of the child to have a child with special needs in our center, the entire staff must follow the reasonable accommodation we have made for that child. Any questions about the accommodation of the child should be referred to the Provider.

STATE LICENSING

We understand the importance of keeping strict compliance with the state licensing regulations to ensure a quality environment for your children. **My Little Stars Child Care** complies with the applicable state licensing regulations and policies. These requirements cover staff qualifications, facilities, playground, health and safety guidelines, and child/staff ratios.

ATTENDANCE

Day Care Hours

My Little Stars Child Care is open year around and regular hours of operation are Monday through Sat from 6:00am to 8:00pm. However, the tuition is set for 10 hours or less allotted time per child 5 days out of the week. Hours over 10 hours as a set schedule will be an additional \$10 an hour. If a child is late for the allot drop off time, the parents are to notify MLSCC so your child can be counted in the daily count. A special schedule may be available upon request for Parents that work evenings or weekends. On the weekday after 6:00pm and/or Saturdays care is applied an upcharge.

ARRIVAL/DEPARTURE

Each day your child comes into the Family Day Home, they must be checked in and out by the parent. The Device at the front desk will be used for checking children in and out. Each parent will get an invite to our online account which will allow parents to monitor and

access account balances, notes/messages from staff, etc.

All children must be escorted into the family Day Home by an adult. Never leave your child at the front door. Your child's arrival must be acknowledged by the classroom teacher before you can leave your child.

Only the parent or legal guardian may go straight to the classroom to pick up children. All authorized alternate persons on file such as family members, grandparents, aunts/uncles, friends, etc. **MUST** first check in at the front desk. A picture ID or driver's license will be required. The adult picking up the child must supervise the child at all times after leaving the classroom, both inside and outside the Family Day Home and in the parking area.

INCLEMENT WEATHER

The Family Day Home takes into consideration several factors when making a judgment as to whether we will open late or close early due to inclement weather. When weather conditions are questionable tune in to the local news station or weather station and please follow the schools closing for **Portsmouth**. If unsure if the Family Day Home will be closed, please call 757-465-1465 or Check the Website.

HOLIDAY

My Little Stars Child Care will be closed on all major holidays. This includes New Year's Day, Martin Luther King Day, Good Friday, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, the day after Thanksgiving, ½ Day Christmas Eve, Christmas Day and the Day after Christmas. There will be no reduction in tuition for these holidays. A notice will be posted prior to each holiday to remind the parents.

ADMISSION

ADMISSION REQUIREMENTS:

Enrollment in our program is open to all families of our community. We operate on a non-discriminatory basis. No one shall be excluded from any of our programs because of race, color, religion, disability, sex, or national origin. Only the child(ren)'s parent or legal guardian may enroll a child(ren). All forms provided to you upon enrollment must be completed before your child may attend **My Little Stars Child Care**. All requested personal information is kept confidential. Parents are required to update all emergency data as needed, including address, home, cell, and work numbers and individuals authorized to pick up your child. Current immunization information must be submitted to the Day Home upon enrollment, and all immunizations must be current. **My Little Stars Child Care** must be informed of any custody situation in advance and will request that the proper paperwork be in the child(ren)'s file. Parents will be required to comply with all state regulations and home rules as set forth in this Parent Handbook.

To be admitted to **My Little Stars Child Care**, a child must be at least six weeks of age on the date of admission and no older than 12 years of age.

The following forms must be completed and on file in the Family Day Home office before a child may be admitted:

- * Enrollment Form
- * Child Care Agreement
- * Health Statement
- * Transportation agreement
- * Physicians Statement-signed by physician
- * Copy of current immunization records
- * USDA Food Program form (if applicable)
- * Copy of enrolling parents ID/DL
- * Infant Information form (if applicable)

ADMISSION AND WITHDRAWAL:

Parents wishing to enroll their children in the family day home are encouraged to set up an appointment with the home office to come and tour the home and meet the provider and their children's teacher. Tours are scheduled at the parent's convenience, however, due to rest time and other challenges in our schedule we encourage tours to be scheduled between 9:00a-11:00am or 2:30p-4:30p Monday through Friday.

The purpose of the tour is for you to Meet the provider, learn more about our program and to get answers to any questions you might have concerning our policies and procedures. At this time, we will give you a copy of the parent handbook and any forms necessary to enroll your child(ren) in the Home. All children shall be considered continuously enrolled from the time of enrollment until they are formally withdrawn according to the procedure outlined in this handbook.

PAPERWORK, FORMS and ANNUAL RENEWAL:

We are required by the state to have current and updated information on each child in our Day Home . This is also for your safety. As My Little Stars Child Care. Also, each year in August, we will have you renew and update all forms. There will be a deadline given for compliance with this requirement. Failure to renew and update paperwork does not constitute withdrawal from the program and fees will continue to accrue according to the newest published rates. This includes all late payment convenience fees; annual registration fees and annual material fees will also be added each year at this same time.

WITHDRAWAL

Families are responsible for initiating the child withdrawal process. Families will need to give the Provider two week notice before withdrawal. Full tuition is due during this time whether your child attends or not. No adjustments will be made to tuition during this time.

In extreme circumstances, withdrawal of a child may occur at the request of the center. In such a case, the Provider shall determine the time of withdrawal after a conference with the parents.

DISMISSALS

The staff will work with each child to meet the needs of that child and every effort will be made to provide a positive learning experience. However, the Family Day Home reserves the right to ask families to make alternative arrangements for care if it is determined that a child's needs cannot be

met, or the child has not adjusted to the care provided by the Family Day Home. In the event behavior becomes disruptive to the program or poses an unsafe situation for the child or other children in the Family Day Home, the child may be suspended up to termination. If the parent is uncooperative in completing and returning forms, fail to pay your tuition on time, fail to follow any state or county regulations, or fail to follow any **My Little Stars Child Care policy** or procedure, it may be necessary to dismiss your child from My Little Stars Child Care.

FINANCIAL POLICIES

REGISTRATION AND MATERIALS FEES

Registration fees are assessed for new and returning students, are payable upon registration and are non-refundable. The registration fee and materials fee are due prior to the child's first day at **My Little Stars Child Care**. These fees are due annually upon re-enrollment each August. These fees shall suffice for that "School Year's" materials fee provided the child remains continuously enrolled in the program. Children who pull out of the program for a specified or un-specified length of time will be required to pay a re-registration fee as well as an additional materials fee upon returning. The exception to this will be children who physically pull out of the program but whose parents continue to pay their full weekly fees to retain the spot in our program.

WEEKLY TUITION FEES

It is our philosophy that clients are paying for the spot their child will take in our Family Day Home. This is not based upon attendance but rather on a set weekly or monthly fee that is due regardless of the number of days your child attends. Our fee structure is based upon a weekly fee that is set by the contract which is signed by the parents upon enrolling the child(ren) in the program. These contracts may be adjusted from time to time as needed with two weeks' notice of intent to change services. This is to be allowed at the discretion of the management based on space availability. Since the weekly set fees remain the same, no bill will be given to remind you of these fees. Added on fees may occur such as in the case of School aged children who need additional services due to an irregularity in the school schedule such as an early dismissal, school's out day or school break. In the case of summer break, a new contract will be entered into by the parents specifying the charges for this period.

STATE PAID TUITION

My Little Stars Child Care is authorized to receive payments from **the Commonwealth of Virginia** childcare assistance program. **Commonwealth Of Virginia** clients may also have a monthly co-payment that is set by **Commonwealth of Virginia**. This is based upon family income. **My Little Stars Child Care** requires that all co-payments be made in full on or before the 1st business day of each month. Failure to make co-payment amounts will void your contract with **Commonwealth of Virginia** whether you stay at **My Little Stars Child Care** or move on to another Child Care.

PAYMENT POLICIES AND PROCEDURES:

Weekly fees are due in advance on Friday, There will be a \$40.00 late payment convenience fee added if the account is not paid for by the close of business on Monday. Failure to pay on time

may result in termination of services. No account will ever be allowed to carry a balance unless arrangements have been approved by the Provider. There will be a \$30.00 fee added on all returned checks. After two NSF checks are received by the family day home, payment will be required by cashier's check or money order. Fees for two weeks will be added if a two-week written notice is not given prior to your child leaving the Family Day Home. Clients may pay by, cashier's check, credit card or Money Order. All payments will be **payable to: My Little Stars Child Care LLC**. **Payments may be given directly to the Manager and may be placed in the payment/Mail box located outside the Home. No Cash payments will be accepted.** All tuition is non-refundable except for prepaid tuition that is over-and-above any additional charges, including the two weeks' notice. All clients will pay last week's fees in advance. Registration fees are non-refundable. **My Little Stars Child Care** may seek collection of fees due, and clients may be required to pay a two-week termination fee, and any collection costs and attorney's fees incurred by **My Little Stars Child Care** to collect this amount. If **My Little Stars Child Care** elects, it may immediately terminate all services provided by it including but not limited to the immediate dismissal of the children from its Home.

DISCOUNTS

My Little Stars Child Care is pleased to offer the following discounts: 1) 3% discount for accounts that pay for the entire month in advance by the 3rd of each month. 2) 8% sibling discount off the oldest child's tuition 3) 8% off for educators (must show proof)

VACATION

After one year of continuous enrollment parents are eligible for 2 weeks' vacation that they may use. When taking a vacation week, you must pay ½ of your weekly tuition rate to hold your child's space and your child must be out the entire week. Please give 2 weeks' notice to guarantee use of the vacation week. Please inform the Provider as soon as possible if your child will be absent for an extended period.

REFUNDS

We do not issue refunds. In the event you have overpaid the credit will be applied to your next week's tuition. In the event you have a balance after your child's last day, all applicable fees including the two weeks' notice required will be subtracted from any balance prior to a final refund being issued. Checks for this are cut monthly and will be mailed according to our monthly bill payment schedule and to the address on file.

LATE PICK UP

Parents are expected to be on time when picking their child up at the end of the day. If you will be late arriving at the Family Day Home for pick up, please call, and notify the administration. There will be an additional late charge of \$20 for the 1st 5 minutes and \$1 per minute thereafter. The late fee policy is per child and applies to any time after your 10hour allot time. If a parent is more than one hour past your 10 hours or after 8:00pm and no one on the authorized pick-up list can be reached local law enforcement will be contacted.

HEALTH AND SAFETY

GENERAL SAFETY STATEMENT

All the policies, rules and regulations presented in this handbook are designed to make the time your child spends at our school safe and rewarding. We have taken several steps to promote the safety and protection of your child while in our care. They are as follows:

- *Classrooms have glass windows for easy viewing.
- *Frequent observations of the classrooms are performed by the administration.
- *All classrooms and common areas are viewed via closed circuit camera system.
- *Back door and Front door remain locked.
- *Emergency evacuation drills are held regularly without notice
- *Emergency exit plans are posted in every classroom
- *All staff is first aid/CPR certified
- *Daily health checks are conducted upon arrival

ACCIDENTS

Staff use every measure possible to prevent accidents. Your child will be well supervised by caring and trained staff. Unfortunately, an accident can occur even with the best supervision. If an accident occurs that is serious the parents will be notified immediately. If medical attention is needed, they will be contacted first. All accidents are documented in a report and a copy is kept in the child's file and given to the parent at pickup. If an accident is caused by or involves another child, the child's name cannot be given out and will not appear in the report. **My Little Stars Child Care** will not be responsible for any medical payments due to any accidents at the Family Day Home. We recommend that all families have their own private medical insurance when possible.

CHILD ABUSE REPORTING

The State of VIRGINIA requires that **My Little Stars Child Care** and all members of childcare institutions be on the lookout for, and report to the State and appropriate authorities any and all suspected cases of abuse to a child.

At **My Little Stars Child Care** our Family Day Home and staff are mandatory reporters of Child Abuse. All incidents or suspected incidents will be turned over directly to the Child Protective Services for investigation. We are not allowed to do our own investigation and are required by law to report anything of a suspicious nature. It is advised that clients make the staff aware of any lingering bruising or other visible injury to minimize suspicion of possible child abuse or endangerment. To report child abuse, call the Child Abuse Hotline at **1-800-552-7096**.

ALLERGIES

We must be aware of any known allergies that affect your child. If your child has any known allergies,

you will need to fill out an “Allergy/Food Exemption Medical Statement.” This allows us to alert all our staff to be on guard of their allergy. The Allergy/Food Exemption Statement must be handed into our office as soon as this allergy has been identified. This form must be updated annually. You will also need to fill out an “Authorization to give Medication” form if your child requires an Epi-pen or other emergency treatment.

ILLNESS AND CONTINUED HEALTH:

The health of our children at **My Little Stars Child Care** is of the utmost importance to us. That is why we request that if a child is ill, they must remain at home. If your child becomes ill while at the Family Day home, we will contact you immediately. To prevent exposure to other children it may be necessary to remove your child away from the other children until a parent or release contact arrives. The child must be picked up no later than 1 hour after notification.

Your child must be well enough to participate in all group activities, both indoors and outdoors. If your child shows any of the following symptoms, they will be sent home immediately:

- Fever over 100.4 degrees (99.4 degrees under the arm)
- Diarrhea episodes of more than 3 in a day
- Vomiting episodes of more than 2 days
- Pink eye or symptoms similar to those of pink eye
- Any Sore, Strep throat symptoms that are suspected
- Head lice are found
- Yellowish or green discharge from nose
- Mouth sores
- Skin rashes that are not diagnosed by a physician's note
- Respiratory problems including uneven breathing or severe coughing and wheezing
- Any symptoms of communicable disease
- Chicken pox or measles sores are suspected
- Appearance or behavior is unusual and the teachers agree that the child is not feeling well
- Unusual color is noticed in the child such as jaundiced eyes or skin, pale in the face, stool or urine is an unusual color. All these conditions will require 24-hour exclusion from care or a doctor's note for the child to resume their normal attendance schedule. Children must be completely fever- free for 24 hours without the aid of medication before returning to school.

HEALTH

The Home is required to have a physician's statement on file verifying overall good health and required immunizations. All children enrolled must have their immunization records up-to-date or provide an exemption affidavit. The child's immunization record must be provided by the parent and all information must be current. The parent shall also provide proof of this with a form signed by a health care provider. This form will state that the child has received all current, age-appropriate immunizations. Parents wishing to take a religious exemption must contact the office to find out the proper procedure for providing an affidavit of such a religious opposition. Children four and older are also required to have vision and screening on file.

MEDICATION

All medication to be given to children must be in the original bottle with the instructions clearly printed on it as provided by the doctor's prescription or by the pharmaceutical company. All medicine including scripted and unscripted medications must be in an up-to-date bottle and not expired. All prescription medication must have that child's name on the bottle. All non-prescription medicine must have a permanent sticker with the child's name and the date the medication was left at the Family Day Home. A "Permission to give Medication" form needs to be filled out prior to the administration of any medication.

All medications must be dropped off and picked up at the front desk, each day. These medications will be stored in a secure area inaccessible to children. Medication may not be transported to the classroom by families. NO MEDICATION MAY BE PLACED IN THE CHILDS' BAG OR TAKEN INTO THE CLASSROOM FOR ANY REASON.

My Little Stars Child Care reserves the right not to give medicines if the dosage is questionable or not according to the label. My Little Stars Childcare reserves the right to request a doctor's consent via handwritten prescription for any non-prescription medications. A copy of the "Authorization to Give Medication" form along with the medication bottle and any remaining medication will be returned to the parent upon completion of the course of medication.

Exceptions to this rule are life-saving medications such as breathing treatments and Epi-Pens. Any child needing these types of medications administered will be on an as needed basis. A Medical Authorization Form will need to be completed.

My Little Stars Child Care staff will apply insect repellant & sunscreen to your child as requested. All sunscreen & insect repellant must be in spray form.

INFECTIOUS DISEASE

If a child or staff member is diagnosed with an infectious or communicable disease, you will be notified by a sign on your child's classroom door. The sign will contain the name of the disease, the date diagnosed, and any symptoms that would alert you to the presence of the disease. It is your responsibility to report to the Family Day Home any infectious or communicable disease for which your child is diagnosed. The student with the communicable disease must be cleared by a doctor before returning to the Family Day Home. My Little Stars Child Care reserves the right to refuse to allow a child to return if the Family Day Home Provider or designee believes the child to be too ill to participate in the program.

EMERGENCY PROCEDURES

If an emergency such as severe weather, fire, physical problems with the building, or power failure, the children's safety is our first concern. Evacuation route diagrams are posted throughout the facility. The Provider is equipped with a fire alarm system, fire extinguishers, carbon monoxide detectors, and a weather alert radio.

Fire drills are performed monthly, and all staff members are instructed on proper procedures if a natural disaster may occur. The families will be notified as soon as possible to pick up their child. If the family cannot be reached, the emergency contact will be called.

EMERGENCY EVACUATION PROCEDURES

In the event of an emergency that requires an evacuation of **My Little Stars Child Care**, one of the following plans shall be implemented. In all situations, the caregiver in charge when evacuation shall: Take an accurate attendee list, account for all children and staff as they board/depart vehicles, bring necessary medications/supplies and emergency records, and take a cellular phone if available to be used for emergency notifications.

If the emergency environment is confined to the immediate area of the family day home, i.e. fire, or toxic fumes and the children cannot stay on the premises the children will be taken **to Simonsdale civic Club** Where they will remain accompanied by caregivers while family/guardian/emergency contacts are notified of the situation and arrangements are made for either the transporting home or care taking for the remainder of the day.

In the event of a major environmental hazard that necessitates larger area of evacuation such as neighborhoods, a city/town or geographical area, due to large non-confined hazard, i.e. a nuclear incident, earthquake, hurricane, etc. children will be transported to the nearest Red Cross Shelter where they will remain accompanied by caregivers while family/guardian/emergency contacts are notified and arrangements are made for their pick up.

Staff will always remain with and care for the children during an event. Attendance will be checked wherever children are moved. Staff will bring any necessary medications, supplies, and emergency records.

CHILD CONDUCT

DISCIPLINE/GUIDANCE POLICY

At **My Little Stars Child Care**, we believe in positive discipline and redirection to teach children boundaries and proper behavior in a group setting. In older groups, a “cool down time” may be necessary to take the child out of the situation, so that they can calm down and think about their behavior. We expect our teachers to model the behavior that they expect from the children. Children learn best from positive adult role models, so our teachers will treat each child with respect and patience. Positive statements will act as reinforcement for positive behaviors. Discipline will be appropriate to each child and their developmental level.

Any demeaning, humiliating, or abusive language toward a child will not be accepted. No physical

abuse, corporal punishment, or threats of corporal punishment will be allowed. Discipline may not consist of leaving the child alone in a room, taking away food, drink, or bathroom, or making the child stay silent for an unreasonable length of time. Recurrent discipline problems may result in a parent meeting with the teacher and the Provider. Together we will try and reach a solution to try and improve the behavior situation. If no solution can be reached or inappropriate behavior continues despite the resolution, the Provider reserves the right to remove a child from the center or take an alternate action including but not limited to suspension.

BITING

The center understands occasional displays of aggression, like biting, are typical in young children and are part of normal childhood development. We understand that parents are concerned and can be upset when their child is involved in a biting incident. We ask that you remember this is a developmentally appropriate behavior, and that the staff is working to identify situations which provoke or elicit this behavior so it can be prevented in the future. Repeated incidents of biting will not be tolerated. Our objective is to ensure that our center maintains the highest level of safety within our environment and our staff members respond appropriately to aggressive behaviors.

FAMILY COOPERATION

A positive and constructive working relationship between the Family Day Home and its families is essential to the fulfillment of the school's educational purpose. The school reserves the right to not extend the privilege of enrollment or re-enrollment to a child if the Family Day Home reasonably believes that the actions of the child's family make such a positive relationship impossible. The Family Day Home also reserves the right to expel a child at any time if, in the judgment of the Provider or Owner, the conduct of anyone directly associated with the child is not keeping with the Family Day Home standards. There will be no refund of tuition where such enforced withdrawal occurs.

OTHER GENERAL POLICIES AND PROCEDURES

MEALS AND SNACKS

At **My Little Stars Child Care**, all meals will be served family style in your child's classroom. Meals will be relaxed and unhurried. All the meals at **My Little Stars Child Care** will be nutritional and surpass the state guidelines for nutrition. A menu will be posted on the portal as well as on the parent bulletin board front. You may provide a labeled lunch or snack for your child if there is a particular food he/she does not prefer. This food will only be allowed to be eaten at designated mealtimes. We will refrigerate or heat children's snack or lunches if needed, so for safety please plan accordingly. Breakfast will be served from 7:45am to 8:45am. Lunch will be served between 11:00am to 12:00pm. Snack time is 3:00pm. A snack will be provided for the after-school program when they arrive at the Family Day Home.

****Parents of infants are to provide all jar food, cereal, formula, and snacks****

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DIAPERING

Children are checked at scheduled intervals throughout the day and changed at the first sign of wetness or soiling. No child is knowingly left wet or soiled clothing. For children who wear diapers or toilet training pants, each family must provide an ample supply of diapers/wipes for each week. All items must be labeled with the child's first and last name. You can bring a package of diapers to leave at the Family Day Home. You will be notified when your child is running low on diapers. If you run out of diapers, we will provide them to you automatically for a fee of \$2 per diaper. If you have any questions, please check with the office.

INFANT SAFE SLEEP

We follow the licensing guidelines on infant safe sleep practices. This includes.

- 1) Infants up to twelve months of age should be placed for sleep on their back for every nap or sleep time unless an infant's primary health care provider has completed a signed waiver indicating that the child requires an alternate sleep position.
- 2) Infants should not nap or sleep in a car safety seat, bean bag chair, bouncy seat, infant seat, swing, jumping chair, play pen or play yard, highchair, chair, futon, sofa/couch, or any other type of furniture/equipment that is not a safety-approved crib.
- 3) If an infant falls asleep in any place that is not a safe sleep environment, staff should immediately move the infant and place them in the supine position in their crib.
- 4) Soft or loose bedding should be kept away from sleeping infants and out of safe sleep environments. These include, but are not limited to bumper pads, pillows, quilts, comforters, sleep positioning devices, sheepskins, blankets, flat sheets, cloth diapers, bibs, etc. Also, blankets/items should not be hung on the sides of cribs.

POTTY TRAINING

Potty training while your child is enrolled at **My Little Stars Child Care** will take communication and consistency, but it can be managed effectively if you and your child's teacher become partners. Together you and your child's teacher will discuss and agree on the potty-training process. Using the same method and key phrases at home and at the childcare Provider will minimize confusion and will simplify the process. During the training process your child should start with pull-ups and move into training pants as they progress. Your child will need several changes of clothes each day during this time. Please bring clothes that are easy on and easy off. Each child will begin at a different time and progress at a different rate. The staff will provide documentation of your child's progress each day. The director and staff are available as a resource to answer any questions about your child's toilet training progress at **My Little Stars Child Stars**.

BREAST FEEDING

Children at **My Little Stars Child Care** who require to be breastfeed will be provided comfortable ~~ammunitions~~

TRANSPORTATION POLICY

Parents are responsible for their child's transportation to and from the Family Day Home. **My Little Stars Child Care** will provide transportation for school aged children to and from school at the locations where this service is offered. **My Little Stars Child Care** will provide transportation for field trips as the opportunities arise.

Parents will be notified about field trips in advance and written permission will be obtained. The Home complies with all State laws that pertain to motor vehicles as well as transporting children who are enrolled in a licensed childcare Home.

If your child is participating in our transportation program, you must notify the Provider of any schedule changes before the bus run begins. This policy ensures the safety of your child and lessens confusion at pick up time from school. If we are not notified that your child does not need transportation from school to **My Little Stars Child Care** in the afternoon before the bus leaves our facility, a \$10 fee will be charged. Please have your child at **My Little Stars Child Care** by 6:30a.m. for the morning bus run.

FIELD TRIPS

During the summer months and on occasions **My Little Stars Child Care** will take the children (ages 4 and up) on off premise field trips. Parents are required to sign a written permission slip for their child to attend each field trip. Notification of a field trip will be posted on the child's classroom door in advance of the trip, with all pertinent trip information including, destination, date, time, reason for trip, cost, and mode of transportation. The field trip permission slip must be signed, and all trip costs must be paid in advance (if applicable) in order for your child to attend. **My Little Stars Child Care** will provide all required supervision for all field trips. Due to the availability of space on the bus parent attendance is not available.

PARKING POLICY:

My Little Stars Child Care has a drop-off area by the doors to each building. Due to the limit of the number of vehicles that may be in this area, please park in one of the parking spaces if you anticipate you will be in the building longer than 5-10 minutes. We strongly urge you to turn your car off and lock it when you come into drop-off or pick-up your child(ren). **My Little Stars Child Care** is not responsible for items lost or stolen from cars or from the parking lot or facility.

PERSONAL BELONGINGS

We request that unless your child is requested to bring something for a class activity, all personal toys must stay at home. The only personal belongings that are accepted are a small blanket and one comfort object. These items will be kept in a cubby until naptime, and then returned to the cubby after nap until the child is picked up. We will not be held responsible for personal items, as personal items often become lost, broken, or the subject of arguments. These items must be labeled and must fit in the designated cubbies. **No oversized blanket or pillows will be allowed.** We appreciate your cooperation in this matter.

DRESS CODE

Children should dress comfortably and suitably for the weather. Children will be participating in messy activities (i.e. painting) occasionally and will also be playing outdoors as the weather permits. Please send your child with an extra set of clothing (labeled) that can be left at the Family Day Home in case of an accident.

Please have weather/temperature appropriate clothing for your child. We will still be taking the children outside to play on chilly days, so a jacket or coat will be required. This includes closed- toe shoes only. **No open-toe shoes – flip flops or sandals – or pajamas will be allowed at the Family Day Home.**

NAPTIME

We provide quiet rest/nap time for all full-time children. Some children may need sleep and others may only rest. We try to accommodate each child's sleep needs. We provide a mat for each child. Children who cannot go to sleep but have shown us that they can rest quietly may be given a small bag of "nap toys" or books to keep them occupied while others are sleeping.

CURRICULUM

Children learn by doing. They learn through play, experimentation, exploration, and testing. Learning should be a joyful, natural experience. We have chosen a curriculum based on the developmental needs of the children in each the room and to foster individual growth through opportunities for exploration. 90% of brain growth occurs from zero to 5 years old. Each class's lesson plans, and your child's class flexible schedule are posted on the parent's board in your child's room. We incorporate current trends in Early Childhood and School Age Education and then structure this curriculum to meet the needs of the majority of the children in the group. Our curriculum, although it will vary depending on age, is guided by the following underlying principles:

- Children learn through dynamic investigation.
- Children instigate their own learning.
- Learning comes from open-ended experiences.
- Adults are facilitators of children's learning.

INFANT CURRICULUM

We will keep your child on his/her daily schedule as much as possible. During the day, we will do activities with your child to help them develop their social, emotional, cognitive, language and physical skills. These activities may include playing with toys, art, pretending, enjoying stories and books, discovering sand and water, music, and exploring outdoors.

TRANSITION PLAN

My Little Stars Child Care will create an individualized TRANSITION PLAN to help children who are about to transition from one class to the next. This is to help the children become familiar with the new program, teachers, and children. It also allows the new teachers to get to know the individual needs of each child prior to the transition of an entire class group or several children together. The plan allows flexibility in order for us to best meet the needs of each child. Each child's individual needs are different therefore the TRANSITION PLAN may vary quite a bit from child to child. Your child's teacher or the director will provide more details about transitioning when your child moves to another classroom.

BABY-SITTING

My Little Stars Child Care expects parents and employees to avoid activities that create a conflict of interest to the company. If you decide to arrange off – premises care with a staff member, the staff member undertakes such service on his/her own behalf- not as a staff member of **My Little Stars Child Care**. **My Little Stars Child Care** offers no assurance of the fitness of its staff members for performing these services, and none should be implied or inferred under any circumstances. **My Little Stars Child Care** employees are prohibited from transporting children to and from the family day home that do not belong to them.

VISITING THE FAMILY DAY HOME

You are welcome to visit your child at the Family Day Home at any time. We do ask that you check in with the Provider or sign-in desk before leaving your Child. It is the responsibility of each employee to make sure any visitor for a child or employee has checked in with the office. If you are coming to eat lunch with your child, please let us know in advance. Persons not listed on the "Pick-Up Permission" form, will not be allowed to visit your child. In a custody situation, please note that the same procedure will be followed as listed in the Pick-Up section. Parents are encouraged to pre-arrange opportunities to share lunch with their child or visit the class. Extended family members such as grandparents and aunts are also welcome to visit in certain pre-arranged situations. The custody challenges of our current society demand that we follow strict guidelines in this regard. Feel free to contact a member of the management team if you wish to set up a "visit" from an extended family member.

VOLUNTEERS

Any parent wishing to help chaperone an event must go through our screening process. Volunteers are also welcome in our home. Anyone visiting or volunteering for more than one day per semester must go through a screening process. Our screening process includes, but is not limited to, 1) a signed statement indicating whether they have had a conviction of any law in any state, or any record of founded child or dependent abuse in any state; 2) a signed statement indicating whether or not they have a communicable disease or other health concern that could pose a threat to the health, safety or well-being of the children; 3) undergoing fingerprinting and background check 4) a signed statement regarding child abuse 5) going through New Teacher Orientation. Any "visitor" who spends extended periods of time in the center will be considered a volunteer and be required to go through the screening and training listed above.

INTRUDERS

The safety of the children is our first concern. Although we have an open-door policy and welcome parents to visit their children, we also have a commitment to the parents of the other children in the program. Since we cannot attest to the background of anyone that has not gone through our screening process, we also cannot allow parents to spend extended periods of time in our Home without requiring them to fulfill certain screening and training requirements. These are set by state law and our policies. Any individual who does not submit to our safety policies concerning “Visitors” and “Volunteers” must be considered an intruder and steps will be taken according to the “Intruder” portion of our “Safety and Evacuation” policies.

SPECIAL EVENTS

Every child's birthday calls for a special celebration. We encourage making children feel extra special on their special day. We welcome you to bring a special snack to share with your child's class. All food must be commercially made and have an ingredient label. Holiday parties will take place in the classroom throughout the year. Generally, a note is posted to notify families of an upcoming party and many times families are asked to volunteer to bring food or drink. Notify us as soon as possible if your child cannot attend for religious or other reasons so we can make arrangements to care for your child during that time.

WRITTEN COMMUNICATION

The success of our program is based on establishing a partnership between our parents and our staff. Open and frequent communication will help your child have a positive early learning experience. We will endeavor to keep you informed concerning your child's day and overall development through several written means.

- Monthly parent newsletters to keep you informed as to the overall program.
- Parent Board – updated with current information about **My little Stars Child Care** and curriculum.
- Daily written communication in the form of “Daily Report” forms, “Incident/ouch” forms, and classroom memos will be placed in the child's “cubby” from time to time.
- Parent/Teacher meetings twice each year
- Parents always have the option of requesting specific parent/teacher interaction to aid in the child's development.

VERBAL COMMUNICATION

Our staff wants to work with you to make sure we are providing the best childcare experience possible for you and your child. We need communication and the support of our parents in order to do this. We will endeavor to be communicative during drop-off and pick-up times. However, this is not a good time for extended conversations since the staff members/teachers have responsibilities for all of the children in the group. Furthermore, the person caring for your child at pick-up time may not be the individual who has spent most of the day with your child. This is because many children spend 10 hours a day at the Family Day Home and most of our employees only work 6-8 hours. Since children learn best in the morning, we schedule the teachers who are responsible for the majority of the

classroom development for the earlier hours and the majority of the day. We suggest that you go to your child's. "lead" or "primary" teacher to obtain detailed information on your child's general growth and development. You can call to see how your child's day is going or to speak to your child's teacher for more detailed conversation. The best time to call and speak to your child's teacher is during naptime. There is always a member of management available for you to talk to in person or on the phone. You may also use the Payment/Suggestion box to leave information for Management, use the Parent portal or you can e-mail us at MyLittleStarsCC@gmail.com.

PARENTAL INVOLVEMENT

We encourage all parents and or guardians to be involved in the activities. We believe that parental participation is key to any successful childcare program. At **My Little Stars CC, we strive to fill the gap created during early separation and educational opportunities** and when parents are not available. We welcome parental visits. We have an open-door policy that allows parents access to the family day home during operating hours. We have enclosed a sample list of some opportunities for involvement in our family day home. Parents are in no way limited to the involvement listed below. Any parent wishing to be involved in another area is strongly encouraged to contact the **My Little Stars CC office** with their suggestion.

1. Parent Meetings (Usually 2-3 times per year)
2. Fall Open House
3. 2 individual conferences/year
4. Programs and Special activities, such as the Christmas Program
5. Special parent's involvement activities such as THANKSGIVING FEAST
6. Party Day Volunteer
7. Come and eat lunch with your child.
8. Classroom Volunteer
9. Send special treats for snack or meals (please notify the teacher a day or two in advance)
10. Help with Family Day Home Fund Raiser
11. Participation in a parent's group
12. Reverse Field trips (When we bring a "field trip" type activity to our property)

PORTRAITS AND PICTURES:

We Take Daycare pictures two times a year, in the spring and fall. In addition, we may take pictures of the children playing or for use on their cubbies or for use with a project or we may need pictures of children for promotional use. There is a "Photo Release Statement" in your enrollment paperwork giving us permission to take/use your child's photos.

GANG FREE ZONE

Our Family Day Home, as well as any area within 1000 feet of our Family Day Home, is a gang-free zone. Criminal offenses related to organized criminal activity are subject to harsher penalties.

MINIMUM STANDARDS/LICENSING INSPECTION REPORT

A copy of Childcare Licensing Minimum Standards is always kept at My Little Stars CC. If a parent

wishes to review the minimum standards, they may ask the Provider for the copy to review. The most recent copy of the licensing inspection report is posted on the parent bulletin board in the main entrance.

COVID-19

My Little Stars CC is dedicated to keeping students, their families, teachers, and staff safe during the COVID-19 pandemic. Our Daycare follows all health and safety protocols as listed by the State of **VIRGINIA**. In addition, our Family Day Home implements safety and health measures that reach above and beyond to offer our staff and families a healthy environment for children to learn and grow.

My Little Stars CC has implemented the following additional guidelines for children during the current phase of the Covid-19 pandemic. These guidelines may change as additional information becomes available and/or updated criteria are sent from state officials. We will update any changes via email/HiMama.

No one will be allowed inside of the Family Day Home during this time but staff and children. Parents will drop off using our “Kiss and Go” line and sign their children in using the Hi Mama app from their cellular phone (if no phone we have tablet available). During pickup, please use The Tablet at the front door (HiMama app) to sign your child out and a staff member will bring your child to the front. This will be until further notice.

All children and staff will have their temperature checked upon arrival. Any child with a temperature of 99.0 or above or exhibits any other signs of illness will not be admitted into the facility nor permitted to return to school until they are symptom free for 72 hours without the aid of medication.

All staff and school-age children will be REQUIRED to wear masks (above the nose) when at the Family Day Home.

All children and staff are required to continuously follow handwashing procedures as stated in minimum standards and continuously throughout the day.

All staff will be required to CLEAN and SANITIZE the classroom and all toys during naptime and at the end of the day. All toys touched, placed in mouth, or handled by another child must be immediately put in the dirty toy bucket to be sanitized later.

Any child who has any of the following new or worsening signs or symptoms of possible COVID-19 shall be sent home immediately at the discretion of the Provider.

- Cough
- Shortness of breath or difficulty breathing
- Chills
- Muscle pain/Headache
- Sore Throat
- Loss of taste or smell

- Diarrhea
- Known close contact with a person who is lab-confirmed to have COVID-19

Exclusion from School

Children with the new or worsening signs or systems listed above may not return to until:

- The child may return to the Family Day Home when **all three** of the following criteria are met:
 - At least 3 days (72 hours) have passed since recovery (resolution of fever without the use of fever reducing medication)
 - Must have improvement in respiratory symptoms (i.e. cough, shortness of breath)
 - Must obtain a medical professional note clearing the staff for return based on an alternative diagnosis.
- In the case of a child who has symptoms of COVID-19 or has been exposed to someone confirmed to have COVID-19 the child may not return until they have been tested for COVID-19. They must return with a note from a medical professional with a **NEGATIVE** test result.

Temporary Closure Protocols

Upon receiving confirmation of a positive case (child or staff) **My Little Stars CC** will:

- Contact the Health Department for guidance and planning.
- Notify Childcare Licensing
- Notify **My Little Stars CC** families.
- Implement the requirements/directives cited by the Health Department and Childcare Licensing
- Please note, **My Little Stars CC** may choose to go OVER and BEYOND the requirements given to us by officials if we feel necessary to keep everyone safe.

My Little Stars CC will determine every situation on a case-by-case basis to determine whether a family will be responsible for tuition during the time away from the Home when COVID-19 is a factor.

IN CONCLUSION

We hope you have found this handbook helpful in understanding our guidelines and procedures. If **My Little Stars CC** changes any of its policies, they will be printed and handed out to each family to read, sign and return. ***Policies are subject to change at any time.*** Please speak to us If you have any questions regarding our policies and procedures

Parent Handbook Acknowledgement

I, _____ parent of _____
acknowledge that I have been provided a copy of the **My Little Stars CC** Parent Handbook. This
Parent Handbook outlines all the policies and procedures for the center. By signing this form, I agree to
abide by the policies set forth by the Family Day Home.

Parent Signature: _____

Date: _____

Staff Signature: _____

Date: _____

Please sign this page and return to **My Little Stars CC** staff