

Handbook



Santa Rosa Rise and Shine Child Care Center

Formerly Rich Day Care Home

APRIL 2019

License #493009510
Quality Child Care Since 1990

Policy & Procedure

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Your Notes

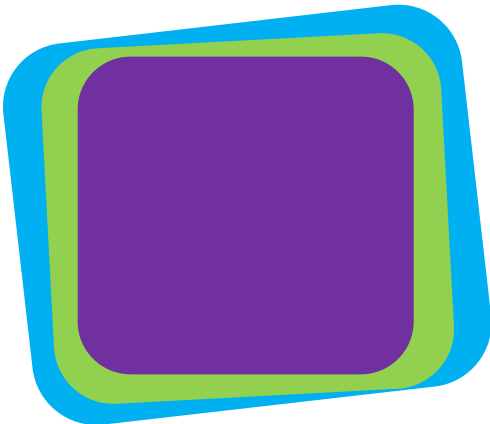
This space is provided for your notes, questions and reminders

Introduction & Purpose

At **SR Rise and Shine Child Care Center** it is our goal to provide a safe and nurturing environment.

SR Rise and Shine Child Care Center currently serves infants from ages 2 months to 24 months in an infant *only* setting. Toddler option coming soon.

The purpose of our program is to provide the highest quality conditions that would be conducive to the early developmental needs of the infants in our care.



We understand that the decision to leave your baby in the care of another is not easy to make. For this reason, we strive to provide a safe and healthy program that conveys a sense of security in the haven of our licensed environment.

We will make every provision possible within our structural guidelines for the comfort of both you and your baby.

It is our sincere belief that with parental support of set standards and procedures a successful and meaningful experience will develop and will be carried throughout your child's life.

We appreciate your confidence and look forward to a relationship of meaningful growth and learning.

Sincerely,

Santa Rosa Rise and Shine Child Care Center and Staff



About Our Program

Santa Rosa Rise and Shine Child Care Center is committed to quality child care. We seek to provide the infants in our program the tools which will foster confidence and ability to reach their unique milestones of development.

As an important element in the development of your child's early education, we offer a wide range of activities which meet the needs, abilities, and interests of the individual child.

We do not underestimate the roll of early exposure to a structured environment. We focus our attention on providing children with routine, stability and freedom to explore. Our setting offers a comfortable atmosphere for children to enjoy, relax and respond with appropriate attitudes and actions.

Admissions & Administration

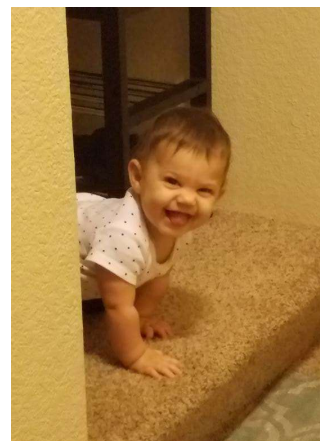
We operate on a nondiscriminatory basis giving equal treatment and service without regard to race, religion, color or national origin.

A personal interview will be conducted prior to enrollment. At that time information regarding our program policy will be provided and other pertinent information exchanged. Please allow approximately 30 minutes for this process.

For your child's safety and to comply with State Regulations all enrollment forms must be completed and on file prior to your child's first day of attendance.

These forms include, but are not limited to:

- *Admissions Agreement
- *Emergency Form
- *Health History
- *Physician's Report
- *Non-refundable Administration Fee
- *Handbook Acknowledgement
- *Immunization Record (must be kept current)
- *Medical Release
- *Parental Right's
- *Personnel Rights
- *Toileting Policy
- *Biting Policy
- *Photo Release



Attendance

THERE ARE NO REFUNDS, MAKE-UP DAYS OR TRADE DAYS

Business Hours:

8:30a.m. - 12:30p.m. Monday

8:30a.m. - 4:30p.m. Tuesday-Friday

6:30a.m. - 8:30a.m. Extended morning care Monday-Friday

Arrival & Pickup: Children may attend only on those days and times for which they are enrolled. Extra days and times may be arranged in advance if space permits. Additional fees may apply.

Absences: Parents are requested to inform this facility in advance or by 8:00a.m. of scheduled day of attendance whenever possible, if a child will be absent. Unreported absences of one calendar week will be considered a withdrawal and another child may be accepted in that space without notice or refund of fees.

Withdrawal: Parents removing or withdrawing their child(ren) from this facility must give a 30-day advanced notice.

Holidays & Vacation

This facility will be closed for the following holidays:

1. Week of New Year's Eve/Day: exact dates TBA
2. Martin Luther King Jr.
3. Lincoln's Birthday/President's Day
4. Spring Break: exact dates TBA
5. Memorial Day
6. July 4th Holiday*
7. Labor Day
8. Columbus Day
9. Veteran's Day
10. Thanksgiving
11. Week of Christmas Eve/Day: exact dates TBA



*May include extra days depending on when these holidays fall during the week.
See facility calendar.

Tuition & Fees

Our tuition schedule reflects an annual rate, based on actual days in operation, divided into 12 equal payments.

Payment is due in full according to contract, regardless of days in attendance and/or services provided, including sick, holidays and vacations.

If tuition due date falls on a weekend, payment is due the Friday before. If payment falls on a Holiday or during vacation, payment is due the last day facility is opened prior to.

Payments accepted: Cash, Check, Venmo and Online payment via Kinderlime – Parent App.

We are not responsible for tuition payments received late, and a late fee will be applied to individual account.

Tuition is due in full on the 1st of each month.

Various monthly tuition options are available based upon enrollment.

2 Days

3 Days

4 Days

4 ½ Days

Mondays 8:30 a.m. – 12:30 p.m.

Tuesday - Friday 8:30 a.m. – 4:30 p.m.

Monday – Friday Extended morning care options 6:30a.m.-8:30a.m.

Please refer to website for current rates.

Discounts

We do not currently offer sibling discounts. However, families can receive a 10% discount if tuition is paid annually (12 months in advance).

Administration Fees

There is an administration fee required per child.

This fee is associated with enrollment fees, client file, and supplies necessary for new enrollee as well as staff retention program to ensure continuity and stability.

There will be no refunds of administration fees



Misc. Fees

1. Application fee payable with submission of application.
2. Enrollment fee due after acceptance into program.
3. Late pick-up/Early drop-off: fee per minute before 8:20 a.m. or past 4:30p.m.
4. Late tuition: fee per day
5. Return check: fee per occurrence. *After two returned checks within 1 year, all future payments must be made in cash; receipt will be provided.*

All fees will be billed monthly. *Payment is due at time of receipt.*

A minimum of 30 days' notice will be given for any policy change or rate increase. However, a credit will be given for any other day this facility closes not mentioned in this handbook, such as in a staff illness other unplanned closure except as noted above. Credit will apply to succeeding contracted payment period.

In the event our facility is deemed unsafe, or if any unforeseen circumstances such as war, natural disaster, etc... that shall render admissions agreement null and void Santa Rosa Rise and Shine Child Care Center, LLC will not be held responsible for any damages or loss caused by such event or cancellation and is relieved of any liability; financial, personal property, personal injury or death.

Health

This facility provides child care services to well children.

Your child's health is a matter of major importance to all of us. We require that all children maintain current immunizations.

Parents are to notify this facility of any unusual emotional or physical illness or disability that their child may have.

This facility must be notified immediately for any contagious illness or disease that may be present or other children in this facility have been exposed to.

Likewise, we will notify parents of unusual demeanor or circumstances that may indicate health concerns.

Children are to remain home if fever, clear, green or yellow mucous, productive cough, or diarrhea that cannot be contained with regular diapering. These symptoms indicate a health-related problem.

Children treated with antibiotics for any contagious illness must wait 24 hours, not just one day, but 24 hours. This will be enforced for the health and well-being of staff and other children, unless you have a signed Doctor's release indicating otherwise.

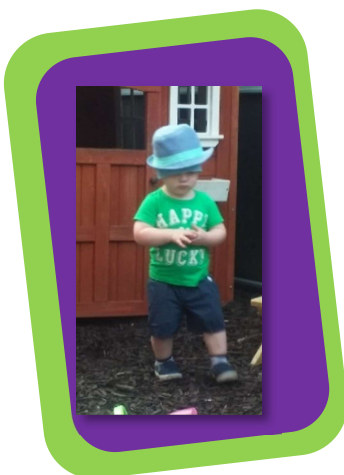
Nutrition

Nutrition is an important part of this program and a good diet is stressed. At the appropriate age children are encouraged to try different foods that are offered during meal and/or snack times. We serve planned meals and snacks using nutrition components as prescribed in the State/Federal Food Program for children 12 – 24 months with parental permission.



Parents are responsible for meals and snacks for children under 12 months and for special dietary needs.

Please refer to our posted daily routine schedule.



Discipline

Discipline is a positive training tool which consists mostly of reinforcements or redirection.

The use of physical punishment is never permitted.

As your partner in the care of your child, it is important that good communication exists between the home and providers.

If your child is experiencing a change in the home environment that may result in changes in behavior in our facility, it is important that we are informed. Likewise, we will notify you of any behavior changes which may occur while your child is in our care.

Miscellaneous

Parents provide all supplies necessary for the routine care of their child. Including, but not limited to: bottles, formula, diapers, and wipes.

Clothing: Please dress your child according to weather conditions. Everyday 'rugged' clothes are best. Do not bring children in pajamas or unchanged overnight diapers.

We will provide your child with their very own center tote bag that you can add an extra change of clothes labeled with child's name is required.

All items should fit in provided bag.

Napping: Please refer to daily routine schedule.


Toys: We ask that you leave your child's belongings at home or in the car. We cannot be responsible for items brought, but we do encourage materials from home that enhance our program. Thank you!

Etc...: It is impossible to accommodate the values of everyone; however, we will try to create a supportive environment. Therefore,

- a) If you do not understand the "What?" or "Why?" of anything related to our program, please ask.
- b) Feel free to bring a special treat to share on your child's birthday considering age appropriate.

Stay Connected

- Visit us on the Web at SRkidsRise.com
- Find us on FaceBook at [RiseAndShineChildCareCenter](https://www.facebook.com/RiseAndShineChildCareCenter)
- Look for us on Instagram [SRkidsRise](https://www.instagram.com/SRkidsRise)
- Now on Yelp!
- Call us (707) 322-6038
- Email us at contactus@SRkidsRise.com



Santa Rosa
Rise and Shine
Child Care Center

LIC# 493009510

ACKNOWLEDGEMENT OF HANDBOOK

We have read the handbook for Santa Rosa Rise and Shine Child Care Center, LLC located on their website at www.SRkidsRise.com

I/We agree to abide by the policies and procedures as set forth and outlined in the above-mentioned handbook.

Print name: _____

Parent signature: _____

Date: _____

Print name: _____

Parent signature: _____

Date: _____

This page to be returned and added to your child's file.