



Santa Rosa Rise and Shine Child Care Center

May 18, 2023

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 & Mission

SR Rise and Shine Child Care Center is committed to quality childcare in a nurturing environment. We seek to provide the infants and toddlers in our program the tools which will foster confidence and the ability to reach their unique milestones of development.

SR Rise and Shine Child Care Center serves infants/toddlers ages 2 months to 24 months.

The purpose of our program is to provide the highest quality conditions that would be conducive to the early developmental needs of all babies 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 offers two convenient locations, Montgomery Village and JC District. We are committed to providing quality infant childcare. We seek to provide the infants and toddlers in our program a sense of safety in the haven of a calm environment and the tools which will foster confidence and the ability to reach their unique milestones of development and to assist families with access to that care.

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

We do not underestimate the roll of early exposure to a structured environment. We focus our attention on providing babies with routine, stability, and freedom to explore in our nurturing, home-like setting.

Our program offers a comfortable atmosphere for babies to enjoy, relax and respond with appropriate attitudes and actions.

Admissions & Administration

We operate on a nondiscriminatory basis giving equal treatment and service to all.

Participation in an informational meeting must be conducted prior to enrollment. We conduct virtual group interviews only. This allows families to learn about our program in the comfort of their home. Group interviews provide parents the opportunity to hear questions from other parents they may not have thought of. We have found this format to be much more productive than one-on-one.

In-person tours are not offered to the public due to the vulnerabilities of our clientele. Infants experience varying stages of stranger anxiety, and our priority is to provide them a sense of safety. We do, however, offer virtual tours easily accessible on our many social media platforms and our website.

During our monthly informational meeting pertinent information will be exchanged followed by questions/answers. Please allow approximately 30-60 minutes, depending on the number of participants, for this process.

For your child's safety and to comply with State Regulations all enrollment forms must be completed and on file no later than your child's first day of attendance.

A complete list of required forms is located on our website.

Attendance

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

Business Hours:

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

Regarding doctor's appointments, etc....PLEASE NOTE: It is strongly encouraged that children arrive on time to help ease transition stressors for our infants. We understand that that is not always possible, however, children arriving between 10:30 a.m. and 2:00 p.m. will not be permitted. This is to avoid interfering with napping schedules.

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.

Transition: It is recommended that we utilize a two-week probationary period to determine if group care is a good fit for your child. Some children have extreme reactions to group care and while we do everything within our program's guidelines, policies, and procedures, it may be necessary to request that you seek alternative care if it is deemed that our group care setting isn't a good fit. Ongoing conversations with staff/parents will take place throughout the transition process to make sure we are doing everything to assist a smooth transition.

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. Summer Vacation* (one week): exact dates TBA
8. Labor Day
9. Columbus Day
10. Veteran's Day
11. Week of Thanksgiving
12. Week of Christmas Eve/Day: exact dates TBA

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

**We reserve the right to add 2-3 other days should the need arise for required professional development days. Dates will be posted at least 30 days in advance.

Tuition & Fees

Our tuition* reflects a monthly rate based on enrollment schedule and not actual attendance. In other words, tuition is due in full regardless of holidays, vacations, or absences.

*Transitional tuition (first two weeks of attendance) will be pro-rated. If it is agreed that we are a good fit then the balance of the month, if applicable, will be due immediately.

Tuition is due, in full, on the 1st of each month. No grace period is offered.

We accept the following payment options: Cash, Check, and Online payment via ProCare – Parent App, Venmo, Cash App or Apple Pay. If another option is preferred, please let our Director know so arrangements can be made.

We are not responsible for tuition payments received late, and a late fee will be applied to individual account. If paying through an App there can be a 3–5-day lag, however, you will not be charged a late fee if your payment has been initiated by the due date.

Various monthly tuition options are available based upon enrollment. ***Please refer to website for current rates.***

Administration Fees

There is an annual administration fee required per child billed (August-July). Pro-rated options are provided for enrollments after August or withdraw prior to July based on your child's birthday.

This fee is associated with enrollment fees, insurance, client file, and supplies necessary for new enrollee. This fee is also part of our staff retention program to ensure continuity and stability.

There will be no refunds of administration fees.

Misc. Fees

1. Application fee is payable at time of contract acceptance (*one-time only*).
2. Late pick-up/Early drop-off: you will be charged a fee per minute before 8:30 a.m. or past 4:30p.m.
3. Late tuition: your child's account will be billed per day tuition is late
4. 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 incurred are 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, credit will be given for any other day this facility closes except as it may pertain to an *unusual circumstance as noted below. Credit will apply to succeeding contracted payment period.

Unusual Circumstances

In the event our facility or surrounding environment is deemed unsafe, or if any unforeseen circumstances, outside of our control, such as pandemic, severe weather conditions, active shooter, war, natural disaster, or other event, etc.... that shall render attendance unavailable, or 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

Your child's health is a matter of major importance to all of us. A daily health-screening will take place upon arrival and may include a temperature check.

This facility provides childcare services to well children only. All children must be symptom-free and kept home if not. Absolutely no sign of illness is permitted!

Children treated with antibiotics for any contagious illness must wait 24 hours, not just one day, but 24 hours. Please refer our Health policies, located on our website, for more information.

We require that all children maintain current immunizations (Required immunizations are posted on our website. An informative link is also available for exemptions).

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

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.

Nutrition

Nutrition is an important part of this program and a good diet is stressed.

1. Parents are responsible for meals and snacks for their babies.
2. All bottles, food storage containers, pre-packaged food or prepared foods must be **labeled with your child's name and the date it is brought.**

3. All food containers must be disposable.
4. We cannot heat or re-heat food.
5. Bottle warmer is available.

Discipline

Please see Discipline Policy located at our website for full policy and acknowledgment.

In summary, 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 baby, it is important that good communication exists between the home and providers.

If your baby 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. (Ex. Move to a new home, schedule changes, new siblings or family member living in home, etc....)

Miscellaneous

Parents provide all supplies necessary for the routine care of their child. Including, but not limited to food, 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 (unless this is their outfit for the day) or unchanged overnight diapers. Your child must be ready to begin their day when they arrive.

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

Napping: 0-12 months on demand. For older babies, 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 santarosariseandshine.com
- Find us on FaceBook at [RiseAndShineChildCareCenter](#)
- Look for us on Instagram [SRriseandshine](#)
- Now on Yelp!
- Call us (707) 293-9795
- Email us at contactus@santarosariseandshine.com



ACKNOWLEDGEMENT OF HANDBOOK

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

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

Rights of the Licensing Agency: **Section 101200 (b) & (c)** The Department or Licensing Agency shall have the authority to interview children, or staff, and to inspect and audit child or facility records without prior consent.

Print name: _____

Parent signature: _____

Date: _____

Print name: _____

Parent signature: _____

Date: _____

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