

# The Bay Kids, LLC

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MSDE-OCC License No. 250638



## Parent Handbook 2023

*(Contains All updates from previous year;  
Supersedes All Previous Versions)*

Updated  
January 2023

David C Houghton

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## ***THIS PARENT HANDBOOK***

Our Parent Handbook is provided to answer the questions most asked by parents and is provided as a guideline only. This Parent Handbook is not a contract, nor does it imply any legal agreement whatsoever between The Bay Kids, LLC, herein called “The Center”, and any family or family member. The purpose of signatures requested at the end of this document is so that both parties understand this document and have read this document in its entirety. The Center reserves the right to change any or all parts of this handbook as deemed necessary, at any time. Parents and family members will be notified in advance of any changes that affect this Parent Handbook. Please contact the Director of this Center at [thebaykidsllc@gmail.com](mailto:thebaykidsllc@gmail.com), if you have any comments or concerns about the information provided in this handbook.

Please note that some individual Policies at The Bay Kids, LLC may get updates from time to time throughout the year. When this occurs, each policy that has changed will be provided either online or provided by the Director. The Changes will SUPERSEDE this Parent Handbook. This Handbook is updated yearly in January and will include any policies updated throughout the previous year.

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## ***OPERATIONS***

The Bay Kids, LLC operates year-round with operating hours from 6:30 a.m. – 5:30 p.m., Monday through Friday. The Bay Kids offers full-time childcare for infants 6 wks – 24 months\*, preschool aged children 2 years to five years old, as well as before and after care programs as well as a summer program for school aged children from kindergarten through the 6<sup>th</sup> grade.

Infant Room and Two-year-old classroom hours are strictly 7:00 a.m. – 5:00 p.m.

*\* Due to demand, part-time infant care is currently available on a case-by-case basis. See Director for details or special circumstances.*

*Our license and State regulations dictate toddlers must be within 6 weeks of their 2nd birthday to be allowed in the two-year-old classroom*



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## CLOSING DATES

The Bay Kids observes the following Federal Holiday schedule:

- September Labor Day
- November Veteran's Day
- Thanksgiving Day and the Friday after
- December Christmas December 24, 25, and 26
- New Year's Eve - Open but closing at 2:00 p.m.
- January New Year's Day
- Martin Luther King's Birthday
- February President's Day
- May Memorial Day
- June June 19th, Freedom Day or "Juneteenth"
- July Independence Day

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## PAYMENT POLICY

Weekly Tuition Rates pricing provided by the Center. Prices are subject to change as required due to economic as well as market conditions. We maintain the lowest prices to remain affordable and our margins are very tight. *Please discuss with Director, we can work with you!*

Payment is due in advance on Friday before the upcoming week of care. To remain operational, and to continue to be a lower cost, affordable childcare Center, payment cannot be deducted for illness, absence, vacation, weather-related closings, or holidays, basically, things out of our control. Remember, your tuition is a GUARANTEE that your child has a "seat" in our Center. \*

*\* For extraordinary situations, please speak with the Director. Sometimes time off cannot be planned. Please consult with Director.*

Be aware that our margins are minimal, and to be able to properly staff our Center, payments must be made on-time. You don't work for free; we cannot ask our staff to do so either!

A non-refundable deposit of one week's fee will be required in advance to reserve a spot for your child/children. If your child enrolls with The Bay Kids, this fee will be applied to the tuition for your child's last week at The Center.

Payment can be made in person by check or cash; however, our preferred method is through direct ACH (bank account) payment through Brightwheel, our childcare management software. Credit and debit card payments can also be made through Brightwheel. Tuition must be paid weekly, on the Friday prior to the following week of care. Please note the "Late Fee" in the section below our June 2022 Weekly Tuition Rate Schedule.

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## TUITION & RATES

Tuition Rates are found in a separate document entitled *The Bay Kids, LLC Weekly Tuition Rates - January 2023.pdf*, due to continual changes in the economy. With our margins so tight, we must maintain the ability to pay our staff and bills – AND NOTHING MORE. Our profit stays on or near a “zero” balance so we can remain affordable to all.

Weekly Tuition Rates pricing provided by the Center. Prices are subject to change as required due to economic as well as market conditions.

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## INCLEMENT WEATHER

The Bay Kids, LLC follows the Calvert County Public School Procedures regarding closing during inclement weather. Please refer to the CCPS Website, or Twitter feed.

If CCPS are closed, our school will *more than likely* be closed and there will be no actions for the day.

The Bay Kids, LLC Childcare and Early Learning Center will make the ultimate decision regarding delays/closings or our Center depending upon our local conditions, and the ability of our staff to report to work safely. You will be notified! We know some of you will still be expected to work and depend on us to be there. *Work with us and we will work with you!*

### GUIDELINES

- If schools open two hours late, The Bay Kids, LLC will open at 8:00 a.m. (1.5 hours late)
- If there is a late opening, The Bay Kids, LLC closing times remain unaltered
- In the event there is a condition that warrants early closings of schools, such as developing hazardous road conditions, etc., we will notify our families if we plan to alter our dismissal/closing time.
- In the event of questionable weather during the day, please listen to your radio for announcement of a change to the CCPS schedule so that you can adjust your child’s pick-up time accordingly.
- In the event there is a condition that warrants early closings of schools, any child not picked up within a reasonable period after the school has been instructed to close will be considered after-care and charged accordingly.
- The Bay Kids, LLC will not observe any federal closings regarding NAS Patuxent River, NSWC Dahlgren, etc., as a consideration of if we will be open or not. These locations when it comes to closing our Center, are of no different consideration as to if Walmart were to close. We understand everyone must be at work when their respective employers decide to remain open for business, whether it is a federal installation, or a retail establishment. Please read below:

**IN TIMES OF INCLEMENT WEATHER, SAFETY IS OUR UTMOST CONCERN. IF YOU HAVE ANY RESERVATIONS ABOUT ROAD CONDITIONS, PLEASE FEEL FREE TO KEEP YOUR CHILD HOME LATER OR PICK UP EARLY RATHER THAN TAKE ANY UNNECESSARY RISKS.**

- Please listen to your radio or check your television early each morning.
- Announcements usually begin around 5:30 a.m. and WDM-FM 97.7 or Star 98.3 FM are particularly good radio stations for early information. Also, the local television stations



(Channels 4,5,7, & 9) begin around 6:00 a.m. with broadcasts that provide current snow / ice bulletins on a regular basis.

- Calvert County Public Schools also has messages and phone calls sent as well. If you have a child in CCPS, then you will likely be notified.

### **NOTE:**

Considering the unpredictable nature of our winter weather and changing road conditions that may alter the school schedule, it is highly advisable that you listen to your radio each morning, in order to make certain that there have been no unexpected changes in the day's planning.

Also, it is important to note that Calvert County is quite large, extending from Solomons Island to north of the Dunkirk area. When deciding regarding school closings, the Calvert County Board of Education must consider the entire area, rather than the road conditions that occur just in certain local areas. Often the roads in a more populated area may appear relatively free of ice and snow but attempting to negotiate a bus full of children in an outlying more rural area may prove quite hazardous. Therefore, the final decision must reflect the safety of all. Throughout the years, we have found their judgment to be sound, even if it appears to be inconsistent with what you may see outside your window.

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## ***SECURITY FEATURES***

The Center is equipped with the following security features, intended to protect your child, our staff, and the property/facility.

We have an RFID Activation Key Fob/Latch System for our main entry door. Each parent will be assigned a key fob to be used for gaining entry to the building to visit, drop-off, or pick up your child.

- Without this key fob, a visitor will have to ring the outside bell until a staff member is available to let them in.
- ONLY KNOWN INDIVIDUALS WILL BE PERMITTED INSIDE THE CENTER.
- If a stranger or threatening individual should appear at the door at any time, the staff has been instructed to dial 911 immediately.
- Please be assured we know who is authorized (and in some cases, who is not) to pick up your child AT ALL TIMES.
- At no time will any child be released to anyone unless authorized by the parent or authorized adult specifically named on the Contract, Emergency Contact Card under Authorized Alternative Pickup List.
- A government issued Photo ID will be required for all child pick-ups. Arrangements should be made in advance, when possible. When this person arrives to pick up your child, identification will be required. This is a precaution to protect you and your child/children at The Center.
- A Wireless Video Surveillance System is installed inside and outside The Center, with some cameras hidden. This is intended solely for the security and safety of your child, our staff, and the property/facility. There are no cameras in any restroom areas or changing area for obvious reasons.

### **AT NO TIME:**

- Shall the video footage be released to ANYONE outside of law enforcement
- Shall the video footage be released without proper court documents/warrants
- Shall the video footage be accessible to anyone, not even parents or staff



Video footage shall only be used in the case of an injury, break-in, or suspicion of mistreatment or neglect on any person, by anyone, at any time.

Such footage would only be available to law enforcement possessing a warrant for release. You get the idea.

If there are any questions or concerns about this section, PLEASE let us know. We will do all we can to accommodate your requests for information, or compliance issues.

Video footage remains available for viewing by law enforcement for up to 45 days until overwrite occurs due to recording media limitations.

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## ***PARKING***

Due to limited parking spaces, especially during inclement weather, we ask that all children be dropped off and picked up as quickly as possible. No standing vehicles will be permitted. All vehicles must use a parking space. Please advise any authorized adult of these procedures.

Please try to minimize parking at The Center entrance to wait for buses. This causes congestion and a potentially dangerous environment for the children waiting at the bus stop. You are welcome to park near the building and walk your children down to the bus stop.

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## ***ATTENDANCE and OTHER STUFF***

We are authorized and held to strict guidelines on the number of children we are approved to have in attendance, and with how the children are placed throughout The Center, which cannot be exceeded on any day.

We cannot provide opportunities to *make-up* for lost days due to absence. This includes sick days, vacation days, inclement weather closings and holidays. Remember, your tuition guarantees your child's "seat" in The Center, therefore, unless it is through the fault of The Center, the tuition does not change or reduce during these absences or closings.

### **REMOVING YOUR CHILD FROM OUR PROGRAM**

Two weeks written notice is required if you plan to remove your child from our program. As mentioned in the Tuition Schedule, "the last week tuition deposit" paid at your child's initial registration will be used for the last week of attendance provided a two-week notice has been provided. Once your child/children have been removed, it will be necessary to go through the entire enrollment process again, to reinstate your child/children into The Bay Kids, LLC. The Demand is very high in our area, and we try to remain fair to all families requiring child care needs.

### **PARENTS PERMISSION TO PERFORM DEVELOPMENTAL ASSESSMENTS**

The Bay Kids, LLC, feels it is our function to prepare all the children in our care for their first year of school. To prepare your child/children for kindergarten effectively, we perform observational, non-invasive, developmental assessments with children enrolled between the ages of 2 months to 5 years. We encourage meeting with our staff at least two times per school year, or as necessary to discuss any observed kindergarten readiness issues which may suggest professional evaluation might be warranted. We are not qualified past the point of a simple recommendation.



## **ATTIRE**

Be comfortable! Have fun! Make sure your children are dressed in seasonally appropriate, and comfortable clothing that does not have restrictive or complicated fasteners. We do not recommend open-toe shoes, sandals, or flip-flops in the summer.

An entire change of clothing is required to be kept at The Center in case of accidents, spills, etc. Please write your child's name on all clothing being kept at The Center. If a child does not have a complete change of clothes, the parents will be contacted immediately to bring clean clothes to The Center.

## **NAPTIME**

Naptime is a great time for your child to rest, recharge, and get through their big day at their best! It is required that we offer a naptime of two hours for all children of five years old and under.

Each child will be assigned a nap mat that will not be shared with any other child. Cot sized blankets and pillows need to be provided and brought from home if your child wishes to use them. These items need to be taken home every Friday evening.

Center provided nap mat sheets will be washed by the staff at The Bay Kids, LLC

## **TOYS and OTHER ITEMS FROM HOME**

Except for special occasions as scheduled on our online calendar, bringing your child's personal belongings is strongly discouraged. Bringing a toy from home can be comforting in the first few days at a new Center, and is expected, to help with the change of a new environment.

After a reasonable amount of time for this adjustment, we will request that these items be taken back home. With so many children to care for, we cannot be responsible for these items in any way. We strongly discourage the use of toy guns, toy weapons, toys of "destruction" to be allowed in The Center. Period. It's how we all have to live now. Some kids like to hunt with Dad, or Mom, we just might have some that don't!

It should be expected that if you or your child insists on bringing a toy to The Center, in fairness, expect it to be shared.

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## ***LUNCHES AND NUTRITION***

Lunches are to be brought from home daily. Please provide a healthy lunch for your child consisting of a sandwich or equivalent, a fruit, and/or vegetable (cold carrots, celery, etc.) and a snack like potato chips, or similar.

The Center will provide 1% or up to 2% milk during lunch, as well as during the morning and afternoon nutritious snacks. The Center anticipates eventually providing lunches daily.

**PLEASE LET US KNOW IF YOUR CHILD HAS ANY FOOD ALLERGIES!!**

An "emergency lunch" will be provided to any child that does not bring a lunch for the day. Please remember that we are not equipped or permitted to provide regular food services you might find at fast-food or restaurant locations. We will have bread, and some lunch items on hand for the occasional forgotten lunch. No child should be hungry because of a missed lunch.





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## ***TOILET TRAINING***

The Bay Kids, LLC will provide great encouragement for proper use of the toilet. We feel it is an essential growing up process that needs to be practiced throughout the day, not just at home or The Center, but everywhere.

We will not let a child feel forced to use the toilet or belittled if they do not. Positive encouragement is always the best way.

Your child will be given the opportunity several times per day to use the toilet, as scheduled, or as needed. Please provide diapers, pull-ups, and wipes for your child's teacher for use during this toilet training.

Please note that due to the extra effort in attending to children that are not toilet trained, a slightly higher tuition rate is assessed until your child is confidently toilet trained. This is typically during the three-year-old ages. Check the Tuition Rates for January 2023 for more information.

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## ***ILLNESS – Non-COVID***

**Do not** bring your child to The Center if:

- Their temperature is above 100.4°.
- Diarrhea
- Vomiting
- They have a contagious illness.

If they are too sick to play outside, they should not be attending our Center until they are feeling better.

We will require you to keep your child out of the program if they have a contagious illness, such as Pink Eye, Strep, Pneumonia, Bronchitis, etc., for at least 24 hours or until they are no longer contagious.

If your child should become ill at The Bay Kids, LLC, a quiet place will be provided for them until picked up. The ill child will be required to be picked up within an hour, or as quickly as possible. They must be clear of any symptoms presented for at least 24 hours before returning to The Center.

For any child that requires medication, an authorization form must be completed, signed, and dated before any medications will be considered. By law, we are only allowed one dose of OTC (over the counter) medicine per day for each illness.

Prescription medications must be in its original container, and include the pharmacy label, medication name and doctor's prescribing instructions.

Any OTC medications suggested by a doctor must have instructions on the doctor's stationary, just as with a prescription. Please provide spoons, droppers, or other medication delivery device as needed.

Our staff is CPR certified as well as trained for Medical Administration, as required by law.

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## ***INJURY***

In the event of a child's injury, all details will be written up on an Accident Report. This report will be signed by the staff member witnessing the accident/injury, as well as by the parent or authorized person



picking up the child. We will notify the parent or authorized person the details of the accident or injury as well as details on how the incident was handled.

In the case of a severe or serious injury, and medical attention is required, an ambulance will be called to take child to the hospital. Parents will be notified immediately. If the primary contact is not available and cannot be reached, the emergency contact listed in your child's file will be notified. If your child needs to be transported to the hospital, a staff member will accompany your child in the ambulance, to the nearest hospital.

Parents and or guardians must report to hospital as soon as possible.

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## ***GUIDANCE AND DISCIPLINE***

The discipline process is to guide, teach, and help the children learn. Our policy and rules will be explained to the children throughout the day so they can learn these aspects on a daily basis.

When/If a child gets angry, or upset, he/she will be directed to another task or area of focus or activity. Should this demeanor continue, the child will be taken aside to redirect their energy on something else, like building blocks, crayons, etc.

Our goal is to teach children how to express their feelings, good or bad, in an appropriate way, learn self-discipline, control, and most importantly to feel good about themselves.

Each incident will be given a two-week "trial period" after which, the parent, teacher, and Director can take time to discuss alternatives to the child's daily routine, the new environment of The Bay Kids, from their previous Center, etc. We understand the change could possibly be disruptive in the child's routine and expectations.

The Bay Kids, LLC, reserves the right to remove a child from enrollment if it is determined that the child's behavior is dangerous or too disruptive, or detrimental to *any* of the children, teachers, or the program itself. In the event of this type of behavior, parents will be contacted for a conference with the staff and Center Director. The child must be removed immediately when given notice of termination of care at The Bay Kids, LLC

In the event of a parent verbally or physically punishing their child or another child; or being verbally abusive to any staff member while at The Bay Kids, LLC facility, we are required to and will immediately notify the Office of Child Care, Child Protection Services, and the Maryland State Police.

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## ***PARENT INVOLVEMENT AND PARTICIPATION***

The Bay Kids, LLC, encourages and welcomes all parents, regardless of familial status, race, ethnicity, or religion to volunteer and serve as role models at our Center to show support for your child, the community, and the other children.

During the COVID pandemic, check with the Director before considering dropping by.

From time to time, we will need volunteers for special events, future field trips, and more as budget and staffing allows. We absolutely welcome your participation and involvement as part of our Bay Kids team! Children love to see their families take an active role in their lives. You are welcome to drop in any time to visit the children.

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## ***CHANGES AND ADDITIONS TO THIS HANDBOOK***

The Bay Kids, LLC reserve the right to make changes to this document at any time, when requirements present a reasonable and specific need.

Additional contracts regarding your child’s care, photo use, etc., might be presented should the need arise and should be kept with this handbook. The intent is to provide additional protection for the parents, the child, and The Center.

If parents have any issues or suggestions, please set up an appointment to meet with the Director!

We sincerely look forward to meeting all the parents of our enrolled children. Sure, you could read about us, but we want you to meet us, learn about us, and feel comfortable entrusting your children to The Bay Kids, LLC Childcare and Early Learning Center!

YOU



PLEASE COMPLETE THE FOLLOWING SIGNATURE PAGE INDICATING  
HAVE READ THIS HANDBOOK

I/We have read the Parent Handbook, provided to me by The Bay Kids, LLC, Childcare and Early Learning Center Director, in its entirety.

Please Initial

\_\_\_\_\_ I agree it is my responsibility to know the policies, understand how they may or may not affect me, or my child’s enrollment, environment, staff requirements, progress, fees, safety, and welfare.

\_\_\_\_\_ I understand that if I have issues or disagree with any of these policies that I am fully within my rights to terminate enrollment at any time given proper notice as stated in this Parent Handbook.

\_\_\_\_\_ I understand that The Bay Kids, LLC, has the right to update and revise these policies for any reason, and at any time; and that The Bay Kids, LLC, is required to provide me with notification of changes and a set of those changes printed for inclusion with my copy of this Parent Handbook.

\_\_\_\_\_ I understand that this Parent Handbook must be signed in tandem with my Full or Part Time Enrollment Contract, by the Parent AND the Director, as part of this Complete Enrollment Package. The Parent and the Director should witness all signatures.



The Bay Kids, LLC  
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MSDE/OCC License Number 250638

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All these policies are open to suggestions for improvement by our staff, parents, and children alike. We want to work WITH you on policies we all can live with, fair and simple. You can expect The Bay Kids, LLC, will continue to ALWAYS strive for excellence by adhering to the policies within this Parent Handbook, and by working with you, our families, to improve our Center - your child's Center.

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**The Bay Kids, LLC Parent Handbook January 2023.**  
 SIGNATURE PAGE ORIGINAL - TO BE FILED IN FAMILY FOLDER  
 COPY - TO CUSTOMER (PARENT)

**Parent**

(Please print) \_\_\_\_\_

Date of Signature \_\_\_\_\_

Signature \_\_\_\_\_

Parent of: \_\_\_\_\_

Thank you,

\_\_\_\_\_  
 Shannon N. O’Steen, Director

\_\_\_\_\_  
 David C Houghton, Owner

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