



*Happy Haven Daycare*

Family  
Handbook



## Welcome!

Dear Family,

We are so excited to be adding you into our Happy Haven Daycare family! While your child(ren) is in our care, they will create and learn in a safe, nurturing, Christ loving environment. We encourage growth and development of all milestones as a whole; physical, social/emotional, and cognitive. Our goal is to create meaningful, loving experiences and connections that foster the growth of education.

Thank you for choosing Happy Haven Daycare. I look forward to providing your child(ren) with a safe, caring, and enriching environment.

Sincerely,  
Michaela Newland, Owner/Director  
(304) 901-0049  
[newlandhdc@gmail.com](mailto:newlandhdc@gmail.com)

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## Vision

Happy Haven Daycare is focused on caring for and developing a love of learning in a Christian atmosphere and a readiness for kindergarten that emphasizes social skills, academic preparedness, emotional and spiritual development of the child.

## Philosophy

- Children's play is important to their development.
- Children are provided with the opportunity to play, share and learn with other children in a safe, loving Christian environment with an atmosphere of acceptance and warmth.
- Parents are supported in the difficult but rewarding task of child rearing through the teaching staff.
- Happy Haven Daycare responds to the needs of the community for quality care and education of children.

## Goals

- To provide a healthy, nurturing, and safe environment
- To accept, respect, and appreciate each child and family
- To provide age-appropriate materials and equipment that supports children's learning in a fun and interesting way
- To encourage the physical development of large motor skills through outdoor and indoor play as well as fine motor development through manipulative toys, blocks, and puzzles.
- To encourage creativity by offering experiences in music, art, and literature
- To encourage interest in language through games, stories, and conversation
- To partner with parents in the care and teaching of their children.

## Curriculum

The daily curriculum is structured so that children learn the skills they need to enter kindergarten in a safe and loving environment. The curriculum is based on child development and appropriate practice and provides for the various ages, ability levels and developmental stages

of the children. We use Raising Kingdom Warriors (which is a Christian-based, Montessori-inspired curriculum). Children learn a Bible verse as well each week. Prayer takes place before mealtimes and at the beginning of each day.

## Discipline Policy

Children are small, tough, exasperating, interesting, and loveable. To be “good” with children, we watch each face and listen to each voice. We observe what each child is like, how each is feeling, how each child plays and moves around. We get to know the weaknesses and strengths of each child and of the group. This is how good discipline begins.

Teachers may utilize a variety of discipline techniques to meet the needs of different situations:

- Let children make some decisions and choices – one good way to teach responsibility is to give the child as much responsibility as possible.
- Give reasons for rules – understanding the reasons for rules make it easier to remember and follow them.
- Being consistent in our language and behavioral response to children – consistent behavior by adults facilitates development of inner control through modeling.
- Remove children from situations they can’t handle – if a child is too young to understand, or there is no way to change the cause, it may be possible to change the situation.
- Redirect children’s behavior – often there is a way to let children do something in a better place or safer way.
- Let children learn the consequences of their actions – experience is the best teacher.

Teachers WILL NOT humiliate or demean a child in any form, verbally or physically. Such actions will be cause for immediate dismissal. No punitive action toward children will be tolerated including slapping, hitting, and/or spanking. The return of negative behavior, such as biting back, is also not acceptable.

## Safety and Emergency Plans of Action

- Children will never be left alone or unsupervised.
- Each employee is certified in CPR and First Aid.
- Fire evacuation and severe weather plans will be posted in each area that is used by the children.
- Fire drills will be held monthly and at varying times. A record of drills is kept in the office.
- Tornado drills will be held during the tornado months.
- Lock-down drills will be held periodically.
- In the event of an emergency when evacuation is necessary, the children of Happy Haven Daycare, will be taken to the house directly across the street by way of walking.
- Parents will then be called and informed of when to pick up their children.

## Safe Conditions Policies

### Transportation Safety Policy

Happy Haven Daycare will only provide transportation to field trips, in cases where the child has no other adult to attend with them. We will only transport a child if we have a permission slip signed by a parent or guardian on file. Only qualified adults that are licensed drivers will transport children. Drivers will follow all pertinent West Virginia laws and will not use cell phones at any time while in the vehicle. Children will always be in proper seats and seat belts. Children will not be left unattended. Upon returning from each trip, the vehicle will be inspected to ensure that no child is still on board.

### Safe Conditions Policy

The following steps will be taken to ensure that children are safe while at Happy Haven Daycare. Children will be actively supervised with the required number of qualified adults (adults who have completed a comprehensive criminal history check, drug screen and negative TB test and have completed all required training). Happy Haven Daycare, will not care for children in areas that are being remodeled, repaired, or painted. The director is responsible for maintaining all interior and exterior surfaces, including walls, floors, ceilings, equipment, toys and furnishings, in a safe condition, free of sharp points or jagged edges, splinters, protruding nails or wires, loose parts, rusty parts, or materials containing poisonous substances.

The Happy Haven Daycare, will take the following steps to maintain the facility:

- Clean the facility daily.
- Keep the facility in a sanitary condition always.
- Sanitize toys, furniture, and other equipment used by children, daily, weekly and when they become soiled or contaminated.
- Wash all soiled items prior to sanitization.

### Child Abuse Protection

The staff of Happy Haven Daycare are mandated by law to receive Child Abuse Detection and Prevention training. The staff are required by law to immediately notify the local child protection agency if they suspect that a child has been abused or neglected.

### Parent/Guardian Communication

- Family conferences will take place for all children once per year. Topics discussed will include interests, development, strengths, and areas of individual need.
- Parents of children in the program will have daily opportunities at morning drop off and pick up to discuss the events of his/her child's day.
- Parents will receive and/or send communication to the director and staff through the communication application Brightwheel, which is a free download to a computer and/or phone.
- Special conferences may be requested by the director or child's parents as needed.

# Admission/Enrollment/Termination Policies

## Eligibility for Enrollment

- Children that are 2 years old or older are eligible to be enrolled at Happy Haven Daycare, provided enrollment space exists.
- The parent is responsible for submitting all enrollment forms for the child's attendance.
- **We cannot provide service to any child whose needs cannot be met or whose behavior endangers other children.**
- Happy Haven Daycare is committed to supporting all children and families but realizes there are children who may be better served through the support of other local agencies. Parents will be notified if concerns arise.

## Caring for Children with Special Needs

Childcare programs must comply with the Americans with Disabilities Act. We are committed to meeting the needs of all children, regardless of special health care needs or disabilities.

- Children with special needs will be accepted into our daycare under the guidelines of the Americans with Disabilities Act (ADA).
- All families will be treated with dignity and respect for their individual needs and/or differences.
- Happy Haven Daycare will be responsible for ensuring that confidentiality about special needs is maintained for all families in the program.
- Happy Haven Daycare will ensure all health forms and other important information regarding the individualized needs of the child will be completed by the health care provider and/or other providers for the child.
- Children with special needs will be educated in the least restrictive environment possible. To accomplish this, Happy Haven Daycare may work in coordination with other agencies and/or health care providers as needed. No contact with outside organizations will be made without written parental consent. Inclusion of staff on IEP (Individualized Education Program) and IFSP (Individualized Family Service Plan) meetings is desired to ensure the childcare program provides the most supportive and least restrictive environment.
- It is important that parents keep Happy Haven Daycare apprised of any changes or needs that their child may have regarding their special needs.

## Enrollment Forms

Forms to be completed and submitted to Michaela prior to admission include:

1. Enrollment Agreement
2. First Aid Permission / Emergency Info
3. Social Media and Photo Release
4. Medication Consent (if needed)
5. Proof of immunizations and a physical exam (well child check-up)
6. Handbook Acknowledgement Signature Form

## Waiting List

In cases when enrollment space is unavailable, children will be placed on a waiting list. Enrollment will then take place as space becomes available. Priority will be given to families with currently enrolled children.

#### Registration Fee

Upon registration, the family must pay a registration fee of \$75. The enrollment fee is a one-time, non-refundable fee due at the time of enrollment. This fee secures your child's space and covers administrative and classroom preparation costs. The enrollment fee is separate from tuition and is not applied toward weekly fees.

#### Adjustment/Trial Period

Our program is a fun and exciting place for children to experience and learn about their world and make new friends. With that being said, it does take time for a child to adjust to a new child care setting. I will try to make the adjustment easier by reassuring them and offering extra attention and support.

A two-week adjustment period begins on the first day of your child's care. During this time, the family or us as a center can decide to terminate the signed contract without penalty.

#### Termination of Care

Happy Haven Daycare reserves the right to terminate childcare for the following reasons (but not limited to):

- Failure to pay invoices as they are due
- Failure to complete required forms, as required
- Lack of parental cooperation
- Physical or verbal abuse of any person or property by a child and/or parent that is not corrected by an improvement plan set by the director and the parents.
- Lack of compliance with handbook regulations
- False information given by parent either verbally or in writing
- Disciplinary reasons as outlined previously

Happy Haven Daycare also understands that life circumstances may arise that would require families to remove a child from our care. In that instance, we request the following:

- A two-week advance written notice stating when care will be ending
- If the child is pulled without a two-week notice, payment is to be made immediately for the final weeks.

## Operational Policies

#### Hours of Operation

Happy Haven Daycare is open from Monday through Friday 7:00 AM-6:00PM.

### Special Holidays

- Happy Haven Daycare will close for the following special holidays: New Year's Day, Memorial Day, Labor Day, Thanksgiving, Black Friday, Christmas Eve, Christmas Day, The Day After Christmas, and New Year's Eve.
- There will be early closings on: the day before Thanksgiving and the day before Christmas Eve. **The center will close at 12:00PM.**
- There may be additional days throughout the year when Happy Haven Daycare will close but notice will be given whenever possible.

### School Breaks

The childcare will remain open for all school breaks (based on the Berkeley County school calendars). School-age care is currently not offered during scheduled school breaks.

## Emergency Policies

### Bad Weather

Happy Haven Daycare will make every effort to be open in bad weather. We will close when it is otherwise deemed necessary (i.e. extremely low student numbers, power outage, and/or for the safety of staff and families). A decision to close is a difficult one to make but the safety of our students and staff is our number one priority. Parents will be notified through Brightwheel and text message.

### School Delays and Closings

The childcare DOES NOT follow the county schools' delays and closings. We will be open for the regular hours even if the county schools are delayed or closed.

### Relocation of Children in the Event of Building Emergency

- In the event of a major emergency, such as a fire or other event that would make the building unsafe, the children will be relocated to a safe facility.
- The children will be moved to the home directly across the street.
- Parents will be notified that they must pick their children up immediately from the home.

## Child Attendance, Arrival, and Departure

### Arrivals and Departures

- Drop off is 7:00 AM-8:00AM. We ask that children arrive no later than 9:00 AM as we start our school day at that time. If your child is to arrive later than 9:00 AM, please notify Michaela with the understanding that your child may miss some school lesson time. Appointments (i.e. doctor, dentist, etc.) are the exception to this. Again, please contact the director so he/she is aware of an approximate arrival time.
- Parents/guardians are required to sign children in and out each day they are in attendance through Brightwheel.

- For your child's protection, only persons authorized by the parent/guardian are permitted to take the child from the facility.
- Parents/guardians must list the names of anyone allowed to pick up the child as well as the names of anyone denied permission on the Emergency Information Sheet.
- Individuals listed in the child's file WILL be asked for photo identification to confirm their identity.
- If someone other than the listed individuals will be picking up your child, you must notify the director in writing via text/email. Staff will ask for photo identification before the child is handed over to them.
- In the case of court-ordered custody decisions that would affect drop off or pickup, documentation must be on file.
- Under no circumstances will the facility allow a child to leave without these provisions.
- Please notify Michaela if, due to some emergency, you are unable to pick up your child on time.
- Overtime charges of \$1/minute will apply after the scheduled pick-up time of 6:05 PM.
- If a child has not been picked up by three hours after their scheduled pick-up time, and there has been no contact by the parent/guardian, or another authorized person, the local Department of Child Services will be called with a report of child neglect

\*\*\*I may refuse to release children if I have a reasonable cause to suspect that any person picking them up is under the influence of drugs or alcohol, or is physically or emotionally impaired in any way that may endanger your child. To protect your child, I may request that another adult listed as an Emergency Contact pick-up your child or I may call the police to prevent potential harm to your child. Reoccurring situations may result in termination of care.

#### Reporting Children's Absences

Happy Haven Daycare staff plan the day based upon the number of children expected. We ask that parents notify Michaela as early as possible if their child is going to be absent, late, or if they plan to pick up their child unusually early.

#### Tobacco, Alcohol, Firearms and Drugs

Happy Haven Daycare prohibits the use of tobacco, alcohol, firearms, and drugs on the premises while children are in our care. The entire policy may be read at the entrance to the building. A copy of the policy may also be requested at any time.

## Payment and Fee Schedule

**All tuition payments are due weekly regardless of your child's attendance. Happy Haven Daycare reserves the right to change these fees with a thirty days' notice.**

#### Childcare Fees

Preschool (ages 2-6): \$275 for full time students.

### Fees for Families on Subsidy

Families are responsible for the portion of the fee not covered by the subsidy.

### Other Fees

- A yearly fee of \$50 will be due on January 1st, this is a non-refundable program fee that will go towards the purchase of supplies.
- A late payment fee (assessed on Friday with a maximum of \$35 per each day it is late).
- \$25 returned check fee (Subject to change, based on the bank charges)
- \$1 each minute after 6:05 PM if the child has not been picked up

### Billing

- Invoices will be delivered by the Thursday before the due date and will include the fees due. Payments are due Friday.
- If the bill is unpaid by 6:00PM Friday a late fee of \$35 will be assessed each day there is an outstanding balance.
- Any late fees will be included on the next invoice, if not paid prior to when it is printed.
- Each family is allotted 5 vacation days per calendar year to use at their discretion without being charged. Vacation day requests must be submitted to Michaela by Thursday to be credited for the same or following week.
- If the account becomes 2 weeks overdue, the child's enrollment will be suspended, and not allowed to attend until the bill is paid.
- Billing will continue during this time.
- If the bill is not paid within 2 weeks of the suspension, the child will be removed from enrollment and their place could be filled with another child.
- There is no reduction in fees if parents choose to send their children less than the specified number of days.

### Vacation Information

- Families will be allotted 5 vacation days per calendar year to use at their discretion without being charged for childcare services.
- A Vacation Day Request Form must be submitted by Thursday of the week you would like to receive the credit for it to be on the next statement.
- If a staff member is on vacation, another caregiver will take his/her place as needed.

### Late Pick-up Fee

- Failure to pick up your child/children by the end of the day will result in a charge of \$1 per minute per child after a five-minute grace period.
- Please make every effort to pick up your child at the specified time.
- It is understood that circumstances may come up to prevent getting to the facility on time. If you are unable to pick up your child on time, please notify Michaela.
- If you will be more than thirty minutes late, please make arrangements with someone on your pick-up list to pick up your child to avoid a call to CPS for a child neglect report.

## Credits & No Credits

**Families contract for a specific weekly schedule as completed in the Enrollment Agreement.** Payment for this contracted schedule is required every week, year-round whether your child attends or not; this enables us to pay staff a stable salary every week. No credits will be given for sick days, holidays, staff training closure, or closure due to inclement weather, infectious disease (except as noted below) or public health emergency such as the pandemic, or weather-related or environmental emergencies.

- In the event of any of the above circumstances if we are prevented from operating, families shall pay 50% for the following 6 weeks. Payment of your tuition allows us to retain staff, pay operating expenses, and hold your child's spot for when we safely re-open.

Credit may be given for serious illness/injury

- In the event of extenuating circumstances such as your child being hospitalized, or suffering from a serious contagious disease or serious injury, credit may be issued. A written doctor's note is required to receive credit.

Credit will not be given for my absence. There is **no credit** for days when we must close the school for any reason.

## Medical Policies

### Immunizations and Physical Exam

- Every child must be current on immunizations and verification of a physical exam (well child check-up) within the 30 days prior to their attendance. These records must be provided prior to your child's first day of attendance.
- Without this documentation, your child may not attend.
- If your child receives new immunizations and/or has an updated physical, please update the record on file in the Happy Haven Daycare office.
- Immunizations exemptions for medical or religious reasons must have proper documentation on file to be approved by state consultant.

### Medication

- Medication can be administered while in attendance provided a prescription is documented (pharmaceutical container and/or physician's signed instructions).
- Over the counter, non-prescription medication CANNOT and WILL NOT be given without a written physician's order. This order must be updated annually.
- A physician may write an order giving blanket permission for the child to have any over-the-counter medication, but it must state the amount of medication to be given.
- Medication will only be administered if the child's name is written on medications form with the amount of dosage (including the appropriate measuring device) and time to be given along with the parent's/guardian's signature.
- Notify staff members of all medication, so that it may be locked in the medicine box or refrigerated as needed.

### Communicable Diseases

- Staff members are trained in the signs and symptoms of illnesses and in proper hand washing procedures to prevent the spread of communicable disease.
- Every means will be taken to prevent the spread of communicable diseases.
- Please do not send your child if he/she is ill or has been ill in the last 24 hours. If your child is too ill to go outside or participate in activities with their class, they are too ill to attend.
  - If your child has been exposed to any contagious illness, please confirm with Michaela that they may come to care before bringing them in, as some illnesses require a "quarantine" period.
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- You will be called to remove your child if any of the following symptoms exist:
  1. vomiting
  2. severe coughing
  3. temperature of 100 or higher
  4. diarrhea
  5. suspicious rash
  6. open sores
  7. sore throat
  8. difficult or rapid breathing
  9. lice (may only return when deemed "nit free")
  10. red, encrusted, or runny eyes
  11. lethargic behavior
  12. inconsolable crying
- Parents are expected to have the child picked up within one hour of being notified that the child is ill to minimize the spread of illness.
- Every effort will be made to separate a sick child from the rest of the class while they are waiting to be picked up.
- Children should be free of all symptoms for 24 hours, without medication prior to returning to daycare.
- **Please do not give your child medication and send them to Happy Haven Daycare if they have been ill through the night.**
- Parents should have a backup plan of care established if a child is sent home from Happy Haven Daycare with an illness.
- If a staff member has a communicable illness, parents will be notified. A substitute caregiver will be assigned in his/her place as needed.
- Communicable Diseases

When a child in my program has a suspected reportable disease, it is my legal responsibility to notify the local Board of Health or Department of Public Health. I will take care to notify families about exposure so children can receive preventive treatments. Included among the reportable illnesses are the following:

- Bacterial Meningitis
- Botulism
- Chicken Pox

- COVID-19
- Diphtheria
- Hemophilus Influenza (invasive)
- Measles (including suspect)
- Meningococcal Infection (invasive)
- Poliomyelitis (including suspect)
- Rabies (human only)
- Rubella Congenital and Non-congenital (including suspect)
- Tetanus (including suspect)
- H1N1 Virus
- Any cluster/outbreak of illness

### Reoccurring Medical Issues

- If a child has a medical issue that is reoccurring, such as a rash, runny eyes, or an allergy, Happy Haven Daycare must have documentation from a physician stating that the issue is not contagious and that the child may attend when symptoms are present.
- Please refer to the Communicable Disease section for suspicious rashes or conditions.
- If documentation of the medical issue does not exist, the condition will be treated as a potential communicable disease and the child will be excluded until documentation is presented.

### Accidents

- Parents/guardians will be notified of accidents as soon as possible.
- The staff member who has observed the accident will fill out the accident report. A copy will be kept for the files and a copy given to the parents/guardians.
- In non-life-threatening instances, the staff will provide on-site first aid.
- If the child requires medical attention, the parent will be called, informed of the injury, and asked to pick up the child.
- Parents are asked to report any instances of the child being treated by a physician, clinic or hospital. Any injury that has been treated at a medical facility must be reported to the state of West Virginia. Parents will receive a copy of the accident report that is mailed to the state.
- If the injury requires immediate medical attention, 911 will be called.

## Daily Operations

### Meals and Snacks

At meal time the table is set with disposable plates and flatware. Good table manners are modeled and encouraged. Weekly menus are posted for viewing by families.

I am trained in first-aid for choking and am always present at all meals.

- Breakfast is served from 7:00 AM-8:30AM daily. If your child will be coming after 8:30 AM please have them eat breakfast at home.
- Lunch will be served at approximately 11:30AM, and will include a protein, grain, fruit, vegetable, and milk.
- A snack is served at approximately 3:00 PM
- Parents are welcome to bring a special snack for their child's birthday, other special events, or just for fun, BUT the State Board of Health requires that all foods be commercially prepackaged. No homemade foods are allowed. Items may be purchased at a bakery with the logo and address on the box.
- Water will always be available as well throughout the day.
- Juice pouches/boxes that are not 100% fruit juice are not an acceptable substitute for milk or water.
- If your child has a food intolerance or allergy, please send a doctor's order stating that the child has the intolerance/allergy and a list of acceptable drink or snack substitutes.

### [\*\*Toddler Feedings\*\*](#)

- Children are encouraged to self-feed to the extent that they have the skills. Children are encouraged, but not forced to eat a variety of foods.
- Round, firm foods that pose a choking hazard for children less than 4 years of age are not permitted. These foods include: hot dogs, whole grapes, peanuts, popcorn, thickly spread peanut butter and hard candy.

### [\*\*Naps/Rest Period\*\*](#)

- Children will participate in a rest period after lunch each day.
- Children are not required to nap but will be asked to stay quietly on a cot to help their bodies rest. Quiet activities will be provided for them after a period of time.
- Please provide a small pillow, blanket, and a security item (stuffed animal), if needed.
- **Each Friday the child's nap items will be sent home to be washed and returned on Monday.**

### [\*\*Field Trips/Car Seats\*\*](#)

- Car seats are required when we must transport a child for field trips. Car seats must be provided by the parents. You may review the West Virginia child passenger laws online.
- Permission slips are required for each field trip.
- A separate permission slip will be needed if we will be transporting your child.
- Children who do not have a signed permission slip on file may not participate in the planned field trip.

## Files

- Keep all information (addresses, phone numbers, work phone numbers, immunizations, emergency phone numbers, etc.) current.
- If information is requested for the child's file, and is not received, care may be discontinued.

## Clothing

- Dress your child in clothing that is comfortable for a variety of active, and sometimes messy, activities as well as outdoor play. We do go outdoors as often as possible.
- Each child should be able to handle fastenings with minimum of help.
- Accidents happen. In case of a toileting accident, crafting accident or spill, please provide a complete set of clothing that is appropriate for the season (i.e. no shorts for winter weather).
- Mark your child's name clearly on all articles of clothing.
- If your child is sent home in a change of clothes that belongs to Happy Haven Daycare, please wash and return it as soon as possible.
- Flip-flops or shoes without a heel strap may not be worn (Please have a pair of tennis shoes for outdoor play). Also, dress shoes with heels have been known to cause accidents and are often painful by the end of the day so we ask they not be worn.
- Tennis shoes or some other comfortable shoes are preferred for daily activities and playing, both in and out of doors.
- Please have your female child wear leggings/shorts under her dresses.
- As the weather changes, be sure to send sweaters, jackets, coats, gloves, hats, boots, etc. as warranted.
- Children will be expected to go outside to play (even if just for a short period of time) when the weather permits (Michaela's discretion and the Weather Watch charts posted in the classrooms—40 degrees with wind chill in colder weather to 90 degrees in warmer weather).
- Children without proper clothing for outdoor play (i.e. winter coat, jackets), will not be allowed to participate.
- Sunscreen will be provided. Children with allergies, or sensitivities to sunscreen, must bring their own, clearly marked, sunscreen.

## Toilet Training

- I ask that parents begin at home over the weekend, ideally a long weekend.

- If the child is making progress and is having less than 2 accidents per day over the weekend they may attend the following week in underwear, with a diaper for naptime.
- If the child remains accident free for 5 consecutive days at school, they will be considered “fully potty-trained” and will receive a certificate and a special treat.
- Due to maintaining sanitary conditions, if the child continues to have accidents daily, or has more than 2 accidents a day, they will be placed back in a diaper and toilet training will have to be revisited at a future time.

## Toys & Electronic Devices

- Happy Haven Daycare is well stocked with a variety of toys and materials for the children to play with.
- Personal toys are often the cause of arguments among children.
- No toys shall be brought to Happy Haven Daycare from home except when permission is given from their teacher (i.e. show and tell) or as a security item for napping. The only exception is for teething toys for infants.
- If your child brings a toy, they will be asked to put it in their backpack until time for show and tell or the end of the day.
- Electronic devices (phones, gaming systems, tablets, laptops) are not allowed.

## Lost and Found

- Items often get misplaced or put in the wrong backpack. Please put your child's name on items that the child may remove (coats, sweatshirts, gloves, hats, etc.).
- Check with your child's teacher if an item comes up missing.
- Happy Haven Daycare is not responsible for items that the child has misplaced.