



Family Handbook

Welcome to Heart-Felt!

Thank you for choosing Heart-Felt – Learning Through Play for your childcare needs. This handbook is designed to provide you with valuable information about our daycare policies, procedures, and philosophy. Our goal is to create a safe, nurturing, and stimulating environment where your child can thrive.

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1. Introduction

Welcome to Heart-Felt – Learning Through Play. We are committed to providing high-quality care in a loving and safe environment. This handbook outlines our policies and procedures to help ensure that your child's time with us is positive and enriching.

2. Philosophy and Mission Statement

Our mission at Heart-Felt is to create a safe and caring environment where children learn and grow through play. We believe that play is the foundation for fostering curiosity, creativity, and independence, allowing each child to explore and develop at their own pace. Through playful learning experiences, we nurture a sense of wonder and discovery while instilling the values of kindness and respect.

3. Enrollment and Admission

To enroll your child at Heart-Felt, please complete the provided enrollment forms and submit up-to-date immunization records along with emergency contact information. Enrollment is determined based on both availability and the best fit for your child within our program. Spaces are filled on a first-come, first-served basis, but we also consider the unique needs and compatibility of each child with our environment. If no spaces are currently available, we maintain a waiting list and will notify you when an appropriate spot opens up.

Families must pre-enroll the child before the first day of attendance. Pre-enrollment requirements include:

- Completing the parent interview and touring the facility
- Pay the one-time application fee (\$50.00) and one-time processing fee (\$200.00), which are non-refundable. (Processing fee will be utilized to secure the child's spot in the daycare, cover administrative costs associated with enrollment, reserve space and allocate necessary resources, process paperwork and handle registration details, conduct orientation and prepare for the child's arrival)
- Complete the enrollment forms and return them at least one week before the child begins the program.
- Adhere to the minimum of a two-week enrollment for all families.

4. Hours of Operation

Heart-Felt is open from 7:30 AM to 4:30 PM, Monday through Friday. We ask that all children be dropped off no later than 8:30 AM and picked up no later than 4:30 PM. Please notify us as soon as possible if you will be late for pick-up.

5. Tuition, Fees and Payment Policies

Our fees are as follows:



- **Infants (5 months to 24 months):** \$1800 per month (full time)
- **Toddlers (25 months to 4 years):** \$1500 per month (full time)
- **Preschoolers (5 years to 6 years):** \$1000 per month (full time)

If you pick up your child after 4:30 PM you will be charged a per-minute late pick up fee of \$15.00 for the first 15 minutes and \$2.00 for every minute thereafter.

Late fees will be added to the monthly tuition bill if they have not been paid prior to when tuition is due.

Tuition payments are due on the 1st of each month whether your child attends school every day. Overdue payments will incur a fee of \$50.00. We accept payments via the Brightwell app.

If your tuition is not received by the first Friday of the month, your child will not be admitted into the program for care the following week and will schedule a parent meeting to discuss timely payment. If payment is not received, the Program Director may terminate further care. All unpaid bills are sent to collections. The parent or guardian is responsible for all collection costs associated with collecting any unpaid bills, including charges associated with collection agency fees. These charges will be added to the account for payment.

Fees for children enrolled for childcare are charged based upon the schedule chosen on your contract. Part Time schedules are available based upon availability at the time of enrollment. The account is charged whether your child attends, including absences for illness, vacation or center closures (both scheduled closures and unscheduled closures). We ask that you notify the program by 7:00 AM when your child will be absent. You are required to provide 14 days' written notice when making changes in your schedule, especially changes that reduce your child's attendance or terminate attendance. All Schedule changes take effect on the next billing cycle.

Parents are responsible for any contracted fees. The program does not provide a bill prior to the tuition due date as charges could accrue. Parents may request to receive email notifications regarding tuition

and are encouraged to do so if they are unclear about any added fees. Parents will receive statements to facilitate reimbursement of their daycare payments when filing their taxes.

6. Subsidy Payments



If a client qualifies for an alternative payment program with the state, only the client's copayment and family fee (if applicable) will be due on the first of the month. Copayment is defined as any leftover sum the subsidy program was unable to cover that month. Examples of this include but are not limited to accrued late fees, child absences, or program closure where payment is still expected in order to retain the child's slot in the program. Prior to enrolling, the client will need to know what their subsidy amount is and if the client will owe a copayment and a family fee on the on the 1st of the month. This is to ensure the program is financially feasible for the client.

7. Daily Schedule & Attendance

Our daily schedule is designed to provide a balance of structured activities and free play. Please reference page #12

8. Pick-up and Drop-off Procedures

Please inform the Program Director of your planned drop-off and pick-up times in advance whenever possible. This helps ensure that someone will be available to greet you and have your child's belongings ready for departure. If you are dropping off your child after the program curriculum has started, please make sure they arrive at least 1.5 hours before our scheduled naptime. If you need to pick up your child during naptime, please avoid ringing the doorbell; your child will be brought out to you. Naptime departures should be pre-arranged with the Program Director.

Please note that the Program Director may not have extended time to chat during pick-up as other children still require supervision. If you have a concern that requires more than 2-3 minutes to discuss, please schedule a separate time to speak with the Program Director.

9. Meals and Nutrition

We provide a nutritious breakfast, lunch, and afternoon snacks for the children in our care. Our menu includes a variety of fruits, vegetables, whole grains, and proteins. Please inform us of any allergies or dietary restrictions your child may have. If a child is dropped off after our scheduled mealtimes, it is up to the parents to ensure their child has eaten prior to arriving.

10. Health and Safety Policies

The health and safety of your child is our top priorities. We follow strict hygiene practices and have procedures in place for illness, injuries, and emergencies. Children who are ill should not attend daycare to prevent the spread of illness.

In a group care environment, it is inevitable that children will become sick. For the child's safety and the safety of others, we require that all sick children be picked up within one hour of a parent or guardian being called, Heart-Felt is not licensed sick care facility. Fees may be assessed if a child is not picked up within the allotted one-hour period.



We want to make sure that all the children in our Center remain healthy and get the best possible care. If a child becomes ill while at the Center, he/she will be isolated, and a parent will be contacted. It is essential that you keep the information on your Emergency Information Card up to date so a family member can be reached if your child becomes ill. Any child experiencing the following symptoms will be sent home:

- A fever of 100.0 degrees Fahrenheit or higher
- Diarrhea three times in the course of a day, or any diarrhea that is loose and therefore not contained in the child's diaper
- Vomiting
- Profuse, thick, or colored nasal discharge
- Unusual rashes (may be referred to pediatrician for clearance)
- Symptoms of severe illness such as unusual lethargy, uncontrolled coughing, irritability, persistent ongoing difficulty breathing, or other unusual symptoms

Your child must be symptom free for 24 hours with no medications before returning to school.

If prescription medication is required to treat your child's illness, they must be on the medication for 24 hours before returning to school. If the Program Director feels that a contagious symptom is present, a doctor's note is required before the child can return to school. If the child is deemed not contagious by the physician but is still not well enough to be at school (following the bulleted points above) the child will be sent home.

Please inform us immediately if your child contracts a contagious illness, such as RSV, hand-foot-and-mouth disease, whooping cough, measles, mumps, chickenpox, diphtheria, pinworms, conjunctivitis, strep throat, or similar conditions. The Director will discreetly notify other parents whose children may have been exposed, ensuring that all names remain confidential.

Medication

The Program Director will dispense prescription medication (such as Tylenol for teething), sunscreen, and over-the-counter medicine with written authorization from the child's physician and parents. Medications must be in original containers. We cannot administer any medication that has expired. Prescription medication must be accompanied by dosage instruction on the container and written doctor's instructions. We recommend you ask your child's physician to prescribe a 12- hour dose of medication when appropriate. This allows you to control the administration of medication at all times.

Allergies

All allergies to food, medication, or bee stings, etc. must be listed on the Emergency Information Card. If your child requires medication for such conditions, the medication can be stored and administered when



necessary for as long as the child is enrolled. Parent and physician authorization are required to dispense medication.

Critical Illness or injury and Emergency Procedures

LEARNING THROUGH PLAY

In the event of critical illness or injury, 911 will be called. Staff will administer basic first aid or pediatric CPR. Parents will be contacted as soon as possible and if unreachable, the program will begin calling the child's emergency contacts.

Fire and earthquake drills are conducted on a regular basis so children can become familiar with procedures. Should an emergency occur, the Program Director will notify you as soon as possible. Our primary emergency relocation sites are listed in our Emergency Disaster Plan.

Unusual Incidents

In the instance of an unusual incident or disaster which occurs prior to Heart-Felt opening (i.e. building flood, fires), families will be contacted as soon as possible using the Emergency Telephone Contact Information. Families will be updated on:

- The status of the issues
- Proposed timeline of the reopening of the program once we have contacted Community Care Licensing

Reporting Suspected Child Abuse

The State of California requires childcare providers to report any suspected incident of possible child abuse (including physical, emotional, or sexual abuse) or neglect. Child abuse includes leaving a child unattended at any time. We are legally obligated to comply with these guidelines by calling Child Protective Services at 858-694-5141. Anyone under stress has the potential to abuse a child. The YMCA Family Stress Counseling Services (619-281-8313) assist families with stressful times and provides suggestions for parenting techniques.

11. Discipline and Guidance

We use positive reinforcement and redirection as our primary methods of discipline. Our goal is to guide children in developing self-control and understanding the consequences of their actions. Physical punishment is never used.

If a recurring behavior issue is observed at school, the Program Director will collaborate with parents to develop a consistent plan of action. It is essential that specific behaviors (such as hitting, throwing,

screaming, etc.) are addressed similarly at both school and home, reinforcing a united and consistent approach for the child.



We focus on teaching children positive alternatives like communication, problem-solving, and critical thinking skills to help minimize conflicts. Our priority is to ensure that all children are protected and provided with a safe and secure environment.

Biting

At Heart-Felt In-Home Daycare, our goal is to maintain a safe and nurturing environment. Biting is a common behavior in young children, and while it is a natural part of development, we are committed to addressing it effectively to ensure the well-being of all children.

Biting can stem from various causes like teething, frustration, or communication challenges. When a biting incident occurs, we will:

- Separate the child who bit to prevent further incidents.
- Comfort the child who was bitten and provide appropriate care.
- Discuss with the biting child that the behavior is unacceptable and encourage communication instead.
- Report the incident to both parents, maintaining confidentiality.
- Ongoing Management

We will observe the child who bites, collaborate with parents for consistent management, and, if needed, create a behavior plan with positive reinforcement strategies.

If biting persists, temporary withdrawal may be considered until the behavior improves. A reassessment will be done before the child returns.

12. Communication with Parents

We believe in open communication with parents. We provide daily updates on your child's activities and progress through the Brightwheel app, where you'll receive messages, reports, pictures, and videos. You are welcome to schedule a meeting with us at any time to discuss your child's development or any concerns you may have.

13. Holidays and Closures

Heart-Felt will be closed on the following holidays:

- New Year's Eve
- New Year's Day
- Martin Luther King Day
- President's Day
- Memorial Day



- Juneteenth
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Day After Thanksgiving Day
- Christmas Eve
- Christmas Day

Heart-Felt is closed on major holidays. If a holiday falls on a Saturday or Sunday, we will also be closed on the following Monday. Full tuition is still expected during weeks when a holiday occurs. At the start of each year, a holiday calendar will be provided. Additionally, the program typically closes one day annually for professional development training, and advance notice of these dates will be given.

The program will also close for three weeks throughout the year, during which full tuition will remain due. Families will receive at least 30 days' notice of these closures whenever possible. Typically, two of the three weeks will be taken consecutively, with the remaining five days announced throughout the year. This time is intended for children to rest and recharge from their daily activities in the program. We strongly encourage families to spend this time with their children, rather than placing them in alternative daycare, to support quality bonding and rejuvenation for the remainder of the school year.

The Program Director is entitled to five paid sick days annually. In the event of illness, the Program Director will provide as much advance notice as possible.

While Heart-Felt operates on a planned calendar, the program may close on any given day at the discretion of the Program Director. This could include holidays, days surrounding holidays, professional development days, or unforeseen events such as emergencies, natural disasters, or pandemic-related closures. All guardians are asked to have a backup care plan in place for these instances. Your child's monthly tuition will not be adjusted for these closures.

14. Emergency Procedures



In the event of an emergency, we will follow our emergency procedures to ensure the safety of all children. This includes fire drills, lockdown procedures, and contacting parents immediately in case of an emergency.

15. Parent Involvement

We encourage parent involvement and welcome you to participate in special events, field trips, and classroom activities. Your input is valuable to us, and we look forward to your active participation in our daycare community.

16. Supplies and Clothing

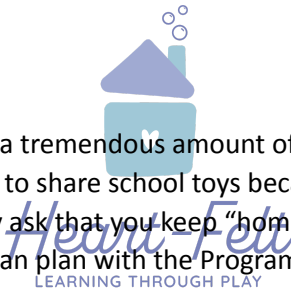
Children should wear washable play clothing. Please do not send your child to school in clothing that you do not wish to get stained, ripped, or lost. Please be sure to dress your child appropriately for weather conditions. All clothing must be labeled with your child's name. Shoes should be closed-toe shoes, no sandals.

Please provide the following items for your child:

- A change of clothes (Pants, shirt, underpants, socks and shoes)
- Diapers and wipes (if applicable)
- A blanket or comfort item for nap time.
- Sunscreen, shoes and hat for outdoor play.
- Milk alternative if unable to drink cow's milk or the specified formula provided by the program.
- Replacement foods if child cannot eat the provided snacks.
- Any special ointments needed for diapering or rashes. (a signed permission slip must be filled out)
- A crib size sheet (This will be returned to the parent on a weekly basis to be washed and returned)
- For infants: 2 bottles, 2 pacifiers, a crib sheet and a sleep sack.
- Pacifiers are used during naptime only. We discourage the use of them during the day as they may discourage communication and can become dirty or misplaced.

Label all items with your child's name. We are not responsible for lost or damaged items.

Toys: Many Children like to bring in toys from home to keep at school. We understand a child's need to have a transition object during the day. This can result in hurt feelings and, sometimes, unnecessary conflict between children because there is only one of each item and its novel. Sharing is a difficult



concept for young children, and it takes a tremendous amount of adult facilitation, especially in a group environment. Children are typically able to share school toys because these are common items in the environment. Therefore, we respectfully ask that you keep “home” toys. If your child needs a transition object for the first week of school, you can plan with the Program Director.

Diapering and Toileting

A significant milestone for most two- to three-year-olds is toilet independence. Please remember that all children develop at individual rates. Therefore, some children will be using the toilet before others. One of the benefits of group care is that children learn from watching and imitating, and there will be plenty of opportunities for your child to practice toileting skills when ready. Typically starting potty training around 28 months will give the child a better chance of success. When both you and the child are ready to begin toilet training at home, please work with the Program Director to determine an appropriate time to begin toilet training during school hours. The Program Director will work with you to come up with a toilet training plan. During toilet training, please ensure the child is dressed in loose clothing that they can practice pulling up and down by themselves. Avoid tight fitting clothing or clothing with hard

buttons and snaps. Nonfood rewards will be given at school, such as stickers unless the parent specifies a food reward if preferred.

17. Termination of Services

If you wish to terminate services, please provide two weeks’ written notice. Prorated tuition will only be refunded if two weeks’ written notice has been provided. If a family fails to provide the center with their two weeks written notice, the center reserves the right to waive refunding the family for days the child does not attend. We reserve the right to terminate services if policies are not followed or if there are unresolved issues.

18. Confidentiality and Photography/Digital Recordings

All information provided by parents in the enrollment process is considered confidential unless child abuse is suspected. The information in the children’s files is only accessible to the director and the Community Care Licensing. The director will be happy to discuss your child’s progress with you, but you are not allowed to disclose or ask for any information about other children in the program.

Parents are asked to sign a waiver to allow photography and filming for the purposes of classroom projects, developmental portfolios, and to share classroom activities with other parents and community members. These photographs may be posted in classrooms, sent home, or used on our website and social pages.

19. Contact Information

Heart-Felt – Learning Through Play
Alejandra Rasmussen
760-234-9152
[Email Address]
317 Highland Pl Escondido, CA 92027



Acknowledgment

By signing this form, I acknowledge that I have received, read, and understand the Heart-Felt In-Home Daycare Parent Handbook. I agree to adhere to the policies and procedures set forth within the handbook and will work collaboratively with the daycare to ensure the well-being and development of my child.

I understand that the policies in the handbook are subject to change and that I will be notified of any updates. I also acknowledge that I have been given the opportunity to ask questions and seek clarification on any points that I may not have understood fully.

Parent/Guardian Signature: _____

Date: _____

Thank you for your cooperation and for choosing Heart-Felt In-Home Daycare. We look forward to a rewarding and nurturing relationship with you and your child.

Sincerely,

Heart-Felt In-Home Daycare

Daily Schedule:

7:30 AM - 8:30 AM | Arrival and Free Play - Children arrive and settle in with free play activities. This time allows them to transition smoothly into the day with toys, books, and interactive games.

LIC: 376301182



8:30 AM - 9:00 AM | Breakfast - A nutritious breakfast is served. Children eat together, encouraging social interaction and good table manners.

9:00 AM - 9:30 AM | Circle Time - Group activities include singing songs, sharing stories, and discussing the day's weather and calendar. This time fosters a sense of community and prepares children for structured activities.

9:30 AM - 10:00 AM | Learning Through Play - Focused play-based learning activities tailored to the children's developmental stages. This could include puzzles, building blocks, or creative arts, encouraging cognitive and motor skills development.

10:00 AM - 10:30 AM | Outdoor Play - Children spend time outside in a safe, enclosed area. Activities may include running, climbing, and exploring nature, promoting physical activity and gross motor skills.

10:30 AM - 11:00 AM | Snack Time - A healthy snack is provided. This is another opportunity for children to practice social skills and healthy eating habits.

11:00 AM - 11:30 AM | Themed Activities and Learning Centers - Children engage in themed activities that integrate art, science, and early literacy. Learning centers allow children to explore different stations at their own pace, fostering independence and curiosity.

11:30 AM - 12:00 PM | Lunch - A balanced lunch is served, focusing on healthy eating habits. Mealtimes are a relaxed opportunity for children to refuel and socialize.

12:00 PM - 12:30 PM | Storytime and Wind Down - Children gather for a quiet story, helping them transition into rest time. This calming activity is essential for winding down after a busy morning.

12:30 PM - 2:30 PM | Nap/Quiet Time - Children nap or engage in quiet activities such as reading or soft play. This time is important for rest and recharging for the remainder of the day.

2:30 PM - 3:00 PM | Wake-Up and Snack - Children gradually wake up and enjoy a light snack. This is a gentle transition back into active play.

3:00 PM - 4:00 PM | Creative Play and Arts - Children participate in creative activities like drawing, painting, or crafting. This allows them to express themselves and develop fine motor skills.

4:00 PM - 4:30 PM | Outdoor Play and Pick-Up - Children spend time outside for one last session of physical activity and exploration. Parents arrive for pick-up, and caregivers provide brief updates on the child's day.

Notes:

The schedule may vary slightly based on the children's needs and interests on any given day.

Outdoor play is weather permitting, and alternative indoor activities are provided as needed.

Meals and snacks provided are in accordance with nutritional guidelines appropriate for young children.

Daycare Services Agreement

This Daycare Services Agreement (the "Agreement") is entered into on this ____ day of _____, 2025, by and between:

LIC: 376301182



Provider Information:

Name: Alejandra Rasmussen

Address: 317 Highland Pl Escondido, CA 92027

Phone: 760-234-9152

Email: alejandra@heart-feltchildcare.com

AND

Parent/Guardian Information:

Name(s): _____

Address: _____

Phone: _____

Email: _____

Child Information:

Name(s): _____

Date of Birth: _____

Allergies or Special Needs: _____

This Agreement outlines the terms and conditions under which Heart-Felt (hereinafter referred to as the "Provider") will provide childcare services to the above-named child (hereinafter referred to as the "Child").

1. Services Provided

The Provider agrees to provide childcare services, including but not limited to:

- Supervision and care

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- Age-appropriate educational activities
- Meals/snacks as described in this Agreement
- Indoor and outdoor playtime



2. Days and Hours of Operation

Days of Operation: Monday through Friday (excluding holidays listed in Section 10)

Hours of Operation: From 7:30 AM to 4:30 PM

Drop-off Time: No Later than 9 AM

Pick-up Time: No later than 4:30 PM

Late pick-ups will incur a fee of \$15 for the first 15 minutes past the agreed pick-up time and \$2.00 for every minute after.

3. Payment Terms

Monthly Rate: \$_____ per [month].

Payment Due Date: Payments are due on the 1st of each month.

Accepted Payment Methods: Through Brightwheel

A late payment fee of \$50 will be charged for payments received more than 5 days past the due date. Repeated late payments may result in termination of services.

4. Enrollment Fee

A one-time, non-refundable enrollment fee of \$200 is due upon signing this Agreement to secure the Child's spot.



5. Termination of Services

Parent/Guardian Termination: A minimum of [two weeks] written notice is required to terminate this Agreement.



Provider Termination: The Provider may terminate this Agreement with a minimum of two weeks written notice unless immediate termination is warranted (e.g., safety concerns, non-payment).

6. Health and Safety Policies

Illness: Parents/Guardians agree not to bring the Child to daycare if they exhibit symptoms of illness, including fever, vomiting, diarrhea, or contagious conditions.

Emergency Contact: Parents/Guardians must provide at least two emergency contacts.

Medical Release: In the event of an emergency, the Provider is authorized to seek medical attention for the Child if the Parents/Guardians cannot be reached.

7. Food and Nutrition

Meals Provided by Provider: Breakfast, lunch, and two snack will be provided daily (if applicable). Special dietary needs or restrictions must be communicated in advance.

Meals Provided by Parent/Guardian: Parents/Guardians are responsible for providing meals/snacks for their Child if required by the daycare's policies.

8. Behavior Policy

The Provider encourages positive behavior reinforcement. However, if behavioral challenges arise, the Provider will:

- Notify the Parent/Guardian of the behavior.
- Develop a plan to address the behavior collaboratively with the Parent/Guardian.
- Reserve the right to terminate services if the behavior poses a safety risk.



9. Liability Waiver

The Provider will take all reasonable precautions to ensure the safety and well-being of the Child. However, the Parent/Guardian agrees to hold the Provider harmless for injuries or accidents that occur despite reasonable care, except in cases of gross negligence.

10. Holidays and Closures

- New Year's Eve
- New Year's Day
- Martin Luther King Day
- President's Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Day After Thanksgiving Day
- Christmas Eve
- Christmas Day

Additional closures for vacations or emergencies will be communicated with a minimum of two weeks' notice when possible.

11. Modifications to the Agreement

This Agreement may be modified in writing, signed by both the Provider and the Parent/Guardian. Verbal modifications will not be enforceable.



12. Acknowledgment and Signatures

By signing below, the Provider and Parent/Guardian acknowledge that they have read, understood, and agreed to the terms and conditions outlined in this Agreement.



Provider Signature: _____ Date: _____

Parent/Guardian Signature: _____ Date: _____

Emergency Contact Information

Name: _____ Phone: _____ Relationship: _____

Name: _____ Phone: _____ Relationship: _____