

Heart2HeartKids Childcare, LLC

Family Handbook

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Welcome to my family childcare. Where I try to make this your child's home away from home. I provide a safe, caring atmosphere for your child. I provide learning experiences that will promote their development and help them grow and thrive.

The following outlines the policies and procedures for my childcare. Please know the expectation is all policies and procedures will be adhered to while your child is in attendance.

Age and Number of Children Accepted

Heart2Heart Kids Childcare will care for a maximum of 6 children.

I provide care for children between the ages of 6 months to 5 years. I strictly comply with all SC childcare rules and regulations regarding caring for children.

Liability Insurance

I am required to inform you that Heart2Heart Kids Childcare care does not have liability insurance. However, I do have a Parent/Guardian authorization and acknowledgment Form to be signed prior to any service.

House Commitments

It is important for children to learn to respect themselves, others, and their environment. No shoes are permitted on the play mats. This will keep the mats clean and prevent the spread of germs. Parents need to wash their children's hands upon entering my home at drop-off. This is another effective way to prevent the spread of germs and establish a healthy habit for life. Children will be taught how to use materials properly.

Please make sure you say goodbye to your child at drop off and assure them you will return later. This will help promote positive emotional development. I have found keeping drop-offs short and sweet is the best way to help your child prepare for the day.

It is important that children see we are on the same page. The rules and procedures of the day need to be the same when you arrive and return as they are when the children are here with me. Let's work to be a team and support your child by following all policies and procedures.

Program Activities

I will provide daily activities, meals, and materials appropriate for each child's age level to teach the child and promote the child's physical, intellectual, social, and emotional development.

I will provide a variety of engaging materials so toys and materials from home will not be permitted. A child may bring a comfort item such as a plush/stuff animal needed. **Heart2Heart Kids Childcare is not responsible for lost or broken toys brought from home along with missing jewelry or hair items.**

I will post a weekly activity chart, which will detail the activities for the upcoming week.

Typical Activities

Group Play: Singing, dancing, play-acting, games, reading, circle time.

Free Play: Children have a choice of - blocks, kitchen toys, dolls, and accessories, Legos, play sets, Household toys, pull/push toys, and art materials.

Language: Nursery rhymes, finger plays, puppet show, picture books or objects to encourage verbalization, and daily reading to the children.

Outdoor play: (Weather Permitting) climbing, riding toys, running, ball playing, gardening toys, trucks, bowling (please remember to dress your child appropriately for the weather, if in doubt, dress in layers or bring extra clothes)

Typical Daily Scheduled Routines

7:00am-8:00am – arrival

8:00am–9:10am breakfast

9:10am-9:30am – Restroom break

9:30-10:00 am-Circle Time

10:00am-10:40am- Free Play (learning center exploration including story time, and music).

10:40am-10:50am-Clean Up

10:50am-11:00am- AM morning snack

11:00am-12pm - Outside Time

12pm-12:30- Lunch Time

12:30-2:30pm- Nap Time/Quiet Time

2:30-2:50pm- Group Learning (learning center exploration including story time, songs, and music and movement). After school starts.

2:50pm-3:10pm- Restroom Break

3:10pm-3:20pm- PM Snack

3:20pm-3:30pm- handwashing

3:30pm-4:30pm-Outside Play

4:30pm-4:40pm- Restroom Break

4:40pm-5:30pm-Free Play

5:30pm-6pm- Clean Up/Departure

Note: Bathroom and/or diaper change times vary to meet the child's needs. This is a general schedule and is dictated mostly by the children's needs each day and is subject to change according to their needs. Children will be allowed to rest if tired, eat if hungry, and use the restroom on their individual schedules. Staff and children wash their hands as required. For example, before and after meals, after diapering or restroom, and after coming in from outside. Outdoor time is dependent upon inclement weather. In the event of inclement weather, we will have movement activities indoors.

Policies and Procedures

Emergency Closings:

If illness or other emergencies should arise during childcare hours every attempt will be made to have a substitute provider care for your child so that I can remain open for childcare. If substitute care is not available, you will receive a phone call to pick up your child. Whenever possible medical and personal appointments will be made after childcare hours however, if I must use childcare hours to secure appointments every attempt will be made to have a substitute provide care. If a substitute is not

available, I will have to close my childcare home.

(EX: For any unsafe matter I will close for any reason in which I cannot operate in a safe manner. I.e., loss of electricity, water, heat, or in extreme circumstances loss of air conditioning, and medical epidemics. Childcare fees still apply.)

Emergencies:

Emergency telephone numbers are posted at each telephone. Emergency evacuation plans are posted at each exit. The children will practice the evacuation plans quarterly.

In case of an emergency, I will first try to reach the parent. If the parent cannot be reached, I will then contact the child's emergency contact person(s) as listed in the Child's Emergency card.

Injuries:

I will supervise your child closely in an attempt to prevent injuries, but accidents resulting in injury do occur. I have been trained in first aid and CPR and will follow the training. If the injury is minor (requiring only a band-aid or ice) I will call or text you and tell you about it. If it is serious, I will call you and may even suggest that you take your child to the doctor or emergency room. If an injury is very severe, I will call 911 for assistance before we call you. If I cannot reach you, we will call the emergency contacts listed on your "Child Emergency card" (**Please remember to keep this card up-to-date**). **The Child Emergency Card will be updated every year, so it is the parent's responsibility to make sure to update the contact information should any changes need to be made in between that time.**Emergency Preparedness

Policy

I want to keep your child as safe as I possibly can. In the event of an emergency such as but not limited to fire, natural disaster, or such the following procedures will occur. Please note that I will have our tracking sheet, emergency bag containing my cell, first aid kit, medications, and emergency contact cards. You will be notified as soon as I secure the children in a safe place. When safe to do so, DSS Childcare Licensing will be notified as well. Quarterly fire and tornado drills will be conducted. These drills will be recorded and available at any time. Children will be guided on what procedures to follow in the event of a fire or tornado. Accommodation will be made to ensure all children are safe regardless of ability or age. For example, a child who has difficulty walking will be carried.

✓ **Evacuation**- Children will be evacuated out the safest door and will gather at the designated spot at the furthest corner of the playground. In the event of a tornado,

children will be gathered in the hallway between the den and the bathroom.

✓ **Temporary closure** – In the event I am unable to keep children in my home due to structural damage, I will notify families and DSS Childcare Licensing as quickly as possible. Attempts will be made to find alternate care for the children to the best of my ability. I will communicate regularly to update on the status of the reopening.

✓ **Relocation** – In the event my home area is not safe, I will relocate the children to the **South Florence High School 3200 South Irby Street Florence, SC 29505** I will communicate with families and DSS Childcare about any plans to relocate. Families will be able to pick up their children from the cafeteria.

✓ **Shelter in place**- Should a shelter-in-place order be enacted; I will secure all doors and gather children in the house. No one will be permitted to leave or enter until the shelter-in-place is lifted. Families will be notified that we are sheltering in place.

✓ **Lockdown**- In the event of a lockdown, the house will be secured. All windows and doors will be locked. Children will be gathered in the safest room and kept away from all windows and doors. No one will be permitted in or out of the home until the lockdown order is lifted.

Medication Policy

Prescription Medications

I will only administer prescription life-saving medication such as epi-pen or rescue inhaler under the following guidelines. No over-the-counter medication or prescriptions will be given by me.

- Medication must be in an original prescription container with the child's name and will only be given to the child for which it is prescribed.
- A detailed written description of when medication should be given must be provided by the doctor detailing what symptoms require the administration of medicine and how to administer it.
- A medication form must be completed by the parent/guardian stating the name of the medication, the dosage, and the time(s) it is to be administered to the child. The parent/guardian must sign and date this form.
- All medication will be kept away from the children in a locked box.
- A medication log will be kept indicating the child's name, medication, doses, and times administered.
- In the event of a medication error, the parent/guardian and DSS will be notified immediately.
- All medication will be returned to the family at the end of the day. No expired

medication will be given ever.

I will wash my hands and wear gloves anytime medication is administered.

Emergency Medication

In the event of a medical emergency requiring the use of an epi-pen or rescue inhaler, the following policy will be followed.

- The parent/guardian will complete an emergency medical plan form for their child. This will be kept in the child's file. The same requirements listed above apply to emergency medication.
- The parent/guardian will need to provide a written emergency medication plan from their child's doctor. This plan will outline exactly what needs to be done in the event emergency medication needs to be administered. Benadryl will only be administered if it is written in the medical plan. The exact dosage and time to wait before administering epi-pen **MUST** be stated. Please see the emergency care medical policy for more details.
- In the event of a breathing emergency, an inhaler will be administered as outlined in the child's emergency medication plan. In the event of an allergic reaction, an epi-pen will be administered.
- All emergency medications will be checked monthly to ensure they are not expired and in proper working order.

Emergency Care Medical Policy

Heart2Heart Kids Childcare will have a written medical care plan for each child with a known allergy provided by the parent/guardian to include the following:

- Any known allergies to food, animal, or environmental factors.
- Detailed information on what an allergic reaction may look like for the individual child. For example, a child's mouth may become red around their lips if they eat an item, they are allergic to or they may have immediate swelling following an insect bite.
- Known allergies will be posted in a central location so all staff are aware.
- Epi-pen and inhalers will be kept in proximity at all times. If a child goes outside, these items will be in the staff's emergency bag.
- In the event of an allergic reaction, staff will follow the written procedures provided by the child's medical person and notify the parent/guardian. Emergency medication will be administered and if needed 911 will be contacted. Staff will call the sub to come to the home so that staff may ride with the child in an ambulance if needed. The ambulance will take the child to the closest hospital. Staff will contact the parent/guardian and keep them updated and informed. The closest hospital is **MUSC Health Florence Medical Center 805 Pamplico Hwy Florence, SC 29505**

- Staff will make every effort possible to ensure the child is not exposed to factors that could trigger an allergic reaction.
- All Parents/guardians will be informed of known allergies and outside foods will not be permitted to prevent exposure to allergens.
- Staff will ensure outdoor areas are free from insects and other factors that may influence allergic reactions to the best of their ability.

Child’s Health/Sick Policy:

The State of South Carolina requires that a current SC DHEC Immunization form is on file for each child enrolled within 30 days following admission, however, your child cannot be initially admitted to childcare without a current immunization form. Immunization forms must be updated every expiration up to the age of 5. Parent/guardian must also complete a medical emergency card entitled “Child Information Card” and update as necessary. Following the South Carolina State licensing policy, your child cannot be admitted to childcare with symptoms of illness as specified below; unless written documentation from a licensed physician, states the child has been diagnosed and poses no serious health risk to the child or other children.

Should your child have signs or symptoms requiring exclusion from the family childcare home he/she will be isolated and the parent/guardian or another authorized person by the parent will be notified immediately to pick up your child. Parent/guardian will be permitted for one hour from the time of initial contact to pick up your sick child. If the child has not been picked up or arrangements have not been made to pick up the child within 1 hour the proper child authorities will be contacted. There can be no exceptions since illness spreads quickly among children.

Please make other arrangements if your child is sick and respect my decision if I feel your child is too sick to be in childcare. The symptoms of illness for possible exclusion shall include, but are not limited to any of the following...

- A. The illness prevents your child from participating comfortably in the childcare environment.
- B. The illness results in a greater care need than I can provide without compromising the health and safety of the other children in my care.
- C. The child has any of the following conditions:
 - Temperature: Oral (by mouth) temperature 101 degrees or greater; axillary (armpit) temperature 100 degrees or greater; accompanied by behavior changes or other signs or symptoms of illness- until medical evaluation indicates inclusion in the facility. Oral temperature shall not be taken on children younger than 4 years (or younger than 3

years if a digital thermometer is used). Rectal temperature shall be taken only by persons with specific health training.

- Symptoms and signs of possible severe illness (such as unusual tiredness, uncontrolled coughing, irritability, persistent crying, difficulty breathing, wheezing, or other unusual signs)- until medical evaluation and note from a physician to return to childcare.
- Uncontrolled diarrhea, that is, increased number of stools, increased stool water, and/or decreased form that is not contained by the diaper- until diarrhea stops.
- Vomiting illness (two or more episodes of vomiting in the previous 24 hours) until vomiting resolves or until a health care provider determines the illness to be non-communicable, and the child is not in danger of dehydration.
- Mouth sores with drooling, unless a health care provider or health official determines the condition is noninfectious.
- Rash with fever or behavior change, until a health care provider determines that these symptoms do not indicate a communicable disease.
- Purulent conjunctivitis (defined as pink or red conjunctiva with white or yellow eye discharge), until 24 hours after treatment has been initiated.
- Scabies, head lice, or other infestation, until 24 hours after treatment has been initiated.
- Tuberculosis, until a health care provider or health official states that the child can attend childcare.
- Impetigo, until 24 hours after treatment has been initiated.
- Strep throat or other streptococcal infection, until 24 hours after initial antibiotic treatment and cessation of fever without fever-reducing medication.
- Chicken pox, until at least 6 days after onset of rash or until all sores have dried and crusted.
- Pertussis, until 5 days of appropriate antibiotic treatment (currently; erythromycin) to prevent an infection have been completed and a licensed physician states in writing the child may return.
- Mumps, until 9 days after onset of parotid gland swelling, and a licensed physician states in writing the child may return.
- Hepatitis A virus, until 1 week after onset of illness or as directed by the health department when passive immunoprophylaxis (currently, immune serum globulin) has been administered to appropriate

children and staff, and a licensed physician states in writing the child may return.

- Measles, until 6 days after onset of rash and a licensed physician states in writing the child may return.
- Rubella, until 6 days after the onset of rash and a licensed physician states in writing the child may return.
- Unspecified respiratory illness if it limits the child's comfortable participation in activities or if it results in a need for greater care than can be provided without compromising the health and safety of other children.
- Herpetic gingivostomatitis (cold sores), if the child is too young to have control of oral secretions.
- COVID 19 as outlined by the most recent CDC guidelines.

Any of the following communicable diseases must also be reported to the division of public health.

RESPIRATORY	GASTRO-INTESTINAL
Diphtheria	Giardiasis
German Measles	Hepatitis A
Hemophilus Influenza	Salmonellosis
Disease	Shigellosis
Measles (rubella)	
Bacterial (spinal) Meningitis	
Mumps	
Pertussis (whooping cough)	
Rubella	
Tuberculosis	

Always inform your doctor at every sick visit that your child is in childcare so that he/she can approve in writing your child's return to childcare.

Prevention and Control of Infectious Disease Policy

- Children are observed daily for health concerns. This will be done at drop-off and if any health concerns are visible (excessive runny nose, coughing, fever, etc.) child will not be allowed to stay for the day.
- Should children become sick during the day, they will be isolated to the best ability of staff until the parent/guardian can come and pick the child up from childcare.

- Please refer to the list above for what conditions will exclude a child from childcare.
- Handwashing is the best way to prevent transmission of disease. The child's hands will be washed upon entering the home, after the restroom, before food, after food, after coming in from outside, after playing with any animals, after wiping noses, and at any time that is deemed needed. Staff will wash hands before preparing food, after diaper changes, after handling bodily fluids, assisting a child with potty, applying ointments, after handling animals or garbage, and anytime hands become soiled.
- Parents/guardians will be notified of any exposure to communicable diseases at the family childcare. This will be executed through a phone call, text, email, or note. The program requires copies of immunization records for children who are homeschooled unless the parent provides a statement of religious exemption. Note: In SC, under the authority of the Department of Health and Environmental Control (DHEC), school districts are responsible for ensuring the verification of immunization records for children aged 5 and up.
- The family childcare is cleaned and sanitized daily using approved cleaning and sanitizing products.

Staff maintain health records including health assessment and TB as required by SC Childcare Licensing.

Immunization Policy

Immunizations are required before enrollment and are required to be updated as needed by the parent/guardian. When your child has an immunization updated, please remember to provide me with a record of the immunization so that it can be attached to your child's health appraisal. **All children will be watched for possible fever or any other side effects that may occur after children receive their shot(s), and if necessary, will be sent home if needed.**

Swimming Policy

Heart2Heart Kids Childcare does not conduct any swimming activities during operation hours. I do have water day, but this includes no water that is deeper than 6". Water day includes sprinklers and water guns.

Discipline Policy

Heart2Heart Kids Childcare understands that behavior has meaning. I will explain the rules of the childcare facility to all children, as appropriate. When a child understands the rules but chooses not to follow the rules, then I will discipline the child using age-appropriate techniques, which consist of the following: self-

reflection, defining limits, or redirecting the child's attention. **Physical discipline with any child is NOT and will not be used in this facility.**

Discipline means “to teach” I will use positive redirection, positive praise, and modeling to teach children what is acceptable. At no time will food or outdoor time be withheld as a form of punishment.

Praise and positive reinforcement are effective methods of behavior management for children. When children receive positive, non-violent, and understanding interactions from adults and others, they develop good self-concept, problem-solving abilities, and self-discipline. Based on this belief, a positive approach to discipline is used and this childcare will practice the following discipline and behavior management techniques.

WE DO:

- ◆ Communicate to children using positive statements.
- ◆ Communicate with children on their level.
- ◆ Talk with children in a calm quiet manner.
- ◆ Explain unacceptable behavior to children.
- ◆ Give attention to children for positive behavior.
- ◆ Praise and encourage the children.
- ◆ Reason with and set limits for the children.
- ◆ Apply rules consistently.
- ◆ Model appropriate behavior.
- ◆ Set up the classroom environment to prevent problems.
- ◆ Provide alternatives and redirect children to acceptable activity.
- ◆ Give children opportunities to make choices and solve problems.
- ◆ Help children talk out problems and think of solutions.
- ◆ Listen to children and respect the children’s needs, desires, and feelings.
- ◆ Provide appropriate words to help solve conflicts.
- ◆ Use storybooks and discussions to work through common conflicts.

WE DO NOT:

- ◆ Inflict corporal punishment in any manner upon a child’s body.
- ◆ Spank, hit, shake, bite, pinch, push, pull, slap or otherwise physically punish children.
- ◆ Use cruel, harsh, unusual, humiliating or frightening methods of discipline, including threatening the use of physical punishment.

- ◆ Make fun of, yell at, threaten, make sarcastic remarks about, use profanity, or otherwise verbally abuse the children.
- ◆ Shame or punish the children when bathroom accidents occur.
- ◆ Embarrass children in front of others.
- ◆ Compare children.
- ◆ Deny food or rest or physical activity as punishment.
- ◆ Relate discipline to eating, resting, or sleeping.
- ◆ Place children in a locked and/or dark room.
- ◆ Leave the children alone, unattended or without supervision.
- ◆ Allow discipline of children by children.
- ◆ Criticize, make fun of, or otherwise belittle children's parents, families, or ethnic groups.

Time Out is not an effective problem-solving or guidance strategy. As such, Time Out is not used at Heart2Heart Kids Childcare.

Biting is developmentally appropriate. Every action is taken to prevent biting from happening, but sometimes it will happen. I am trained on appropriate procedures and strategies to take in this situation. My goal is to provide a safe environment while balancing the unique developmentally appropriate behaviors that children experience. I do not remove children from our program due to developmentally appropriate behaviors. I will work with families to resolve issues.

Conferences will be scheduled with parents if behavior challenges reoccur. If a child's behavior consistently endangers the safety of the children around him/her, the parent will be called to come and get the child and a behavior plan will be created.

All parents will sign a discipline policy upon enrollment. This will be reviewed annually and updated accordingly.

Nutrition Policy

Children are fed nutritious meals daily – breakfast, lunch, and a snack following the USDA food guidelines –Heart2Heart Kids Childcare will work with each family individually to work out any special dietary needs. No junk foods or sweet drinks will be served, and parents will not be permitted to bring in any junk foods or sweet drinks. Food will not be used as a reward or punishment.

NO OUTSIDE FOOD IS PERMITTED. Please make sure your child finishes all food in the car, they are wiped down, and their clothes are free from crumbs before they come into my home.

Meals

Mealtimes are as follows:

Breakfast: 8:00 A.M-9:00 A. M (Breakfast will not be served past 9:05am)

Lunch: 12:00 p.m.

Mid-afternoon snack: 3:10 p.m.

These are the meals I will serve.

Parents are not to send gum or candy.

All meals provided by Heart2Heart Kids Childcare will comply with the USDA Food Program nutritional guidelines.

Physical Activity Policy

Outdoor play is not only an opportunity for learning in a different environment, but it also provides many health benefits. Outdoor play allows for physical activity that supports the maintenance of a healthy weight and better nighttime sleep and brief exposure of the skin to sunlight promotes the production of vitamin D that growing children require.

Children are taken outdoors for play daily, weather permitting. Caution should be taken in the event of inclement weather. All children will be taken outside daily weather permitting for at least 60 minutes each day. Please make sure your child is dressed in the appropriate clothing for the weather. Physical activity will not be withheld as a punishment. If a child is too sick to go outside, then they are too sick to be at childcare.

Transportation Policy:

Heart2Heart Kids Childcare does not transport children.

Handling, Storage, and Disposal of Hazardous Materials and Biological Contaminants Policy

1. All toxic products are stored out of the reach of children in a locked cabinet. Toxic substances or hazardous materials include but are not limited to chemicals, cleaning products, disinfectant sprays, insecticides, and gasoline products.

2. Toxic substances will not be used while children are present.
3. All flammable materials will be stored in a separate building or area away from high temperatures and ignition sources, inaccessible to children.
4. All toxic substances/hazards will be stored away from food and medication.
5. I will not have any toxic or poisonous plants in my home.
6. I will not use chemicals used to control odors. e.g., mothballs, air fresheners, essential oils, and toilet/urinal deodorizer blocks.
7. In the event I come in contact with bodily fluids, I will first make sure the child is safe. I will immediately remove any materials that are contaminated and dispose of them if needed or immediately wash and dry. Disposal of soiled items will be in a separate trash bag that will be removed from the area as soon as it is safe to do so. Other children will be moved to an area away from the bodily fluids to prevent them from being exposed.

Child Abuse and Neglect Policy

Heart2Heart Kids Childcare will carry out its obligation as a Mandated Reporter to report all suspected cases of child abuse and/or neglect to the proper authorities. I will never engage in any form of abuse, neglect, or maltreatment.

Childcare providers are mandated reporters and have the responsibility to protect those who cannot protect themselves.

- The Child Abuse and Neglect Law: “Child Abuse Prevention and Treatment Act (CAPTA), originally enacted in 1974 (Public Law 93-247) and reauthorized in 2010, is the largest body of legislation with regard to the fair, ethical, and legal treatment of children and is intended to keep them free from all forms of abuse including physical, sexual, emotional, and psychological.”
- Examples of child abuse include but are not limited to: The child has frequent injuries or “accidents,” unexplained burns, cuts, bites, fading bruises, or other marks noticeable after an absence from school or the explanation does not match the injury. The child is always watchful and “on alert,” as if waiting for something bad to happen. Injuries appear to have a pattern or resemble an item such as marks from a hand or belt. The child shies away from touch, flinches at sudden movements, or seems afraid to go home. The child arrives each day very hungry, unclean (body or clothing), or perhaps covered in bug bites, takes food to eat at home, etc. – things that would suggest the child is not receiving proper care at home. The child may also share information with me regarding things that are happening in the home that place the child in danger, e.g., parents using

illegal drugs or substances, or someone in the home abusing them (physically or sexually)

- If abuse or maltreatment is suspected, I will contact the proper authorities at the DSS Office of Child Protective and Preventive Services with The Office of Out of Home Abuse and Neglect (OHAN). 1-888-227-3487. And DSS/ABC Quality at 1-800-876-2223.
- I will comply with any investigation and supply any needed documentation or information including childcare records.
- I will receive annual training on Mandated Reporting.

Child Maltreatment Policy

Child maltreatment includes all types of abuse and neglect of a child under the age of 18 by a parent, caregiver, or another person in a custodial role (e.g., clergy, coach, teacher). There are four common types of abuse. They are sexual, physical, emotional, and neglect. The following are examples (but not limited to) of abuse and neglect that may occur in a childcare setting: physical harm, withholding food, water, restroom use, or affection; verbally threatening a child; yelling at a child; shaming, inappropriate discipline such as washing a child's mouth out with soap as a punishment, etc.

At Heart2Heart Kids Childcare, we believe that a child's social-emotional development is important in development. I do not use shaming, bullying, or belittling any child. I use positive discipline strategies such as redirection and talking with the child. Children are learning what is and is not appropriate in terms of behavior. At no time will a child be mistreated in my care. I will not withhold food, sleep, potty, or outdoor time as a form of punishment.

Vacation & Holiday closings:

For your convenience, I will distribute my scheduled childcare closings for holidays and vacations within the first quarter of each year and every attempt will be made to minimize any changes in this schedule except for program emergencies, inclement weather, and sick time off.

Heart2Heart Kids Childcare take 2 weeks' paid vacation every year. Tuition will still apply during this time. I will notify you at least a month in advance so you may make arrangements for childcare.

As a family, you are given 1 week vacation per year tuition-free, provided that they have been in attendance with Heart2Heart Kids Childcare, LLC for at least 6 months and are in good standing with tuition. Children cannot be in attendance during the

free tuition vacation week. Parents/Guardians are required to give at least two-week notice indicating the week they choose to take.

Heart2Heart Kids Childcare will not provide childcare on any main holiday. The childcare tuition fees will not be adjusted for these main holidays during which Heart2Heart Kids Childcare is closed. All tuition will be required to be paid before leaving for the holiday.

Personal/Sick Time:

Heart2Heart Kids Childcare will receive up to 5 paid sick/personal days per year. Every effort will be made to give advanced notice when appropriate, however in the event of a medical or personal emergency out of our control, I may have to close immediately. I will make every effort to provide you with alternate options for care, However, it is the parents' responsibility to secure alternate care during this time.

Substitute Childcare Providers:

If Heart2Heart Kids Childcare is temporarily unable to provide childcare services due to circumstances beyond its reasonable control, I may have to arrange for a substitute childcare provider with qualifications similar to the provider's. I will use its best efforts to provide parents with reasonable advance notice of the need for such substitute care, the name of the substitute provider, and the hours that the substitute will provide care.

Naps and Rest Periods

Nap time is as follows: 12:30 p.m. to 2:30 p.m. Naps are also allowed according to the child's needs.

Release of Children:

It is important that I protect your child by ensuring that your child does not leave my home with a person you have not authorized on your "Child Emergency Card" to pick up your child. Also, please tell me when someone else that you have authorized on you "Child Emergency Card" will be picking up your child. This will need to be done in writing. Even if it is an emergency, I must have your permission to release your child to someone other than you. We will need the person's name and a description of what he or she looks like. The person picking up your child will have to show a picture ID before we will release your child from my care.

I must assume that both parents have the right to pick up your child unless you give me a copy of a court order stating otherwise. We will need to discuss how I should handle the non-custodial parent who arrives to pick up your child. Without a copy

of the court order, I cannot refuse a biological parent to pick up their child. If I have a court order and a non-custodial parent tries to pick up the child, I will immediately call the custodial parent. If the non-custodial parent leaves with the child, I will immediately call the police and report the situation. I will not place the other children at risk in a confrontation with the non-custodial parent.

It is very important to me that your child arrives home safely. Therefore, if the person who arrives to pick up your child appears intoxicated or otherwise incapable of bringing your child home safely, I will call the parent or emergency contact person listed on the “Child Emergency Card” to request their assistance. If the situation occurs a second time, it will be grounds for terminating my care of your child.

All children should be transported to and from childcare in an age-appropriate care seat or child restraint. For further clarification refer to the South Carolina Law regarding children and seat belts and abide by that law for your child's safety. I will not release your child if the person picking up your child does not have a car seat and your child falls into the car seat requirement age bracket. It will be your responsibility to arrange for an alternate authorized person to pick up your child.

If I have received no call and no show from you to pick up your child by 1 hour after the close of business and I am not able to get someone to pick up your child from your emergency contact list I must by law call the proper child authorities.

Supplies:

The parent/guardian will provide diapers and diaper wipes. To eliminate the daily bundle of items to carry you may bring me a package of each item to leave at daycare. We will notify you if items are running low. All items will be marked with the child's name.

Parent/guardian will provide a change of clothes daily or keep a change of clothes at daycare until needed – replacing as needed. I will supply sleeping mats, and sheets for your child.

Open Door Policy/Parent Participation

Parents are welcome to visit the childcare facility at any time without prior notice during childcare hours and are encouraged to participate in any of the activities. Please be mindful of our daily schedule and respect our nap time as this can disturb the children. If a visit becomes disruptive you may be asked to leave. Communication between parents and the provider is important in maintaining

high-quality childcare. All comments and suggestions regarding services are welcome.

Children with Special Needs

Heart2Heart Kids Childcare does not discriminate against any child regardless of age, ability, ethnicity, or social status. We provide care for children of all needs and abilities. All enrolled children will be enrolled on a probationary period to assess if our program is an appropriate fit for their needs.

All Contracts

The parent must review and sign all contracts and paperwork before the child's first day of care.

Tuition

Please see the family contract for all information about tuition and fees.

Equal Opportunity

No child will be denied care based on race, color, sex, disability, age, national origin, or religion of either the parent or the child.

Confidentiality

Heart2Heart Kids Childcare will keep files on each child confidential. All private information exchanged between the parent and the provider will remain confidential.

Child Care Regulations

Heart2Heart Kids Childcare operates in full compliance with all state and local childcare laws and regulations.

A Few Final Thoughts:

As a parent in my childcare home, please...

- ☺ Take an interest in your child's activities and development at childcare, and share your child's habits, fears, and concerns with me.
- ☺ Read all correspondence given to you, and those posted on the parent board when enter childcare.
- ☺ Call me! Your concerns and feedback are important to me.

Handbook, Liability Insurance and Policies Agreement

As the parent or guardian, I have been given a copy of Heart2Heart Kids Childcare policies and procedures.

- I understand that Heart2Heart Kids Childcare does not administer corporal punishment.
- I understand that Heart2Heart Kids Childcare has a physical and nutrition policy.
- I have been made aware that Heart2Heart Kids Childcare does not have liability insurance.

I agree to adhere to all policies as outlined in the handbook. This will be reviewed with me annually. ****Policies are subject to change at any time.***

Child's Name _____

Parent/Guardian Name _____

Parent/Guardian Signature _____

Director Signature _____

Date _____