

happy haven
childcare

POLICIES & PROCEDURES FOR PARENTS

Info@happyhavenhsv.org

<https://happyhavenhsv.org>

Hours of Operation

We are open Monday through Saturday from 5am to 12am, Sunday 9am to 3pm. We are closed on major holidays. Please refer to our Holiday List for specific closure dates.

Drop-Off & Pick-Up Schedule Drop-off are required. Parents and guardians are welcome to drop off their children between 5am and 930am for DAYTIME CHILDREN. Evening children can be dropped off anytime after 12pm. Every child is entitled to only nine hours of care per day unless discussed otherwise. Every minute after 9 hours is 2\$ per minute. Pick-up: Children should be picked up no later than midnight . Late pick-up may incur additional charges as outlined in our Late Pick-Up Policy

Fee; Fees Payment Procedure

ALL payments that are made will go towards your child SPOT, not their attendance. Payment is due regardless of attendance. Failure to make timely payments may result in termination of care services. Child cannot attend until fees are paid EVERY WEEK Payment will be given on Friday of each week for upcoming week. Late payment: a \$30 fee will be charged for every late payment after a 1-day grace period. Payments can be made by credit/debit card or money order or cash.

SIGN-IN AND SIGN-OUT PROCEDURE

To ensure the safety and security of the children at Happy Haven Childcare every individual dropping off or picking up a child must sign the attendance roster, indicating the child's name and the time of arrival or departure. They must also sign their full name on the sign-in and sign-out form.

Failure to comply with this requirement may lead to termination from Happy Haven Childcare
It is essential to keep Happy Haven Childcare informed of any changes to authorized or unauthorized pick-up persons

Registration Fee

Happy Haven Childcare charges a \$155 registration fee per child. This fee must be paid when signing the daycare contract. Happy Haven Childcare charges a 95\$ Weekend registration fee. This fee must be paid when signing daycare contract.

Past Due Payments

Child care fees must be paid on or before Friday of each week. Payments can be made through Pro-care, or Money order or payment machine . Parents must pay a \$30 per day late fee if fees are not paid in full and on time. If fees are not paid within 3_ days of their due date, the child will be denied access to the facility until all amounts owed are paid in full.

Refund policy

Happy Haven Childcare offers absolutely no refunds. Once a payment is made, it can no longer be refunded.

Overtime Fees

If a child is not picked up by the scheduled time, Happy Haven Childcare will charge a \$2 per minute overtime fee. If a child is not picked up within 5 minutes of the scheduled time, a per-minute late fee will be charged \$2 per min after the scheduled pickup time. When the parent picks up their child, they must pay the overtime fee. Emergency contacts will be contacted once child is not picked up at scheduled time. If a parent is unable to pick up their child on time, they must notify Happy Haven Childcare in advance. If the parent fails to do so, they will be charged a late fee (as outlined in the overtime and late fees section), as we have a strict no-exception policy. Parents who have not informed us of their late arrival can expect the following consequences:

Our first attempt will be to contact all authorized guardians and pick-up persons on the child's medical release.

In the event that no authorized guardians or pick-up persons can be reached within 30 minutes, the local police and or Child Protective Services will be notified. Your child will be taken into their custody. If a child is continually picked up late from the program, actions for dismissal from the program may be necessary. Parents that pick up their child late on-going will receive a "Notice of Late Pick Up," if you receive three late notices, you will be dropped from enrollment.

Admission Procedures and Requirements

To enroll your child, complete ALL OF the enrollment forms provided by Happy Haven Childcare. Each child must also have their Child's Pre-Admission Record; signed authorization for emergency medical treatment; special needs or instructions; list of persons child may be released to. There will be no transportation provided by Happy Haven. Happy Haven will need to know the child's first day or attendance And their withdrawal date. Each child shall have a valid State of Alabama Certificate of Immunization on file.

Termination of Child Care Services

The provider or parent may terminate child care only by providing the other party with Happy Haven Childcare advance written notice. If the parent fails to provide a 2 week advance written notice, payment for the week is still required. Happy Haven Childcare is entitled to end a child's enrollment without notice for the following reasons non-payment, late pick up more than 3 times, discipling, threats, etc. All terminations of this type are effective immediately. Happy Haven Childcare is willing to help with referrals if child care services are ended.

Holidays, Vacations, Miscellaneous Closings

Happy Haven Childcare will be closed on all federal holidays, including the days before or after. Please note that payments are still due in full during those weeks, and no discounts will be given or offered.

Specifically, we will be closed on May 26th for Memorial Day, June 19th for Juneteenth, have a half-day on July 3, and close on July 4 for Independence Day. Additionally, we will be closed on September 1 for Labor Day, November 11 for Veterans Day, have a half-day on November 25, and close from November 26 through December 1st for Thanksgiving break. For Christmas break, we will have a half-day on December 23 and close from December 24 until December 28. Lastly, we will be closed on December 31 and January 1 for New Year's break.

It's important to note that we also follow the Huntsville city school weather schedule, so if there are any closures or early releases due to inclement weather, alerts will be sent out via the brightwheel app.

Happy Haven offers one free vacation week per year

Program Activities

Happy Haven Childcare will provide daily activities, toys, and materials appropriate for each child's age level in order to entertain the child while also facilitating physical, intellectual, social, and emotional development.

At Happy Haven, we want to ensure the safety and well-being of all our children. Therefore, we kindly request that parents do not allow their children to bring toys from home, especially toy weapons such as guns or knives, as they are strictly forbidden on our premises. Additionally, we provide cups for children ages one and older, so there's no need for parents to bring their own. It's important to note that Happy Haven is not responsible for any personal cups or toys brought by the children, and we cannot be held liable for any lost or damaged items. We appreciate your understanding and cooperation in maintaining a safe and enjoyable environment for all the children at Happy Haven.

Personal Belongings

The parent(s)/guardian(s) will provide the following (if applicable to their children):

Change of Clothes

Formula/Breast Milk

Bottle/Sippy cup for infants

Diapers & Wipes

Blanket/Sleeping bag for Nap Time.

Cot sheets are not provided

GUIDANCE AND DISCIPLINE POLICY

Ensuring the safety and well-being of all our children is our top priority at Happy Haven Childcare. In line with this commitment, we have established a comprehensive approach to address any challenging behavior exhibited by our young ones. When a child's actions pose a risk to others, we believe in providing guidance and support rather than punishment. Our teachers are trained to intervene in a way that is positive, constructive, and immediate. We understand the importance of not using techniques that may cause embarrassment, fear, or harm. Instead, we focus on verbal processing and helping the child regain composure. If the behavior persists or significantly disrupts our program, we will work closely with the family to explore potential solutions, which may include seeking external support or, as a last resort, discontinuing their enrollment in the program. We are committed to working collaboratively with families to create a safe and nurturing environment for all the children in our care.

Meals

We completely understand the importance of accommodating special dietary needs for children. While we can't purchase unusual items for individual children, we encourage parents to provide any special provision meals needed.

Our center is committed to providing safe and nutritious food to meet the needs of the children. To ensure this, we have established the following guidelines:

- Meals will be provided by Happy Haven Childcare
- Snacks will be available between meals
- Menus will be posted every week
- The food served at the facility meets the nutritional guidelines set by the U.S. Department of Agriculture for the Child Care Food Program(U.S.D.A).

Infants

Infants will need either pre-mixed bottles or Breast milk provided with written instructions on how to prepare and also have a the date and full name on each bottle. Parents should provided feeding instructions.

Toilet Training

Toilet training will be assisted by Happy Haven Childcare . However, the parent should start the training at home first. When training begins, the parent is responsible for providing training pants, pull-ups, and underwear with rubber pants.

BITING POLICY

We have taken extensive measures to train our staff in recognizing and effectively addressing the triggers that may lead to biting incidents. While we firmly believe that biting is not acceptable behavior, we understand that it is a common part of early childhood development. Young children often use their senses to explore the world, including orally, and may resort to biting out of frustration. If your child is involved in a biting incident, we will provide you with a detailed incident report and have a confidential discussion with you. Our ultimate goal is to be well-prepared to handle any such situation that may arise within our group setting. We will exercise patience, but consistent biting behavior will lead to disciplinary actions and could even result in suspension if not addressed promptly.

Naps and Rest Periods

The following is the nap schedule: 12pm-2:30pm. If parents do not drop off or pick up their child during scheduled nap times, it is beneficial.

Daily Health Check

At Happy Haven, the health and safety of our children is our top priority. We have strict guidelines in place to ensure that any signs of illness are handled promptly and effectively. If a child is experiencing diarrhea more than three times in an hour, we will arrange for an immediate pick up and they will need to wait 24 hours after being diarrhea-free before returning. Similarly, if a child is throwing up and seems to be distressed, we will request a pick up to ensure their well-being. Head lice also requires the child to stay out for 72 hours, and they can only return once they have been checked and are free of lice and eggs. It is crucial for families to notify Happy Haven of any sicknesses, as some illnesses can be contagious. Depending on the severity, a doctor's note may be required. We appreciate your understanding and cooperation in maintaining a healthy environment for all our children.

Confidentiality

We understand the importance of maintaining confidentiality and respecting the privacy of families. We will not disclose any confidential information or intrude into family life. The children's records will be kept confidential and will only be accessible to family members, program personnel, and consultants who are obligated to maintain confidentiality. In cases of abuse or neglect, we may need to disclose information without familial consent.

Medical Care Information

In the event of a medical emergency, Happy Haven Childcare will provide the child with the necessary emergency medical care, including but not limited to transportation to an emergency room. All costs and expenses incurred in connection with any medical care provided to the child, including transportation, will be carried by the parent.

If a child becomes ill, Happy Haven Childcare will attempt to contact the Parent/Guardian first. If the parent is unable to be reached, Happy Haven will contact those listed in the pre admission forms. If severe enough we will contact 911.

Medications

Happy Haven Childcare does not administer any medicine at all. We only administer rescue medicine like Inhaled and EpiPen's.

Inhalers and Epipens

Our goal is to provide a safe and healthy environment for all children, including those who require medication for asthma or severe allergic reactions.

- Parents/guardians are responsible for providing the inhaler or EpiPen to Happy Haven Childcare in its original packaging with the child's name and medication instructions clearly labeled.
- Happy Haven Childcare will store the medication in a secure location that is easily accessible to staff in case of an emergency.
- Parents/guardians must complete and sign a medication authorization form for each inhaler or EpiPen.
- Staff members will be trained to recognize the signs and symptoms of an asthma attack or severe allergic reaction and to administer medication as needed.
- If a child experiences an asthma attack or severe allergic reaction, a staff member will immediately administer the inhaler or EpiPen as directed by the child's physician.
- The child's parents/guardians will be notified as soon as possible in case of an emergency.
- After administering medication, the staff member will document the time, dosage, and any observed side effects.
- If a child's condition requires the use of an inhaler or EpiPen on a regular basis, the child's parents/guardians must provide a new, unexpired medication when the current supply runs out.
- Staff members will follow the instructions on the medication authorization form and will not administer medication beyond the prescribed dosage or frequency.

Sick Child Policy

Because the goal of Happy Haven Childcare facility is to keep both the children and the caregivers healthy, if a child exhibits any of the symptoms listed below, the child will not be allowed to attend the child care facility until the symptoms have subsided and until the parent has obtained a statement from the child's doctor stating that the child is not contagious. The provider will make the final decision on whether or not a child will be admitted to the child care facility.

The following symptoms are covered by this policy: Fever, Cough, congestion and/or runny nose, Sneezing, Aches and pains. Sore throat. Diarrhea. Headaches. Fatigue.

If a child exhibits any of these symptoms while at a child care facility, the parent will be notified and must arrange for someone to pick up the child immediately. The child will be isolated from other children until the parent arrives.

Happy Haven will notify the parent of any contagious diseases that a child may have been exposed to while at the child care facility that the provider is aware of.

Any illnesses or problems with a child that may affect other children in the child care facility must be reported to Happy Haven Childcare.

If the child is sick or otherwise unable to attend the child care facility, the parent is responsible for arranging for alternate care. Child care fees are still due when a sick child is unable to attend the facility.

A medication authorization form must be completed by the parent for any medication detailing the type of medication, the dosage, the time of day it should be administered, and any side effects or special instructions. All medications must be in the original container and labeled with the child's name. Bring measuring device and accompanied by orders form child health professional. Anything other than ice/water will be considered medication. Every child will need the required paperwork for medication administration. **This is for a rescue medication only!**

Emergencies

Emergency phone numbers are posted on the wall. Each telephone has an emergency phone number posted on it. Each exit has an emergency evacuation plan posted. The children will practice the evacuation plans on a quarterly basis.

In the event of an emergency, Happy Haven will attempt to contact the parent first. If the parent is unable to be reached, Happy Haven Childcare will contact the child's emergency contact person (s), as specified in the day care contract.

Children will undoubtedly get scratches and scrapes while playing. Happy Haven will treat these minor injuries. The minor injury and treatment will be reported to the parent by director. Emer

Pickup of a Child

Happy Haven has established the following procedures for the pickup of a child from his/her facility to ensure the safety of the children attending the child care facility:

If someone other than the parent and authorized pick up person will pick up the child, the parent must notify Happy Haven Childcare in advance; if the parent does not provide such information, the child will not be released to the individual(s). Every person will need to provide a valid photo ID.

Respect

At Happy Haven Childcare, we believe in creating a safe and respectful environment for both our staff and the children in our care. We value mutual respect and understand the importance of treating each other with kindness and consideration. Any behavior that goes against this principle, whether it is directed towards our staff or the children, will be addressed seriously. We believe that maintaining a positive and respectful atmosphere is crucial for the well-being and development of everyone involved. Therefore, any disrespect, whether it is expressed directly or indirectly, will not be tolerated. We hope that everyone in our community can embrace these values and contribute to a harmonious and supportive environment for all.

Open door policy

At Happy Haven, we prioritize the comfort and well-being of both our staff and the parents. Our open door policy ensures that parents feel welcome to request a meeting with the director if they have any concerns or if they simply want to discuss their child's experience at the center. We understand the importance of transparency, which is why we are happy to discuss any incidents or events that may have occurred, and can provide access to camera footage upon request. This footage is only viewable in our office to ensure privacy and confidentiality. We want to assure parents that their child's safety and happiness are our top priorities, and encourage open communication and feedback.

Day Care Contract

The parent must review and sign the Day Care Contract prior to the child's first day of care. A signature means the parent has read and agreed to all rules.

Equal Opportunity

No child will be denied care because of the parent's or child's race, color, sex, disability, age, national origin, or religion.

Confidentiality

Happy Haven Childcare_ will keep each child's files private. Any private information exchanged between the parent and the provider will also be kept private.

Child Abuse and Neglect

Happy Haven Childcare employees are mandated reporters, The law requires us to report any sign of suspected neglect or abuse to any child under our care. We will comply with this law in all aspects as they are related to the safety and well-being of the children in our care.

Happy Haven Childcare Handbook Agreement

THIS AGREEMENT IS DATED:

Happy Haven Childcare

AND IS BETWEEN:

PARENT 1 NAME ("PARENT/PARENTS")

DeAsia Allicock/ Happy Haven Childcare

Happy Haven Childcare