

Parent Handbook

Monique’s Loving Hands Home Day Care

19450 Appoline St.

Detroit, MI 48235

(313) 844-6312

Monique’s Loving Hands, Too

17311 West 7 Mile Rd.

Detroit, MI 48235

(313) 844-6312



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**Introduction**

Welcome to **Monique’s Loving Hands Home** and **Monique’s Loving Hands, Too**, a place where you can be assured the best possible care is provided for your child. We believe in making sure that children will be treated with love and respect. MLH’s & MLH2 have kind, loving staff and we look forward to having your child in our program. This handbook has been created for you to establish clear expectations, policies, and procedures for both families and staff members.

**Our Philosophy**

We believe a safe and consistent environment is essential to a child’s well-being. We appreciate the importance of a child’s early years in his/her future emotional, educational, and social successes. We understand that children acquire skills at different rates, and we believe that every child has the right to learn at his/her own pace. Therefore, each of our age-specific programs is planned with developmentally appropriate activities designed to engage and enhance each child’s unique abilities.

**Partnership with Families**

Our staff understands the level of trust you place in us when you enroll your child at **Monique’s Loving Hands Home Day Care** and **Monique’s Loving Hands Too**. Every caregiver is committed to supporting your family to raise happy and healthy children!

**Non-Discrimination Policy**

Monique’s Loving Handsdoes not discriminate against any child, parent or family based on race, color, religion, national origin, sex, or handicap.

**Open Door Policy**

Parents/guardians are welcome to visit our center at any time. Visitors must check in at the office and a staff member will accompany you to the classrooms.

**Parent Notification Policy**

We will immediately contact you (via phone, text, or email) about any serious incidents regarding your child to give you the opportunity to decide how you’d like the situation handled. We will inform you of minor incidents when you pick up your child.

**Cultural Competence**

We value you and every child’s unique differences. Our program has a commitment to respecting all children and families’ diverse and cultural needs. Our goal is to provide a supportive program that respects home culture and promotes and encourages the active involvement of the traditional family, extended family, and the non-traditional. To ensure all children and families of different cultures and ethnicities are respected and valued.

**Special Need Care**

Our program has a commitment to the inclusion of all children. It is important that communication is ongoing and responsive to the needs of all families. We want to assure you that confidentiality is respected and upheld for all children and families in our care. To meet the individual needs of the child we ask that you communicate any special needs your child has. We will always strive to maintain a barrier free physical environment to enhance the educational experience of all children in our program. If a need were to arise, we would gladly help to connect you to any comprehensive services.

**Contact Us**

We appreciate how busy you are; therefore, we have a variety of methods you may use to contact us: **Phone: (313) 844-6312 or (313) 732-1797 ♦♦♦ Email:** **moniqueslh2017@gmail.com**

**Schedule of Operation**

**Monique’s Loving Hands Home Day Care** is open Monday through Friday from 8AM -5:30PM. **Monique’s Loving Hands, Too Childcare Center** is open Monday through Friday from 7:30 AM – 7:30 PM. Saturday 7:30 AM-5:30 PM We will be closed on all statutory holidays as well as a two-week vacation. Parents are notified 2 weeks prior to this vacation. The following is a list of paid holidays. Any holiday that falls between Monday through Friday, the parent is responsible for paying for childcare even if the center is closed.

 New Year’s Eve/New Year Day/day after

* Martin Luther King Day
* President’s Day
* Good Friday
* Memorial Day/day after
* Juneteenth
* Fourth of July/day after
* Labor Day/day after
* Thanksgiving and the day after/ day before (half day)
* Christmas Eve/Christmas Day/day after
* **Vacation Days**

All children are allowed a two-week vacation per year. No payment is due for this vacation period. However, a two-week notice is required prior to taking vacation time.

**Admission Requirements**

**Monique’s Loving Hands Home Day Care** enrolls children between the ages of

**1 year to 2 years of age**. Children between the **ages of 2.5 to 12 years old** are eligible for enrollment at **Monique’s Loving Hands Too Childcare**. Prior to initial attendance, a parent must submit a completed Child Information Card for each child. This card must be reviewed annually and updated whenever changes occur.

**Immunization**

Prior to enrollment, a parent must provide proof that their child received a minimum of one dose of each immunizing agent required for Michigan Childcare/Preschool Attendance. A parent must provide proof that all additional immunization requirements have been completed or submit a signed statement by a licensed health care provider stating immunizations are in progress. If a parent or guardian chooses not to immunize due to religious, medical, or other reasons, the parent must complete and submit an Immunization Waiver Form, which is obtainable from the Wayne County Health Department.

**Program**

Our programs are designed to meet each individual child’s developmental and educational needs. We strive to build a strong foundation for learning by including literacy, math, science, sensory, fine/large motor, and social-emotional learning activities in our daily curriculum.

When your child is enrolled you will receive an introductory packet to help familiarize you with your child’s classroom. We will also include a copy of the daily schedule as well as a calendar of events for the current month. You will receive monthly calendars to keep you involved with your child’s learning. We strive to keep you informed about your child’s day.

**Tuition & Fee Policy**

For current rates, tuition, and fees please request a rate sheet from the office.

**MLHs / MLHs Too** will accept the following forms of payment: cash, check, cash app, PayPal, and Department of Health and Human Services payments are accepted. Parents are responsible for all payments until confirmation of acceptance from **DHHS** has been received. ***Parents are responsible for knowing CDC payment hours and any co-pay***.

**Payments are due at the beginning of the week on** **Monday.** If payments are not received on time, a fee will be charged. After 3 days of late fees, services will be suspended until full payments are made. If a check bounces, the parent is responsible for all bank charges that occur and will be required to pay in cash. Please note childcare services will not be provided unless all payments are current.

**ADDITIONAL FEES…**

* An enrollment fee (per family) is due upon initially registering your child(ren) at Monique’s Loving Hands Too
* A family registration fee is due annually on the first of January.
* A fee will be applied to the balance if tuition is late.
* A fee will be charged if you pick up your child(ren) late.
* A fee will be charged for a returned check, and we will have the option to refuse any further payment by check.
* An administrative fee will be charged for preparing paperwork for the court or other personnel matters.
* School-aged children attending ***Monique’s Loving Hands Too*** for a full day (due to school cancellation, holiday breaks, etc.) will be charged accordingly.

**Contract Year**

**MLHs / MLHs Too** contract year runs from January to December. This is the time when I renew contracts and increase fees (if needed)

**Enrollment**

**Monique’s Loving Hands Home Day Care** enrolls children between the ages of

**1 year to 2 years of age**. Children between the **ages of 2.5 to 12 years old** are eligible for enrollment at **Monique’s Loving Hands Too Childcare**. Any child who is in our care longer than their approved hours will have an additional charge plus copay. Parents are responsible for knowing CDC payments and hours.

Before your child is enrolled in **MLHs or MLHs Too** you must complete and provide the following documents:

* Signed Parent Contract Agreement
* Child Registration
* Completed child in care statement receipt.
* Copy of immunization record.
* Child Information Card
* Signed Consent Forms (those that are applicable)

A registration fee of $50 is due once a start date has been assigned. This is a one-time, non-refundable charge. If a child is withdrawn, then re-enrolls later a second enrollment fee will be expected.

We do require that parents / guardians and students visit our childcare prior to enrollment. This process allows your child(ren) to become familiar with our staff and our program. Families will have a 2-week trial to determine if **MLHs / MLHs Too** is a good fit for them. (See price list for tuition rates)

**Withdrawal / Disenrollment Procedure & Policy**

A two-week written notice prior to the withdrawal of your child is required. If notice is not given, the child will not be allowed to return. In the event of a withdrawal without notice, fees paid in advance will not be refunded. We will dis-enroll children for non-payment of fees, excessive late drop off, excessive late pick up, and excessive behavior problems that might cause harm to the other children or the staff. If disenrollment occurs the parent(s) will be notified by meeting and mail, statingour reason for disenrollment.**MLHs / MLHs Too** have the right to suspend or terminate care of any child without notice, should it deem necessary for the overall safety and well- being of staff and other children in our care.

**Communication**

Proper communication between our parents and teachers of **MHLHs / MHLs Too**is extremely important. Teachers will be sending home information on a regular basis. Concerns about any aspect of our program, or your childcare, may be expressed to the center director. Each child is provided with a mailbox and /or cubby. Please check cubbies daily for notes, newsletters, and daily reports. Remember, to communicate in writing any changes in your child schedule. **We must be informed, in writing, regarding any changes in persons authorized to pick up your child.** You may add or delete names of authorized adults on the *Child Information Record.*

**The office must be informed of any of the following changes:**

* Address and /or phone numbers, or email address
* Parent/guardian employment,
* Health/immunizations up- dates, or other pertinent information related to your child.

**Discipline Policy**

**Monique Loving Hands / Monique Loving Hands, Too** advocates that every child has a right to feel good about him/herself and family. *MLH’s* staff has a responsibility to establish an environment rich with learning opportunities and experiences which lead to a mastery of skills for children. Consistent program planning and evaluation, developmentally appropriate activities, and understanding the behavior of the child will help reduce discipline problems.

 The following guideline are to be adhered by all adults (staff and parents) associated with *MLHs / MLHs Too2:*

1. All adults (staff, volunteers and parents) shall use positive methods of discipline that encourage self-control, self-direction, and positive self-esteem.
2. Establish simple rules which are easily understood by children as well as by adults.
3. Be consistent in allowing children to follow rules.
4. Encourage a child when he/she demonstrates an expected behavior.
5. Use calm voices rather than yell from across the room. Walk over to the child and explain the expected behavior.

***Staff and parents shall be prohibited from using any form of corporal punishment at any time*.**

* Hitting, spanking, shaking, biting, pinching, or inflicting other forms of corporal punishment.
* Use any substance in a child’s mouth such as but not limited to, soap, hot sauce, or vinegar.
* Use time out for children under 3 years old.
* Restricting a child’s movement by binding or tying him/her down.
* Mental or emotional cruelty, such as humiliating, shaming or frightening a child.
* Confining a child in an enclosed area such as a closet, locked room box or similar cubicle.
* Denying or withholding food or bathroom privileges.
* Throwing or intentionally breaking anything.
* Leaving the facility without the permission of the childcare provider.
* Name calling, teasing; everyone is treated with respect.

**Expectations of Your Child**

Children must conduct themselves appropriately, please go over the rules with your child. Misconduct can result in termination of your child’s childcare services.

*Rules are as follows:*

* All children must remain in child seat restraint, seat belts and carrier always during transporting.
* Children must be courteous towards each other, and profanity is not allowed at any time.
* Eating is not allowed in vehicles.
* Children are not allowed to operate windows or doors; the driver will assist with entering and exiting vehicle.
* No hitting, biting, pushing, kicking, spitting, etc.
* No throwing or intentionally breaking anything. (Parents will be responsible for replacing anything broken intentionally)
* Children must not leave the house, facility or yard.
* Children must not call, tease, etc. Everyone is treated with respect.

**Health Care Policy**

Please use the following criteria to determine when your child is unable to attend childcare, as they may require more care than we can give or are a source of communicability of infection to other children:

* Fever – any temperature over 100° degrees (or even less if the child doesn’t feel well)
* Rash – unless a doctor has determined it is not contagious.
* Heavy nasal discharge
* Constant cough
* Red or watery eyes
* Vomiting
* Diarrhea two or more times in an hour (including diarrhea caused by medication)
* **All communicable diseases**

In the instance a child develops any of the above while at our center, a parent will be contacted to pick up the child. Children who have been ill may not return until they have been symptom-free without the use of medication for 24 hours (e.g. fever, vomiting, diarrhea). Children taking antibiotics may not attend until they have been treated for 24 hours (e.g. strep throat, pink eye). MLHs / Monique Loving Hands Too, have the right to refuse a sick child into care and have the right to determine when a child is too ill to remain in care.

MLHs / MLHs Too reserves the right to request a doctor’s note stating the child is well enough to return to childcare. Please remember that most illnesses are contagious early in the course of the infection. Therefore, it is important that you check your child thoroughly prior to bringing him/her to the center to prevent exposure to other children.

If your child is absent due to illness, please notify the center immediately so we may inform other families that their child was exposed to an illness. These restrictions also apply to staff and volunteers. In the event of a serious illness or accident, an emergency vehicle will be called when deemed necessary. You will be responsible for any expenses incurred.

**Medication Policy**

Medication will only be administered to your child under the following circumstances:

All medication is in the original container with the medication’s name visible labeled with the child’s name, the prescribing physician’s name, dosage amount and time to be dispensed. In addition, the caregiver will fill out a form granting permission for the medication to be administered.

**Confidentiality**

Every family has the right to confidentiality. **MLHs / MLHs Too*,*** keep information on file regarding children and families that may be considered personal in nature. We maintain this information in confidence and do not discuss or release it to persons outside of MLH’S Too unless written permission has been obtained from the parent(s).

**Rest Time**

All children must nap or rest quietly during rest time. Sheets and blankets are provided by **MLHs Home Day Care** and **Monique’s Loving Hands Too**.

**Meals and Snack**

**Monique’s Loving Hands Home Day Care** and **MLH2** provide all meals and snacks.If your child is on a special diet or has any food allergies, substitute meals or snacks may be brought from home, labeled with the child’s name.

**Change of Clothes**

Children will need a change of clothes labeled with their child’s name and placed in a clear plastic bag or container. Clothing should include underwear, socks, pants, and a shirt. If soiled clothes are sent home, please return a clean set of clothing the next morning.

**Diapers**

It is the parents' responsibility to provide diapers, wipes and diaper cream for their child. It is also the parent’s responsibility to monitor and keep up with restocking items. (This is not the responsibility of the provider).

**Toilet Training**

We will support you with potty training when your child demonstrates signs of readiness. We recommend your child to be dressed in child-friendly clothing that is easy to manipulate. Overalls, zippers, and snaps are difficult for small children to manage during emergencies.

**Safety Policies**

**Child Abuse & Neglect**

Staff members are required by law to report any suspected child abuse and neglect. Teachers are trained in what to watch for and how to properly report it.

**Allergies / Nut Free**

Due to the increasing prevalence of severe nut allergies, we are a “Nut-Free” center. Items on our lunch and snack menus are completely nut-free. Please note that we are unable to serve anything you may bring from home (including special occasion treats) that may/does contain nuts or nut products. This includes items you might bring from home intended only for your child.

**Court Orders**

We abide by all court/custody orders. We must have a copy of the court/custody order on file to deny any rights to a parent. Until custody has been established by a court action, one parent may not limit the other from picking up a child in our care. The center must be notified immediately of any changes in custody orders. Certified custody orders must be given to the center director.

**Licensing**

**Monique’s Loving Hands / Monique’s Loving Hands, Too Childcare LLC** is licensed by the State of Michigan. The license is displayed in the office. We are inspected periodically by our regulatory agencies to ensure the best for your child in the areas of health, safety, and specific requirements mandated by state standards.

We maintain a licensing notebook which includes all licensing inspection reports, special investigation reports and all related corrective action plans. This notebook contains all reports, and it is in the office for your convenience.

**Pesticide Applications**

We will notify you when pesticide applications occur on the premises. Children will not be

present when the applications occur. Notification will be given in 2 ways: a general posting and a copy of the general posting will be sent home.

**Child Safety Precautions**

Children’s backpacks are stored in their classrooms, making it easily accessible to all children. If you have medicine or ointments for your child to use at Monique’s Loving Hands Too, please DO NOT leave it in their backpack; rather, hand it to a staff member so it can be stored safely & out of reach. Also, please be careful about the kinds of items you keep in these bags; many things may be safe for a child to have when supervised one-on-one (necklaces, bouncy balls, coins, candy, gum), but these items can be extremely unsafe if a child were to have access while unsupervised. Please keep anything that could possibly be dangerous at home.

**Staff Regulations**

Staff members must pass a TB test and a criminal background check including receiving clearances from the Child Abuse/Neglect Central Registry and the Public Sex Offender Registry. Our staff is required by the Child Protection Law of 1975 to immediately report suspected child abuse and/or neglect to the proper authorities. We are all State of Michigan mandated reporters.

**Drop Off / Pick Up Procedures**

**Monique’s Loving Hands Home Day Care opens at 8AM** and drops off begins at this hour.

**MLH’s Too** **opens at 7:30 AM.** and drop-off may begin at this time. Every child must be signed in upon arrival. The drop off can be no later than 9:00 am. MLH’S Promptly closes at 5:30 PM. MLH’S Too Promptly closes at 7:30 PM. Authorized individuals are asked to arrive on time. In the event of an emergency and an absolute need for a late pick-up, please contact Monique as soon as possible. If not contacted, there will be a late fee due at time of pick up. Only those individuals whose name (s) are on the child’s information card are allowed to pick up your child. Please be sure to have this information included on the child’s information card. It is the parent’s responsibility to notify the center any time the child is picked up by a person not authorized on the Child Information Card. Staff members will require picture identification from anyone they do not recognize.

**Transportation**

***MLHs / MLHs Too*** will take walking field trips and field trips that will include transportation. A form will be provided for you to complete giving us permission. Also, during routine pick up from schools, we carry copies of the child information card. In the event of an emergency away from the center your child will be cared for, and you will be notified. It is important you notify us immediately of any changes to your child’s schedule, so we are aware of his/her transportation needs.

**MLHs Too** transport children from school to our center for latchkey service Monday through Friday starting at 2:30 PM to 4:00 PM. Families that receive transportation are required to inform **MLHs Too** if their child does not need to be picked up. A fee of $25.00 will be charged if we attempt to pick up a child from school and they are not present. The $25 fee is due before the next pick-up day.

**Volunteers**

Volunteers are not left alone with children at any time. This policy includes outside volunteers as well as parents of children in care. Due to the strictness of this policy, you are required to provide documentation (such as that required by staff) clearing volunteers. Our volunteers are required by Law to immediately report suspected child abuse and/or neglect to the proper authorities.

**Smoking and Vaping**

This is a non-smoking facility. Smoking is strictly prohibited on the premises. Please inform those on your pick-up list about the policy. In addition, smoking is prohibited on field trips. If you need to excuse yourself, please let the provider know so that they are aware of your absence.

**Parent Conferences**

Parent Conferences will be held twice a year in March and in October.

**Outdoor / Indoor Play**

Please dress your children appropriately for the current weather, and in play clothes. When the weather permits, we will spend time outside. If your child is not dressed for the current weather, then he or she will not be permitted to play outside. I will provide age-appropriate toys for the children to play with.

**Birthday / Holiday Celebrations**

Parents are welcome to send in treats to share with their child’s classmates on birthdays and other occasions. some children have allergy guidelines. Inform your child’s teacher in advance about what kinds of treat you plan on bringing. Parents are always welcome to attend their child’s birthday celebration. Please be mindful we are a “Nut-Free” center.

**Photographs**

MLH’s Too will take photos of the children. The photos will be posted on our website, Facebook, and Instagram page. A form will be provided for you to fill out granting or denying permission.

**Damage**

Our facilities are child proof to the best of our ability however, accidents do happen. Any damage to the facilities or personal belongings that is willfully caused by your child will be replaced or repaired at the cost of the parent/guardian.

**Severe Weather Policy**

Serve weather may bring roads and driving conditions that impede public safety or make opening the facilities extremely difficult. This could cause changes in **MLHs / MLHs Too**operations such as delayed opening, early dismissal, or in extremely rare cases, closure during regular business hours. We understand this may be inconvenient for families, but our priority must be for the safety of our staff and children we care for. We HIGHLY suggest you have alternate care in place for these incidences. The childcare center will not open for 1 to 2 kids.

**From Me to You**

Thank you for the opportunity to work with you and be a part of your child’s life. I look forward to the future!

I retain the right to enforce these policies at will. Lack of enforcement of a certain policy at any given time does not indicate that the policy is no longer in effect. I also retain the right to add to the handbook as needed. ~ Monique