

LOVE HAVEN HOME DAYCARE

PART 2 — REVIEW & KEEP

Parent Policies & Required Reading • 2026

THIS IS YOUR REFERENCE COPY

This file is not a second enrollment application.

It contains the full policies and licensing information that accompany your enrollment forms.

Please review these documents and keep this PDF for your records.

Only the acknowledgment/signature pages are included in Part 1 for you to complete and return.

INCLUDED

Love Haven Home Daycare Behavior Policy

Love Haven Home Daycare Parent Handbook

Illinois DCFS Summary of Licensing Standards for Day Care Homes



BEHAVIOR POLICY

Behavior Guidance and Discipline

General Approach

Our program uses positive guidance to encourage appropriate behavior and support each child's social-emotional development. We provide clear expectations, model respectful behavior, and help children learn self-control, problem-solving, and responsibility for their actions.

We do not use corporal punishment, humiliation, or physical restraint.

Challenging behavior

Children are guided to treat others with kindness and respect. If a child displays challenging behavior, we respond promptly to ensure safety and provide support.

- Redirection and problem-solving
- Teaching appropriate communication
- Consistent, age-appropriate guidance

Privilege Removal

If a child uses toys or materials in an unsafe or inappropriate way, access may be temporarily removed and the child will be redirected.

Biting

Biting is a common developmental behavior, especially in children under two years old who may not yet have the language skills to express needs or emotions.

If biting occurs:

- The child who was bitten receives immediate care and comfort
- The child who bit is calmly redirected and guided

For children under age two, we focus on prevention and close supervision:

- Monitoring triggers (teething, frustration, overstimulation)
- Early redirection
- Providing teething alternatives
- Supporting simple communication

We do not use punishment for biting. Parents will be notified and incidents documented. Ongoing concerns will be addressed in partnership with families.

Redirection

When conflicts arise, children are guided to understand expectations and are redirected to appropriate activities or solutions.



BEHAVIOR POLICY

Behavior Guidance and Discipline

Calm-Down / Cozy Time

If a child becomes overwhelmed or disruptive, they may be guided to a quiet, supervised space to calm down. This is a supportive break, not punishment. Children return to activities once ready.

Respectful Behavior

All children and families are expected to treat others with respect. Hostile or aggressive behavior from adults will not be tolerated.

Damage to Property

1. Parents will be notified
2. Families may be responsible for repair or replacement costs
3. Payment arrangements will be communicated clearly

Ongoing Support & Documentation

We observe and document behaviors as needed and communicate regularly with families. If concerns persist, we will work together to create an action plan.

Serious Concerns / Program Fit

In rare cases, alternative care may be recommended if:

- A child poses a safety risk
- Needs exceed program capacity

Follow-Up & Repeat Concerns

We work closely with families to address ongoing behaviors. Repeated concerns may result in further action, including dissolution of care if necessary.

Policy Agreement

By enrolling, families agree to follow this policy. Open communication between families and the daycare is essential.

Love Haven Home Daycare reserves the right to update this policy as needed.

Parent/Guardian Signature

Date

Provider's Signature

Date



Love Haven Home Daycare **PARENT HANDBOOK & FAMILY POLICIES**



Revised: July 2026



PARENT HANDBOOK

FAMILY CHILD CARE PROGRAM

LOVE HAVEN HOME DAYCARE

PHONE: 630-451-1092

WWW.LOVEHAVENHOMEDAYCARE.ORG

EMAIL: LHHDC@LOVEHAVENHOMEDAYCARE.ORG

Licensed Illinois Family Child Care Home

For emergencies requiring immediate assistance, please call rather than email.

Hours of operations

Monday-Friday

6:00 AM- 12:00 AM

Serving Children Ages 6 Weeks-12 Years

Before & After School Care • Hourly Care • Overnight Care



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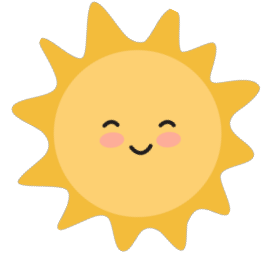
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WELCOME LETTER



Welcome

Welcome to **Love Haven Home Daycare!**

Thank you for choosing Love Haven Home Daycare to be part of your child's early learning journey. We understand that choosing childcare is one of the most important decisions a family can make, and we are honored that you have entrusted us with your child's care.

Our goal is to provide a safe, loving, and nurturing environment where every child feels valued, respected, and encouraged to learn through play, exploration, and meaningful experiences. We believe children thrive when families and caregivers work together, and we are committed to building strong partnerships through open communication, mutual respect, and trust.

This Parent Handbook has been created to help you understand our program, daily routines, and policies. These guidelines allow us to provide consistent, high-quality care while ensuring the health, safety, and well-being of every child.

We look forward to watching your child learn, grow, and create lasting memories at Love Haven Home Daycare.

Welcome to our family!

ABOUT LOVE HAVE HOME DAYCARE



PHILOSOPHY

At Love Haven Home Daycare, we believe every child deserves to feel safe, loved, and celebrated. We provide a nurturing environment that encourages curiosity, creativity, independence, and confidence while recognizing that each child develops at their own unique pace.

Through play-based learning, positive relationships, and hands-on experiences, children are encouraged to build social, emotional, physical, and cognitive skills that prepare them for lifelong learning. We believe kindness, respect, responsibility, and empathy are essential values that help children grow into confident and compassionate individuals.

MISSION

Our mission is to provide exceptional childcare in a safe, family-centered environment where children can learn, grow, and thrive. We are committed to supporting each child's physical, emotional, social, and intellectual development while partnering with families to create a strong foundation for future success.

CURRICULUM

Love Haven Home Daycare uses the Early Learning Matters Curriculum, a research-based curriculum designed to support the whole child through developmentally appropriate learning experiences.

Our curriculum focuses on:

- Language & Literacy
- Early Math Concepts
- Science & Discovery
- Social-Emotional Development
- Creative Arts
- Fine & Gross Motor Development
- Health & Wellness
- Outdoor Exploration
- Kindergarten Readiness

Children learn through hands-on activities, structured lessons, guided play, music, movement, sensory experiences, and everyday routines. Our goal is to inspire a lifelong love of learning while helping each child reach important developmental milestones in a fun and engaging environment.

ABOUT OUR PROGRAM



HOURS OF OPERATION

We are committed to providing dependable, flexible childcare that supports the needs of working families.

Hours

Monday–Friday

6:00 AM – 12:00 AM

Additional Care Options

Before School Care

After School Care

Hourly Care (Space Available)

Overnight Care (By Approval)

Families are expected to follow their contracted schedule. Schedule changes must be requested in advance and are subject to availability.

Programs offered

Our program serves children **6 weeks through 12 years of age** in a safe, nurturing, family-centered environment.

Full-Time Care

For children attending **25 hours or more per week**.

Part-Time Care

For children attending **less than 25 hours per week**, based on availability.

Before School Care

Includes supervision, breakfast (when applicable), and transportation when arranged.

After School Care

Includes transportation (when available), homework support, snacks, enrichment activities, and supervised play.

Hourly Care

Available on a space-available basis for families needing short-term childcare.

ABOUT OUR TEAM



Meet our team

At Love Haven Home Daycare, we believe every child deserves to be cared for by compassionate, qualified professionals who treat them with patience, kindness, and respect. Our team is committed to creating a safe, nurturing environment where children feel loved, supported, and encouraged to reach their full potential.

Yolanda Miles

Owner & Lead Childcare Provider

Yolanda is the Owner and Lead Childcare Provider of Love Haven Home Daycare. She is passionate about providing high-quality childcare in a warm, family-centered environment where children can learn, grow, and thrive. She believes every child deserves individualized attention, encouragement, and opportunities to develop confidence, independence, and a lifelong love of learning.

Trenese Seawood

Assistant Childcare Provider

Trenese is the Assistant Childcare Provider at Love Haven Home Daycare. With years of childcare experience, she enjoys creating engaging learning experiences through play, creativity, and positive relationships. She is dedicated to supporting each child's social, emotional, and developmental growth while helping families feel welcomed and supported.

Licensing & Professional Qualifications

Love Haven Home Daycare is a licensed Illinois Family Child Care Home and operates in compliance with all licensing standards established by the Illinois Department of Children and Family Services (DCFS).

To provide the highest quality care, our team completes required training and participates in ongoing professional development throughout the year.

Our qualifications include:

Licensed Illinois Family Child Care Home

Pediatric CPR & First Aid Certified

Background Checks Completed (as required by Illinois licensing)

Annual Health & Safety Training

Ongoing Early Childhood Education & Professional Development

Training completed through Illinois Gateways to Opportunity and Care Courses, nationally recognized providers of early childhood education and professional development

Commitment to Professional Growth

We believe great childcare providers never stop learning. Through continuing education, state-required training, and professional development, we stay informed about current best practices in child development, health and safety, and early childhood education to provide the highest quality care for every child.

ENROLLMENT

Enrollment & Registration

Thank you for considering Love Haven Home Daycare. We are committed to making the enrollment process simple and welcoming while ensuring we have the information needed to provide safe, high-quality care for your child.

Enrollment is accepted based on program availability and is considered complete only after all required forms have been submitted, applicable fees have been paid, and enrollment has been approved.

To enroll, families must complete the following:

Enrollment Application

Child Health Examination Form (including immunization records, as required by Illinois law)

Emergency Contact Information

Authorized Pick-Up List

Medical and Allergy Information

Tuition Agreement

Parent Handbook Acknowledgment

Any additional forms required by DCFS or Love Haven Home Daycare

A child's space cannot be guaranteed until the enrollment process has been completed and all required documentation has been received.

Waiting List

When enrollment is full, families may request to be placed on our waiting list.

Placement is based on program availability and the needs of the program. Families on the waiting list will be contacted as openings become available. Placement on the waiting list does not guarantee future enrollment.

ENROLLMENT POLICIES



Trial Period

The first 30 calendar days of enrollment are considered a trial period for both the family and Love Haven Home Daycare.

This period allows everyone to determine whether the program is a good fit for the child's needs. During the trial period, either the family or the provider may end childcare services with written notice, in accordance with the terms outlined in this handbook.

Non-Discrimination & Inclusion

Love Haven Home Daycare welcomes children and families from diverse backgrounds and is committed to providing equal opportunities regardless of race, color, religion, national origin, sex, disability, or any other protected status under applicable federal and state laws.

We strive to create an environment where every child feels safe, respected, valued, and included.

Confidentiality

The privacy of every child and family is important to us.

All personal information, enrollment records, medical information, and family discussions are kept confidential and shared only when required by law or when necessary to protect the health, safety, or well-being of a child.

Families are also expected to respect the privacy of other children, families, and staff by not sharing confidential information obtained through the program.

DAILY ATTENDANCE

Arrival & Departure Procedure

A consistent daily routine helps children feel secure and prepared for a successful day. To ensure a smooth transition for all children, families are asked to follow the procedures below.

Arrival

- Children may arrive only during their contracted childcare hours.
- Parents/Guardians must accompany their child to the entrance and ensure they are safely in the provider's care before leaving.
- Children should arrive dressed for the day, including appropriate clothing for indoor and outdoor activities.
- If your child will arrive later than their scheduled time, please notify the provider as soon as possible.

Departure

- Children must be picked up no later than their contracted pick-up time.
- Parents/Guardians are responsible for signing their child out each day.
- Please ensure your child leaves with all personal belongings before departing.
- Brief conversations during pick-up are always welcome. If you need to discuss a matter requiring additional time or privacy, please schedule a conference so we can give you our full attention.

Authorized Pick-Up

Your child's safety is our highest priority.

Children will only be released to a Parent/Guardian or individuals listed on the Authorized Pick-Up Form.

If someone other than an authorized individual will be picking up your child:

- The provider must be notified in advance.
- The individual must present a valid government-issued photo ID.
- Children will not be released to anyone who cannot provide proper identification or authorization.

For the safety of every child, we cannot make exceptions to this policy.



DAILY ATTENDANCE POLICIES

Attendance & Absences

Regular attendance helps children establish routines, build relationships, and participate fully in our learning activities.

If your child will be absent, arrive late, or be picked up early, please notify the provider as soon as possible. Communication helps us plan appropriately and ensures we know your child is safe. Please remember:

Tuition reserves your child's enrollment space and is not based solely on attendance.

Tuition remains due during absences unless otherwise stated in this handbook.

Excessive unexplained absences may result in a review of your child's enrollment status.

Late Pick-Up Policy

Families are expected to pick up their child by their contracted pick-up time.

A late pick-up fee of **\$10.00 per minute** will be charged beginning **5 minutes** after the scheduled pick-up time.

If late pick-ups become frequent, Love Haven Home Daycare reserves the right to review or terminate childcare services due to repeated policy violations.

Emergency Pick-Up Procedures

If a child has not been picked up and the provider is unable to reach a Parent/Guardian, every effort will be made to contact the emergency contacts listed in the child's file.

If no authorized adult can be reached within a reasonable amount of time, and the child's safety cannot otherwise be ensured, local authorities and the appropriate child welfare agency may be contacted in accordance with Illinois regulations.

Parent Impairment Policy

The safety of every child is our highest priority.

If a Parent/Guardian or authorized individual arrives to pick up a child and appears to be impaired by alcohol, drugs, or any substance that may affect their ability to safely care for the child, Love Haven Home Daycare will make every reasonable effort to arrange a safe alternative transportation or contact another authorized adult.

If the individual insists on leaving with the child and there is concern for the child's immediate safety, the provider is legally required to notify the appropriate authorities as a mandated reporter.

Communication

Open communication is essential to a successful partnership.

Families are encouraged to share any schedule changes, concerns, or important updates that may affect their child's care. We are committed to maintaining respectful, honest, and timely communication to best support every child and family.

CLOSURES & ATTENDANCE

Weather-Related Closures

The safety of our children, families, and staff is our highest priority.

Love Haven Home Daycare carefully monitors weather conditions and other emergencies when determining whether it is safe to open or remain open.

If the program must close or delay opening due to severe weather, power outages, or other emergencies, families will be notified through our primary communication platform as soon as possible.

Please note:

- Public school closures do not automatically result in daycare closures.
- Transportation services may be suspended during severe weather conditions.
- Families are responsible for arranging prompt pick-up if an early closure becomes necessary.

Holidays & Planned Closures

Love Haven Home Daycare observes designated holidays and scheduled provider vacation days throughout the year.

A yearly holiday and closure calendar will be provided to families in advance. Additional reminders will be shared before scheduled closures whenever possible.

Families are responsible for arranging alternate childcare during holidays and scheduled program closures.

Emergency Closures

Occasionally, unexpected situations such as severe weather, utility outages, public health concerns, or other emergencies may require the program to close unexpectedly.

Whenever possible, families will receive immediate notification with updates regarding reopening.

The provider reserves the right to close the program whenever necessary to protect the health and safety of children, families, and staff.

Summer Attendance Policy

To ensure consistent staffing and program planning, families must notify Love Haven Home Daycare of any summer schedule changes in advance.

For families participating in the Illinois Child Care Assistance Program (CCAP), continued enrollment is subject to maintaining an active authorization or meeting the program requirements necessary to reserve a child's enrollment space.

Additional information regarding tuition responsibilities and enrollment status during the summer months will be provided annually before the start of summer.

TUITION & PAYMENT

Tuition

Tuition reserves your child's enrollment space and is due regardless of attendance, unless otherwise stated in this handbook or required by law.

Tuition payments are due in advance according to your Tuition Agreement.

Accepted payment methods include:

- Cash
- Check
- Zelle
- PayPal
- Debit/Credit Card (when available)

Families are responsible for ensuring payments are submitted on time to avoid late fees or interruptions in childcare services.

Late Payments

Timely tuition payments allow us to continue providing high-quality care and maintain the daily operation of our program.

The following policies apply:

Payments not received by the due date will be assessed a late fee equal to one daily tuition rate for each day payment remains unpaid.

Childcare services may be suspended until the account has been brought current.

Accounts that remain unpaid for 10 business days may result in discontinuation of childcare services.

Outstanding balances may be referred for collections or legal action when necessary. Families are responsible for any associated collection or legal fees.

FINANCIAL POLICIES

Returned Payments

A fee may be charged for any returned check, rejected electronic payment, or declined credit/debit card transaction.

After two returned or rejected payments, Love Haven Home Daycare reserves the right to require future tuition payments to be made using guaranteed funds or another approved payment method.

Tuition Adjustments & Credits

Tuition reserves your child's enrollment space and is not based solely on attendance.

Credits or tuition adjustments may be considered only under the following circumstances:

Program closures due to provider emergencies when tuition is not otherwise required.

Other circumstances determined by the provider.

No tuition credit or refund will be issued for:

Child absences

Vacations taken by the family

Holidays

Scheduled program closures

Late arrivals or early pick-ups

Please refer to your Tuition Agreement for any additional financial arrangements.

Failure to submit a summer plan will result in automatic continuation of care and tuition responsibility.

DAILY CARE

What to Bring

To help your child have a comfortable and successful day, please provide the following items based on your child's age and individual needs.

Infants

- Prepared bottles or formula (if applicable)
- Baby food (if applicable)
- 6–8 diapers per day
- Baby wipes
- At least two complete changes of clothing
- Any comfort item approved by the provider

Toddlers

- 6 diapers or training pants (if applicable)
- Baby wipes
- At least two complete changes of clothing
- Extra underwear during toilet training
- A labeled water bottle or sippy cup (if requested)

Preschool & School-Age Children

- At least one complete change of clothing
- Weather-appropriate outerwear
- Any items requested for special activities

Please label all personal belongings with your child's name. Love Haven Home Daycare is not responsible for lost, damaged, or misplaced personal items.

Clothing & Personal Belongings

Children learn best through active play, exploration, and hands-on experiences. Please dress your child in comfortable clothing that can get messy.

To help ensure your child's safety and comfort:

- Closed-toe shoes are required each day.
- Dress children appropriately for the weather.
- Keep an extra set of seasonal clothing at the daycare.
- Replace extra clothing as it is used or as the seasons change.

We recommend leaving valuable toys, electronics, jewelry, and other personal items at home unless requested for a special activity or comfort during the adjustment period.



DAILY CARE

Meals & Nutrition

Love Haven Home Daycare is committed to providing nutritious meals and snacks that support healthy growth and development.

Meals and snacks are served according to USDA Child and Adult Care Food Program (CACFP) nutrition guidelines whenever applicable.

Please notify the provider of any food allergies, dietary restrictions, or special nutritional needs before your child's first day of care. A physician's statement may be required for certain dietary accommodations.

Children are encouraged—but never forced—to try new foods while practicing good table manners, independence, and respectful mealtime behaviors.

Outdoor Play

Outdoor play is an important part of every child's development and is included in our daily schedule whenever weather conditions safely permit.

Outdoor activities promote:

- Physical development
- Social interaction
- Exploration and discovery
- Gross motor skill development
- Overall health and well-being



Children should arrive each day dressed appropriately for the weather.

Outdoor play may be limited or canceled during severe weather or other unsafe conditions.

Rest Time

Children attending for an extended portion of the day will participate in a scheduled rest period appropriate for their age and developmental needs.

Children are never forced to sleep; however, they are expected to participate in a quiet rest period that respects the needs of other children.

Quiet activities may be provided for children who do not fall asleep.

Please provide any approved comfort items needed to help your child rest comfortably.

Personal Belongings

Items brought from home should be clearly labeled with your child's name.

Love Haven Home Daycare is not responsible for lost, damaged, or broken personal belongings. To help prevent loss or distraction, we ask that toys, electronics, and other valuable items remain at home unless requested for a special activity or approved as a comfort item.

HEALTH & SAFETY

Illness Policy

The health and well-being of all children in our care is a top priority. To help reduce the spread of illness, children who are sick should remain at home until they are well enough to participate comfortably in daily activities.

A child must stay home or may be sent home if they exhibit symptoms including, but not limited to:

- Fever of 100.4°F (38°C) or higher
- Vomiting or diarrhea
- Unexplained rash
- Persistent cough or difficulty breathing
- Eye drainage or suspected pink eye
- Contagious illness
- Any condition that prevents the child from comfortably participating in daily activities or requires more care than can reasonably be provided.

Children who become ill while in care must be picked up promptly.

Children may return to care when they have been symptom-free for at least 24 hours without the use of fever-reducing medication, or when a healthcare provider determines they are no longer contagious.

Medication Administration

Prescription and non-prescription medications will only be administered when:

- A completed medication authorization form has been signed by the Parent/Guardian.
- Medication is in its original container with the child's name and dosage instructions.
- Prescription medications include the pharmacy label.
- All medications are administered according to Illinois DCFS regulations.

Medication will be stored safely and documented each time it is administered.

Health Requirements

To help maintain a healthy environment, families are expected to:

- Keep emergency contact information current.
- Inform the provider of any allergies, medical conditions, or special health needs.
- Notify the provider of any contagious illness within the household that may affect other children or staff.
- Provide updated medical or immunization records as required by Illinois law.

HEALTH & SAFETY

Accidents & Emergencies

Every reasonable precaution is taken to provide a safe environment for all children. However, minor injuries may occur during normal childhood play.

If your child becomes ill, is injured, or experiences a medical emergency while in our care:

First aid will be administered as appropriate.

Parents/Guardians will be notified as soon as possible.

Emergency medical services (911) will be contacted immediately when necessary.

An incident report will be completed for injuries requiring documentation.

If a Parent/Guardian cannot be reached, emergency contacts listed in the child's file will be contacted. Emergency medical care will never be delayed if immediate treatment is necessary.

Infant Safe Sleep

Love Haven Home Daycare follows the Illinois Department of Children and Family Services (DCFS) Safe Sleep requirements to reduce the risk of sleep-related injuries and Sudden Infant Death Syndrome (SIDS).

For infants under 12 months of age:

Infants are always placed on their backs to sleep unless written medical instructions state otherwise.

Each infant sleeps in an approved crib or play yard.

Cribs remain free of blankets, pillows, toys, bumper pads, and other loose items.

Sleep areas are monitored regularly while infants are sleeping.

EMERGENCY PREPAREDNESS & SAFETY

Emergency Preparedness

Our program maintains written emergency procedures for situations including:

Fire

Severe weather

Tornadoes

Power outages

Medical emergencies

Evacuations

Shelter-in-place situations

Emergency drills are conducted as required by Illinois DCFS regulations to help ensure children and staff are prepared in the event of an emergency.

General Safety Practices

To maintain a safe learning environment, Love Haven Home Daycare follows established health and safety practices, including:

Daily supervision of all children.

Routine cleaning and sanitizing of toys, equipment, and learning areas.

Secure storage of medications, cleaning supplies, and hazardous materials.

Regular safety inspections of indoor and outdoor play areas.

Compliance with all applicable Illinois DCFS health and safety regulations.

BEHAVIOR & FAMILY EXPECTATIONS

Positive Behavior Guidance

At Love Haven Home Daycare, we believe every child deserves to be treated with patience, dignity, and respect. Our goal is to help children develop self-control, problem-solving skills, empathy, and confidence through positive guidance and age-appropriate expectations.

We encourage positive behavior by:

- Building trusting relationships with each child.
- Setting clear and consistent expectations.
- Redirecting inappropriate behavior toward positive choices.
- Encouraging problem-solving and conflict resolution.
- Recognizing and praising positive behavior.
- Teaching kindness, respect, responsibility, and cooperation.

Behavior guidance is always based on the child's age, developmental level, and individual needs.

Prohibited Forms of Discipline

Love Haven Home Daycare follows all Illinois DCFS regulations regarding child guidance and discipline.

The following forms of discipline are never permitted:

- Corporal punishment or physical discipline.
- Humiliation, ridicule, or verbal abuse.
- Withholding food, rest, or bathroom privileges.
- Threatening or intimidating a child.
- Any disciplinary practice that could harm a child's physical or emotional well-being.

Our goal is always to teach—not punish.

Partnering with Families

Children are most successful when families and providers work together.

If behavioral concerns arise, we will communicate openly with families to develop consistent strategies that support the child's success both at home and in our program.

When appropriate, conferences may be scheduled to discuss concerns, progress, and individualized behavior support plans.

Behavior Policy Agreement

Families will receive a separate Positive Behavior Guidance Policy outlining our procedures for behavior guidance, challenging behaviors, biting, documentation, parent collaboration, and the discontinuation of childcare services when appropriate. A signed acknowledgment of this policy is required before childcare services begin.

FAMILY EXPECTATIONS

Parent Code of Conduct

Love Haven Home Daycare is committed to maintaining a safe, respectful, and welcoming environment for all children, families, and staff. We ask that every family help us create a positive atmosphere by treating everyone with kindness, courtesy, and respect.

Parents/Guardians are expected to:

Communicate respectfully with providers, staff, children, and other families.

Follow all policies outlined in this handbook and the Tuition Agreement.

Arrive and depart on time according to their contracted childcare schedule.

Keep emergency contact information current.

Notify the provider of schedule changes, absences, illnesses, or other important updates.

Ensure tuition and required paperwork are submitted on time.

Support a respectful partnership that promotes the well-being of every child.

Communication

Open communication is essential to providing the best possible care for your child.

Families are encouraged to share questions, concerns, or changes that may affect their child's care. We are committed to addressing concerns respectfully, professionally, and in a timely manner.

If a concern cannot be resolved through routine communication, a private conference may be scheduled.

CONFIDENTIALITY & ENROLLMENT POLICIES

Social Media & Confidentiality

To protect the privacy of all children and families:

- Please do not post photographs or videos of other children or families on social media without their permission.
- Information regarding other children, families, or staff is confidential and should be respected.
- Questions or concerns regarding another child or family cannot be discussed by the provider.

Discontinuation of Childcare Services

Love Haven Home Daycare is committed to building positive, respectful partnerships with every family. While we strive to resolve concerns through open communication and collaboration, there may be circumstances in which childcare services can no longer be provided.

Childcare services may be discontinued for reasons including, but not limited to:

- Repeated late or non-payment of tuition.
- Repeated late pick-ups.
- Failure to follow the policies outlined in this handbook or the Tuition Agreement.
- Failure to maintain required enrollment records or documentation.
- Providing false or incomplete enrollment information.
- Threatening, abusive, intimidating, or disrespectful behavior toward children, families, providers, or staff.
- Situations that compromise the health, safety, or well-being of children, families, or staff.
- When the program is no longer able to meet a child's needs in a manner that is safe and appropriate for the child or the group.

Whenever possible, families will receive written notice at least two weeks in advance before childcare services are discontinued. However, Love Haven Home Daycare reserves the right to discontinue services immediately when circumstances involve safety concerns, serious policy violations, or other situations requiring immediate action.

PROVIDER CODE OF CONDUCT

PROVIDER CODE OF CONDUCT

At Love Haven Home Daycare, we are committed to providing a safe, respectful, and nurturing environment for every child and family. Our providers are expected to uphold the highest standards of professionalism, integrity, and ethical conduct at all times.

As childcare professionals, we will:

Treat every child with dignity, kindness, patience, and respect.

Provide a safe, healthy, and developmentally appropriate learning environment.

Supervise children at all times and prioritize their health and safety.

Maintain confidentiality regarding children, families, and staff.

Communicate openly, honestly, and respectfully with families.

Follow all Illinois DCFS licensing regulations and program policies.

Participate in ongoing professional development and required training.

Support each child's individual growth, learning, and emotional well-being.

Maintain a clean, organized, and welcoming environment for children and families.

Our Commitment to Families

We recognize that choosing childcare is one of the most important decisions a family can make. We are honored by the trust you place in us each day and are committed to providing compassionate care, meaningful learning experiences, and open communication as we partner with you in your child's growth and development.

Thank you for allowing Love Haven Home Daycare to be a part of your family's journey.

COMMITMENT TO FAMILIES

OUR COMMITMENT TO FAMILIES

Choosing childcare is one of the most important decisions a family can make, and we are truly honored that you have entrusted Love Haven Home Daycare with your child's care.

Our commitment extends beyond providing supervision. Each day, we strive to create a safe, nurturing, and engaging environment where children feel loved, respected, and encouraged to grow through meaningful experiences and positive relationships.

As your childcare provider, we are committed to:

Providing a safe, healthy, and developmentally appropriate environment.

Treating every child with kindness, dignity, patience, and respect.

Encouraging learning through play, exploration, and hands-on experiences.

Communicating openly and honestly with families.

Respecting the individuality, culture, and unique needs of every child.

Maintaining the highest standards of professionalism, health, and safety.

Continuing our education to provide the best possible care for every child.

Building lasting partnerships with families based on trust, respect, and open communication.

Together, we can provide a strong foundation that supports your child's growth, confidence, and lifelong love of learning.

Thank you for allowing Love Haven Home Daycare to be a part of your family's journey. We look forward to learning, growing, and celebrating each milestone together.

PARENT HANDBOOK ACKNOWLEDGMENT

Please sign and return this acknowledgment before your child's first day of care.

I/We, _____, acknowledge that I/we have received, read, and understand the Love Haven Home Daycare Parent Handbook.

I/We understand that failure to comply with the policies outlined in the Parent Handbook may result in the discontinuation of childcare services in accordance with program policies.

I/We understand that it is my/our responsibility to ask questions if clarification is needed regarding any policy or procedure contained in this handbook.

I/We acknowledge that I/we have received, reviewed, and understand the Love Haven Home Daycare Parent Handbook. I/We understand that it is my/our responsibility to become familiar with its policies and procedures and to ask questions if clarification is needed.

Parent/Guardian Signature

Date

Parent/Guardian Signature

Date

Provider's Signature

A large white house silhouette is centered on a blue background. The house has a chimney on the left side. The title text is centered within the house's outline.

SUMMARY OF LICENSING STANDARDS FOR DAY CARE HOMES

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Introduction

Family homes in which care is provided for more than three children, including the caregiver's own children, related and unrelated children, must be licensed by the Illinois Department of Children and Family Services (DCFS). No day care home operator may care for more than a total of 12 children, including the caregiver's own children under age 12.

The day care home license must be posted. It will list the caregiver's name, how many children may be cared for in the home, the areas of the home that may be used for child care and whether night care can also be provided. When a day care home is licensed, it means that a DCFS or licensed child welfare agency licensing representative has inspected the facility and the facility was found to meet the licensing requirements. A license is valid for three years. Licensed day care homes are inspected annually by DCFS or the supervising licensed child welfare agency. If a complaint has been received regarding a violation of the licensing standards of a day care home, a licensing representative will conduct a licensing complaint investigation to determine if the alleged violation should be substantiated or unsubstantiated. Substantiated violations are reported to individuals who call the Day Care Information Line. Substantiated violations must be posted in a prominent area of the home until corrected.

Day Care Information Line

1-877-746-0829

This statewide toll-free information line provides information to the public on the past history and record, including substantiated violations, of licensed day care homes, day care centers and group day care homes. This number operates Monday through Friday from 8:30 a.m. to 5 p.m.

Summary of Licensing Standards for Day Care Homes

The following summary of the licensing standards for day care homes has been prepared for you so that you may monitor the care provided to your child. This is a summary and does not include all of the licensing standards for a day care home. State licensing standards are *minimum* standards. If you notice a violation of any of these standards, you are encouraged to discuss your concerns with the day care home provider. In most cases, parents and caregivers are able to resolve parents' concerns. If you believe the caregiver is not responding to your concerns and may not be meeting state licensing standards, you may make a complaint to the local DCFS Licensing Office. A DCFS licensing representative will investigate your complaint and report the results back to you.

Caregivers, Assistants and Family Members

- The caregiver must be at least 18 years old and have a high school diploma or equivalent.
 - Caregivers licensed to care for newborns and infants must received training on sudden infant death syndrome (SIDS), sudden unexpected infant death (SUID) and safe sleep;
 - Assistants must be at least 14 years old and five years older than the oldest child they supervise.
 - Caregivers, assistants and all members of a caregiver's family must provide medical reports that they are free of reportable communicable disease.
 - The caregiver, assistants and all other adult members of the household are subject to background checks for any record of criminal conviction or child abuse and neglect. A caregiver's children age 13 and older are subject to abuse and neglect background checks.
 - A person certified in first aid, including CPR and the Heimlich maneuver, must be present at all times.
 - The caregiver may not be employed outside the home during the hours that child care is being provided.
 - Caregivers must have 15 hours of in-service training per year.
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- Assistants under age 18 must work under the direct personal supervision of the caregiver at all times.
 - Assistants 18 years of age or older may accompany children playing outdoors, and may transport children, if the assistant possesses a valid driver's license and insurance.
 - A substitute caregiver may be used in the home up to 25 hours per month and for an additional period of up to two weeks in a 12-month period.
 - The caregiver must have a plan which has been discussed with parents regarding child care services if/when the caregiver is ill or absent from the home during day care hours.

Requirements for the Home

- The home must have a first-aid kit.
 - The kitchen must have an operable fire extinguisher and a flashlight in working order.
 - Electrical outlets within reach of young children must have protective coverings.
 - There must be an operating smoke detector in every room where children nap or sleep, including basements and occupied attics.
 - Fixed space heaters, fireplaces, radiators and other heating sources in areas occupied by children must be separated by partitions or a sturdy barrier to prevent contact.
 - A basement may only be used for child care if the license lists the basement as an area where care can be provided. The basement must have two exits. At least one must exit directly to the outside at ground level.
 - First-aid supplies, medication, cleaning materials, poisons, tools, gardening equipment and other hazardous materials must be stored in places inaccessible to children.
 - Handguns are prohibited on the premises except in the possession of peace officers or other adults who must possess a handgun as a condition of employment and who reside in the day care home.
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- Any other firearm must be kept disassembled, without ammunition, in a locked storage facility inaccessible to children. Ammunition must be kept locked in storage separate from the firearm.
 - The operator of the home must notify parents or guardians that firearms and ammunition are stored on the premises.
 - There must be written plans for evacuation in case of emergency. Fire and tornado drills must be conducted monthly.
 - Exit doors must be kept clear of equipment and debris at all times.
 - There must be an operable telephone available on the premises.
 - All swimming pools located in areas accessible to children must be fenced and secured with a locked gate.
 - Hot and cold running water must be provided.
 - Water temperature must be no higher than 115°F at faucets for children's hand washing sinks.
 - Healthy household pets, which present no danger to children, are permitted. Dogs and cats must be inoculated for rabies.
 - Wild and dangerous animals as well as monkeys, ferrets, turtles, iguanas and birds of the parrot family must not be accessible to children during child care operation hours.
 - No person may smoke tobacco in any area of the day care home in which day care services are being provided to children while those children are present on the premises. No person may smoke tobacco while providing transportation to children receiving day care services.
 - There must be safe outdoor space for active play in yards, nearby parks or playgrounds. Supervision must be provided during outdoor play at all times.
 - Hot tubs must have locked covers or be inaccessible to children.
 - Free-hanging cords on blinds, shades and drapes must be tied or kept out of reach of children.
 - Only new cribs manufactured on or after June 28, 2011 must be in place.
 - The home must have been tested for radon within the last three years. The test results must be posted in an area visible to parents.
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Admission and Discharge

- Parents must be provided a certified copy of the child's birth certificate when enrolled for the first time (the original certificate will be returned to the parent within 24 hours).
- No child served shall remain on the premises for more than 12 hours in any 24-hour period.
- A child shall be discharged from the day care home only to the child's parents or guardian or person designated by the parents/guardian.

Number and Ages of Children Served

A caregiver alone may care for:

- Up to a total of eight children under 12 years of age, with no more than five under five years and no more than three under 24 months; *or*
- Up to a total of eight children under 12 years of age, with no more than six under five years and no more than two under 30 months; *or*
- A school age group consisting of eight school age children.
- An additional four school-age children may be cared for with a part-time assistant.

A caregiver and full-time assistant may care for:

- Up to a total of eight children under five years of age, with no more than five under 24 months.
- If the assistant is 18 years of age or older, an additional four school-age children may receive care.
- With extended capacity written approval the caregiver's own school age children may be counted in the additional four children when there is a qualified assistant present in the home during the day.

Health

- A medical report indicating that the child has been appropriately immunized must be on file for each child. Parents are encouraged to stay informed about childhood immunizations by visiting: http://www.state.il.us/dcf/daycare/Childhood_Immunizations.shtml.
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A tuberculin skin test is to be included in the initial exam unless waived by a physician.

- For infants and preschool children, the medical report is valid for two years. Subsequent examinations for school-age children must be in accordance with the requirements of the public schools. Children from six months to six years of age must have either a lead risk assessment or a lead screening.
- Prescription and non-prescription medication may be administered. The caregiver must maintain a record of the dates, hours and dosages given.
- Each child must have a bed, cot, crib or playpen with individual bedding. A twin size bed may be used for two children under age four, provided each child has individual sheets.
- Caregivers and children must wash hands before meals, after toileting, and after contact with respiratory secretions.
- There must be an emergency plan for each child in case of accident or sudden illness.

Program

- There must be a balance of active and quiet play. There must be activities, both indoors and outdoors, to make use of both large and small muscles.
 - Children must not be left unattended. Supervision must be provided at all times.
 - Simple play equipment, suitable to the age and developmental needs of the children, must be available for use indoors and outdoors.
 - Parents or guardians must be permitted to visit the home, without prior notice, during the hours their children are in care.
 - The following are prohibited:
 - physical punishment, shaming, frightening or humiliating
 - verbal abuse, threats or derogatory remarks about the child or the child's family
 - depriving a child of a meal
 - punishment for toilet accidents
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- Removal of a child from the group to “time-out” is permitted for children two years old or older, however, the amount of time, in minutes, must not exceed the child’s age in years.
 - The day care home cannot be licensed to provide care for more than 18 hours in a 24-hour period.
 - Children may be released only to their parents or guardians or to persons designated in writing by the parent or guardian.
 - Day care homes must have a written policy explaining to the parents and guardians what actions the caregiver will take when children are not picked up at the agreed time.
 - All children must be directly supervised at all times when children are wading or swimming. A second adult must be available to supervise any children not swimming.

School-Age Children

- A snack must be served when children arrive after school.
- Children who come to the home from school for lunch must be served a nutritionally balanced meal.

Children Under 30 Months of Age

- Children must not be permitted in bathrooms, kitchens or other hazardous areas without the caregiver or assistant present.
 - Non-mobile children who are awake must be moved to different positions and must be held, rocked and carried about.
 - Children must be taken outdoors for a portion of every day, weather permitting.
 - Children who cannot turn over alone must be placed on their backs or sides.
 - Children up to six months of age must be held while being bottle-fed. Bottles must not be propped.
 - Hands must be washed before the feeding of each child.
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- Foods stored or prepared in jars must be served from a separate dish for each child. Leftovers from the serving dish must be discarded.
 - Persons changing diapers must wash their hands and the child's hands under running water with soap after each change of diaper. Disposable, non-permeable gloves must be worn when changing a child who has watery or bloody stools.
 - Safe, sturdy, well-constructed individual cribs, playpens or port-a-cribs for infants must be equipped with good, firm, fitting mattresses made of waterproof materials. Washable cots may be used for children 15 months of age and older.
 - Equipment and play materials must be durable and free from characteristics that may be hazardous or injurious to children, including: sharp, rough edges; toxic paint and objects small enough to be swallowed.

Night Care

- The child must be bathed, if needed. No child under five years of age is to be left unattended while in the bathtub.
- A bed, crib or cot and individual linen and bedding must be provided for each child. A double bed must be the minimum size for sleeping two children of the same sex.
- An evening meal that meets nutritional requirements must be served at a regular time each evening. A bedtime snack must be served.
- Children who remain overnight and go to school directly from the home must have breakfast, including juice or fruit, unless they are receiving breakfast at school.
- The caregiver must sleep on the same floor in which children sleep and be within hearing distance of the children in care.

Nutrition and Meals

- Food requirements for children between birth and the age of eating table food must be geared to the individual needs of the child and determined in consultation with the parents. The facility must provide
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one-third to two-thirds of the daily nutritional requirements, depending on the length and time of day of the child's stay.

- Parents may provide meals and snacks for children if there is a signed agreement with the caregiver.
- Children in attendance for over 10 hours must be provided two meals and two snacks.

Transportation

- Children may be transported only by persons 18 years of age or older.
- Each child must be individually fastened into a suitable infant or child restraint device that is federally approved.
- No child may be left unattended in a vehicle.

Records and Reports

- Suspected child abuse and/or neglect must be reported to the department immediately.
- The caregiver must respect the confidential nature of the child and family records.
- There must be signed consent forms from the parent or guardian including: permission for emergency medical care; permission to administer medication, if applicable; permission for someone other than parent or guardian to pick up child if necessary; visits, trips or excursions off the premises; transportation provided by caregiver and permission to use the swimming pool, if applicable.

This summary has been developed to assist parents in monitoring the care provided by the day care home. Licensing Standards for Day Care Homes may be accessed through the DCFS website: www2.illinois.gov/DCFS. You may also contact your nearest DCFS office for assistance. Locations of DCFS offices are also available on the DCFS website.

State of Illinois
Illinois Department of Children and Family Services

VERIFICATION OF RECEIPT

I/WE, _____
Please Print Name(s)

parent(s) of _____, hereby certify that I/we have
Name(s) of Child(ren)

received a copy of a summary of licensing standards printed by the Illinois Department of Children and Family Services.

Signature of Parent Date

Signature of Parent Date

THIS COMPLETED FORM IS TO BE PLACED IN EACH CHILD'S FILE AT THE DAY CARE FACILITY.