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**PARENT HANDBOOK**

**Lachelle Sandoval**

*A Family Home Child Care Provider*

*5/7/2025*

Dear Family,

We would like to extend a warm welcome as you join our program!

Hearts & Home is an educational play-based program to achieve optimal growth. We nurture a child’s natural curiosity and help them reach the major milestones of growth and development. With a curriculum that focuses on creativity, social, emotional, language, science, math and reading readiness your child will develop a lifelong love of learning.

Thank you for choosing Hearts & Home Childcare and Preschool. We believe in our care, your child will be healthy, happy, and ready for the future so that their dreams are never out of reach.

I look forward to providing your child with a caring and enriching environment.

Sincerely,

Lachelle Sandoval

heartsandhomechildcare@gmail.com

303-524-0402

Hearts & Home Childcare and Preschool

# Admissions and Registration

A tour of my home must be completed prior to your child being accepted into care. This ensures that the first day of care is not the first day your child is in the home. If after the tour/interview we all feel that my home is a good fit, you will need to fill out the “Enrollment Record” packet and pay any applicable registration fees prior to start of care. We want to ensure that we can create a good relationship between staff and family to better help your child(ren) thrive and feel comfortable in the environment. To ensure that we are a good fit for your family, keep in mind what your goals are for your child and whether you feel this program can provide/support those goals.

**Operating Information**

At Hearts & Home Childcare and Preschool, we are committed to providing a nurturing and structured environment for your child. To ensure that we maintain a safe and effective operation, the following policies must be adhered to at all times. Failure to comply with these policies may result in the termination of childcare services.

# Changes of Information

For safety purposes, parents are asked to notify the school immediately via a *Change of Personal Contact Information* form whenever any contact information has changed.

# Statement of Non-Discrimination

Hearts & Home welcomes all families regardless of race, religion, national origin, sexual orientation, gender, ancestry, marital or parental status, and physical, mental, emotional, or learning disability.

# Ages Served

Hearts & Home serves children 18 months-10 years of age.

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# Confidentiality

Unless I receive your written consent, information regarding your child will not be released except for that required by regulatory and partnering agencies. All records concerning children at my program are confidential.

# My Qualifications

I have 4 years of experience in the childcare industry, and I meet the state requirements and qualifications.

I participate in ongoing training in the areas of child growth and development, healthy and safe environments, developmentally appropriate practices, guidance, family relationships, cultural and individual diversity, and professionalism.

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# Attendance

## Weekly Schedule

Hearts & Home is open Monday through Friday 8:15am to 5:15pm. If care is required outside of normal business hours arrangements can be made at Mrs. Lachelle’s discretion for an additional fee. If you are going to be late picking up your child please call. You will be charged a late fee of $25 with an additional $5 a minute per child after 5:15pm. A snack will be provided if the child remains an hour after closing. If a child is left for more than 60 minutes after closing with no communication, I am required to contact local authorities.

## Absences/Late drop-off/Appointments

If your child will not be attending due to illness or any other reason, you must call/text before 9am at 303-524-0402. I will be concerned about your child if I do not hear from you. If your child has any appointments please let me know at drop-off when you will be picking up your child. I will not accept children who have had vaccinations that day due to potential side effects (children should be observed by parents in case a doctor's visit is needed if side effects occur).

Drop offs can be done between 8:15am-10am. Children will not be accepted after 10am unless previously approved by Mrs. Lachelle. Late drop offs can affect the whole class routine and nap times.

## Holidays and Vacations

Hearts & Home will be closed for the following PAID holidays. If holiday falls on a weekend, no payment will be required.

* Fall Break
* Thanksgiving Break
* Christmas Eve/Christmas Day
* New Years Eve/New Years Day
* Spring Break

Since Hearts & Home is a home provider the owner reserves the right to close for vacation and/or family obligations.

\*Hearts & Home reserves 10 days of paid vacation and 10 sick days per calendar year.

# **Family Vacations**

Each family will receive a **Monthly Calendar.** One week of family vacation at half of what you pay for the week. Tuition must be paid up front for the vacation period in order to hold your child’s spot and notice of vacation needs to be provided a minimum of one month in advance.

# Weather/ Emergency

In the event of a snow day the provider will close if the 27J school district/Foundations Academy is also closed. The provider will notify parents/guardians by email/Playground app notification of the closure. Normal tuition fees are due even during closings due to weather. In case of emergency the provider will notify parents/guardians by text/email by 7:00 am. No change in fee schedule for closures.

# Backup Care

Parents are expected to secure backup care for holidays, vacations, business closures, and when their child is ill. There will be no exceptions or refunds for missed days due to personal reasons, including illness, holidays, or days off from work.

# Staff/ Assistant / Substitute Qualifications

Any Staff, Assistants, Volunteers or Substitutes that are employed by me will have appropriate qualifications in the childcare industry and will meet the state requirements. A list of qualified staff, assistants, and substitutes will be provided to you and available on the bulletin board.

# Waiting List

Children will be enrolled from the waiting list in the order from which they are listed. A family with a child already enrolled in the program will be given priority.

**Transitioning a Child From Either Breast Feeding to a Bottle and/or Cup,or From a Bottle to a Cup**

For infants that have only breast feed it will be an easier transition for your baby if you begin introducing a bottle at least two weeks before care begins. When you feel your child is ready to begin the transition to a cup or sippy please talk with me so that we can work together on a plan for continuity at home/childcare.

# **Meals**

Hearts & Home will provide Breakfast, Morning Snack, and Afternoon Snack. Weekly menus will be posted in the classroom. If your child has any food allergies or special dietary needs please be sure to provide alternatives.

# Pet Policy

# Animals are maintained in good health and are appropriately immunized. Pet immunizations are documented with a current certificate from a veterinarian.

# Parents are made aware of the presence of pets and animals in the home prior to enrollment.

# Parents are notified immediately if a child is bitten or scratched and skin is broken.

# Pets, pet feeding dishes, and cage are not in any food preparation, food storage, or serving areas.

# Child care indoor and outdoor areas accessible to children are free of animal excrement.

# Benefits of pets in child care setting

# -Pets can be excellent companions and meet many emotional needs of children and adults.

# -Caring for pets teaches children how to be gentle and responsible for others.

# -Pets can teach children about life, death, and unconditional love.

Children will have the ability to interact with pets and animals throughout the day. Children will be expected to handle animals with care. We understand that some children may not have experience with animals and will have time to learn the best way to treat the animals. However, hitting, pulling on ears/tail, or throwing items at the animals are prohibited. Repeated occurrences of mishandling the animals are grounds for immediate termination. This is for the safety of not only my animals but also the children.

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# Personal Items

Hearts & Home is not responsible for lost, damaged or stolen items. All personal items should be labeled with the child's name. If items are valuable, they should be kept at home.

Lost and found items will be donated if not picked up within 2 weeks.

# What to Bring

**Toddlers in Diapers:** at least 6 diapers per day, wipes, any ointment/baby powder (must fill out the NON-PRESCRIPTION MEDICATION FORM for use of the ointment/baby powder), and at least 2 changes of clothes (including socks and shoes) per day.

**Potty-training toddlers:** a minimum of 4 changes of clothes (including socks and one extra pair of shoes) per day, at least 2 diapers per day for nap/rest time (if needed).

**Preschoolers:** At least 2 changes of clothes (including socks and shoes) per day.

* Please label all items brought from home with your child’s name (i.e., clothes, bottles, diapers, pacifiers, crib sheet, blanket, etc.) to prevent items from becoming misplaced or lost. Hearts & Home is not responsible for lost or damaged items. Bedding and soiled clothing will be sent home on an as-needed basis for laundering and return to the program.

**Toys from Home**

I request that you do not allow your child to bring toys from home. Our program has plenty of toys for children to use throughout the day. Bringing toys from home could result in the loss/damage of those items. If a child would like to bring a stuffed animal for nap/rest time, please leave it in the cubby for later use.

**Cubbies**

Upon enrollment each child will be assigned a “cubby.” Cubbies are labeled with your child’s name . Please check your child’s cubby/folder on a daily basis for items that need to be taken home.

# Parent Involvement

Parents are always welcome to volunteer on field trips and in the class. If you would like to participate please let me know a few days in advance.

# Fire/Tornado Drills

Fire and Tornado drills will be conducted once a month. Tornado drills will be conducted Spring & Summer. I have an emergency backpack on hand that contains food, water, child activities, blanket, and first aid kit.

# Emergency Procedures

In the event that we evacuate due to a fire or gas leak, parents will be able to pick up their child at Sister Cities Park. For a tornado, we will take shelter in the basement. In the event of a lockdown, a space has been made up in the basement. For shelter-in place, class will continue as usual. I will set my alarm system to go off if any doors/windows are opened.

# Illness

If your child has any of the following symptoms please keep your child home:

* A temperature of 100 degrees Fahrenheit or higher
* Symptoms of possible severe illness, such as unusual tiredness, uncontrolled coughing, unexplained irritability, persistent crying, difficulty breathing, wheezing, or other usual signs.
* Vomiting: two or more in the past 24 hours, or one time if vomiting is accompanied by a fever.
* Diarrhea: two or more times of loose stool during the past 24 hours, or if diarrhea is accompanied by fever.
* Blood in stool not due to a change in diet, medication, or hard stools.
* Ongoing stomach pain (more than 2 hours) or off-and-on pain due to a fever or other symptoms.
* Mouth sores with drooling.
* A rash or hives
* Sore throat
* Eye infection (with white or yellow eye discharge), until 24 hours after starting antibiotic treatment.
* Scabies: until 24 hours after starting treatment.
* Head lice: until 24 hours after starting treatment.
* Flu 3-5 days typically. No less than 24 hours after fever.
* RSV: 5 days minimum.
* COVID: 48 hours fever free and cough/runny nose is limited.
* Tuberculosis, as directed by PCP.
* Impetigo, until 24 hours after starting antibiotic treatment and sores are dry.
* Strep Throat: until 24 hours after starting antibiotic treatment.
* Chickenpox/Shingles: until all sores have crusted and are dry (usually 6 days)
* Pertussis: until completing 5 days of antibiotic treatment.
* Mumps: until 5 days after onset of glandular swelling.
* Hepatitis A virus: until 1 week after onset of jaundice or as directed by PCP.
* Measles: until 4 days after arrival of rash.
* Rubella: until 7 days after arrival of rash.
* Cold sores: if the child is too young to have control of saliva or still puts toys in mouth.
* Any communicable disease
* Unspecified illness if the child is unable to participate in activities or the facility cannot provide care for this child and the other children.
* Hand, Foot, and Mouth: no open sores or blisters.
* Excessive runny nose (yellow or green in color)

This is not all inclusive and is likely to change as we continue to learn of new symptoms that are developed over time. It is at the discretion of Hearts & Home Childcare and Preschool whether a child is allowed to attend care.

Hearts & Home reserves the right to request a statement from the child’s health care provider.

When a child in my program has a suspected reportable disease, it is my legal responsibility to notify the local Board of Health or Department of Public Health. I will take care to notify families about exposure so children can receive preventive treatments.

To help avoid the spread of germs, all children will be expected to wash their hands upon arrival from the help of their parents. Staff will continue to help students with hand washing throughout the day (before and after eating or outside play time). Temperature checks will be taken daily upon arrival and after nap time.

\*Medicating a fever is prohibited and is grounds for immediate termination.

\*If someone in the household is sick (ie. Mom, Dad, Siblings, etc), do not bring your child to school. Your child may not be showing symptoms but they may be carrying the germs and could spread the illness among the school and the other students/staff.

# Medications

All medications must have a doctor’s authorization. Medication must be in the original container with the original prescription label and instructions. Parents must hand all medications, instructions, and consent forms to the provider personally. All medications will be stored in a locked box.

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# Immunizations / Child Physical

Complete immunization record must be provided on or before the first day of enrollment. Hearts & Home Childcare and Preschool requires all children to have their immunizations records to come to my facility and they must be updated as well. If your child is exempt, I will need a health form signed by the provider for my records to stay in compliance with Americans with Disabilities Act (ADA) All children are required to attend a yearly Physical. Notification reminders will be sent out a month before forms are due.

# Authorized Pick-up

Only individuals on the emergency pick-up form will be allowed to take a child from the provider. If a person not on the authorized list comes to pick-up a child, the provider will call the parent to make sure that the pick-up is authorized. Individuals picking up the child will be asked to show a photo ID to ensure they are on the authorized pick-up list.. If a parent/guardian arrives to pick-up the child while under the influence of drugs or alcohol the child will not be released into the parents care. I will begin contacting emergency contacts. If unable to find an alternative authorized individual to pick up the child the police will be notified.

# Special Needs

Hearts & Home does not discriminate against any child with disabilities. Reasonable accommodations will be made for the child. The provider reserves the right to refuse care if reasonable accommodations cannot be met.

# Storage, Loss, Damage or Theft of Provider’s or Child’s Belongings

Each child will have a cubby that they can leave extra clothes and supplies in. In the event that your child intentionally causes damage to my property or theft occurs you, as the parent, will be responsible for compensation. Please do not send your child with something so valuable that it cannot be replaced.

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# Field Trips

Hearts & Home will notify parents/guardians of all field trips. Written authorization must be given by the parents/guardians before the child will be allowed to participate in field trips. All field trips notifications will be posted by the sign in/out sheets along with all fees and required items for the trip. Notification will be given at least a week in advance. Money for field trips are non-refundable.

# Transportation

Hearts & Home will provide transportation for children enrolled. Parents will need to provide a proper car seat and/or booster seat for transportation by a care provider. All car seats and booster seats must be in compliance with safety regulations (expiration date and safe conditions). Hearts & Home will comply with the vehicle’s seating capacity.

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# Media/Television Use

Television and movies will be special privileges for children. All media use will be limited to 30 minutes per child. Anything exceeding 30 minutes will require a permission form from parent/guardian. Music and movement activities will be part of the daily curriculum. Any movies or television shows will be age appropriate and will not exceed a PG rating.

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# Diaper/Toilet

Parents will provide diapers and wipes for their child. Children in diapers will be changed every 2 hours or as needed. If a parent/guardian fails to provide diapers or wipes for 2 days the parent/guardian will be charged $2 for every diaper or wipe used. Research indicates that children cannot successfully learn how to use the toilet until they are physically, psychologically, and emotionally ready. Many pediatricians say that most children under 24 months of age are not physically capable of regulating bladder and bowel muscles. Most positive toilet training occurs only after children show signs of physical control or awareness of their bodily functions and when they demonstrate an interest or curiosity in the process. Children that are expressing interest in toilet training will be allowed to do so. The staff will help assist them with their needs. The staff will work very closely with the parents/guardians to ensure toilet training success. Bathroom use will be allowed as needed for the child.

# Rest Time

All children will be required to rest for at least 30 minutes every day. Children who choose not to sleep during rest time will be provided with an alternative quiet activity. Children will be given their own individual mat with a sheet provided. Please be sure to bring a blanket and/or pillow for rest time. Stuffed animals will be permitted during rest time. Sheets and blankets will be washed weekly by the provider.

# Outside Playtime

Children will be provided with outside playtime twice a day, morning and afternoon. However, weather below 20 degrees and above 90 degrees (fahrenheit) or in the case of inclement weather, children will not be allowed outside and alternate activities will be provided. Please provide appropriate clothing for children to wear during outside playtime.

# Sunscreen

Sunscreen will be provided by the parents/guardians and labeled with the child’s name. Parents/guardians must sign the sunscreen permission form in order for Hearts & Home to apply sunscreen. The staff will follow all directions for applying and reapplying sunscreen according to licensing requirements.

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# Secondhand Smoke

Hearts & Home is a smoke free house. No child in our care will be exposed to secondhand smoke while they are here.

# Accidents and Injuries

Hearts & Home will notify parents/guardians of all accidents and injuries. All accidents and injuries will be documented through the Playground App. For severe injuries and accidents, 911 will be called and all appropriate procedures will be followed.

# Recalled Items

In the event of a recalled item in the house the provider will remove the item and replace as soon as possible. I regularly check my equipment for safety and value any input and knowledge you may have.

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# Birthdays or Special Events

If you wish to bring special treats for your child’s birthday please feel free to do so. All birthday treats MUST be store bought. NO HOMEMADE TREATS WILL BE ACCEPTED. Sign-up lists for special events will be posted at the sign-in/out sheets.

# After Closing Hours

If your child has not been picked up within 30 minutes after closure and I have not heard from you. I will begin to contact the emergency contacts on the enrollment form. If you and the emergency contact cannot be reached by 6 p.m. local authorities/social services will be called.

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# Periodic and Annual Review of Policies and Fees

I will be conducting periodic and annual reviews of all my policies and fees. If changes are made, you will be given a month's notice before policies and fees become effective. Signature will be required to accept these changes.

# Activities and Snack for Children Who Remain at Care After Closing

In an event you are unable to pick up dinner will be provided. If my planned evening activities include leaving the home, your child will accompany me. Unless other arrangements have been made in advance, I am only permitted to release your child into authorized individuals’ care at my home. Any late fees and hourly rates apply even if you were required to wait for my return.

# Home Safety

I pride myself in having a warm, loving, and safe environment in which your child can explore, learn and experience many different things. Some features that help ensure your child’s safety are:

* Working smoke detectors are on each floor and near cooking and sleeping areas.
* Working carbon monoxide detectors are near the sleeping area.
* Adequate Ventilation throughout my home.
* No guns or firearms on premises.
* Gates are used on stairways when children are present.
* Fire extinguishers are maintained according to manufacturer’s recommendations .
* Toys are age appropriate, in good repair and of a non-violent nature.
* Electrical outlets are covered.
* Pens, pencils, and office supplies are out of reach.
* Knives and adult scissors are out of reach.
* Cleaners, chemicals, and fire starters are out of reach.
* The hot water heater is regulated at 120°F.
* Medications are out of reach.
* A well-stocked first aid kit is kept near, and expiration dates are observed.
* I am certified in CPR/AED and First Aid
* Hot radiators and water pipes are covered or out of reach or not very hot to the touch.
* Safe grassy areas to play.
* The yard is free of splinters and harmful objects.
* Safety approved play equipment and toys.
* The yard is routinely treated to deter insects.
* Outside areas where children play are fenced, and gate locked.
* Children do not play outside unsupervised.
* Tools and other hazards are fenced or closed off.

Hearts & Home is not responsible for your child prior to being signed in or after signing out. Please keep an eye on your child(ren) when coming in and leaving. Hearts & Home accepts no fault if your child runs into the road/gets hurt while clocked out (this does not include instances due to negligence of upkeep and safety of property).

## Injuries

First aid will be administered by me in the event that your child sustains a minor injury (e.g., scraped knee). You will receive a report outlining the incident and course of action taken. If the injury produces any type of swelling or needs medical attention, you will be contacted immediately. My program is equipped with a first aid kit meeting the state regulations.

In the event of a serious medical emergency, your child will be taken to the hospital immediately by ambulance, while I will try to contact you or an emergency contact.

## Biting

Biting is a normal stage of development that is common among infants and toddlers – and sometimes even among preschoolers. It is something that most young children will try at least once.

When biting happens, my response will be to care for and help the child who was bitten and to help the biter learn a more appropriate behavior. My focus will not be on punishment for biting, but on effective behaviors that address the specific reason for biting.

Noteswill be written to the family of the child who was bitten and the biter’s family. I will work with the families of both to keep them informed and to develop strategies for change.

Information about the biter will not be released.

## Respectful Behavior

All children and families will be treated with respect and dignity. In return, I expect the same from all families. I will not tolerate hostile or aggressive behavior. If this occurs, I reserve the right to ask you to control your behavior or to remove your child from my care.

Keep your hands to yourself. I expect this behavior from my students and as such, I do require it from adults. Do not lay your hands on staff or other children. Any person touching a staff member or child inappropriately or violently will be asked to leave. If said person is the parent/guardian, immediate termination will occur. If said person is an emergency contact, they will no longer be able to drop off/pick up on your behalf. The police will be called if anyone who has been removed from our accepted list arrives on property.

Any adult who appears to be inebriated, intoxicated, or otherwise under the influence is required to leave the premises immediately. Emergency contact will be called to pick up child(ren) on your behalf.

## Dangerous Weapons

A dangerous weapon is a gun, knife, razor, or any other object, which by the manner it is used or intended to be used, is capable of inflicting bodily harm. Families, children or guests (other than law enforcement officers) possessing a dangerous weapon will not be permitted onto the premises.

In cases that clearly involve a gun, or any other weapon on my premises, the police will be called, and the individual(s) involved will be immediately removed from the premises. This policy applies to visible or concealed weapons.

## Child Custody

Without a court document, both parents/guardians have equal rights to custody. I am legally bound to respect the wishes of the parent/guardian with legal custody based on a certified copy of the most recent court order, active restraining order, or court-ordered visitation schedule. I will not accept the responsibility of deciding which parent/guardian has legal custody where there is no court documentation.

## Child Abuse

All suspected child abuse and neglect will be reported to Adams County Human Services at **303.412.5212.**

# Adjustment/Trial Period

My program is a fun and exciting place for children to experience and learn about their world and make new friends. But it does take time for a child to adjust to a new childcare setting. I will try to make the adjustment easier by encouraging your child(ren) to discuss feelings, providing extra attention and support, participating in role-playing and reassuring them of their family’s return.

A 4-week adjustment period begins on your child’s first day in my care. During this time, the family or Hearts & Home Childcare and Preschool can decide to terminate the signed contract without penalty.

# Communication & Family Partnership

I have an open-door policy for families. I welcome you to stop and chat with me when you can. You are also welcome to send an email anytime if you have any questions, concerns, or feedback to provide.

Your feedback is incredibly important to me. I continuously strive to make improvements at Hearts & Home and your input is invaluable to do so.

**Bulletin Boards.** I have a bulletin board with program news, upcoming events, holiday closing dates, announcements, etc.

**Email.** I encourage you to provide an email address that you use regularly so that I may send you announcements, event invitations, newsletters and general updates.

**Family Activities.** Each family is a child’s first teacher. I value families as partners in the growth and development of children in my care. I encourage parents and other family members to be involved in the program, visit your child(ren) in my classroom, participate in events, and provide feedback on the program. I encourage families to participate and support your child’s learning goals.

Please see the list of Family Activities at the end of this booklet.

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# Curriculum & Learning

## Learning Environment

I provide a rich learning environment with curricula that are developmentally appropriate to the specific ages of the children in my care. I have a flexible day routine that allows children to advance at their own pace. I strongly believe that learning happens through play. Learning and exploring are hands-on and are facilitated through interest areas.

## Assessments

Assessments will be done periodically throughout the fiscal year to assess what, if any, changes need to be made to my curriculum to better prepare all children for their future.

## Outings & Field Trips

Weather permitting, I conduct supervised walking trips around the neighborhood. Children are accounted for at all times. A permission statement for participation in walking trips is included in the enrollment package.

From time to time, there will be supervised field trips, and I encourage you to join your child on the trip. *Permission Slips* for each trip must be signed by the child’s family.

For field trips, please dress your child appropriately for the season. Walking shoes are a must. Sandals and flip-flops are not appropriate for walking and make it difficult for your child.

The safety of children will be guarded in all activities. Proper restraint systems (seat belts) and the correct use of them are critically important during travel to/from the child care program as well as during field trips.

If you do not wish for your child to participate/do not fill out the permission slip, you will have to make other arrangements for your child. No other staff will be available to stay behind with any children unable to go on outings/field trips.

## Multiculturalism

Multiculturalism is vital for all children because it sets social goals and promotes respect for all people and the environment we inhabit. I utilize books, music, games, and a wide range of activities as aids to teach children respect for our world and the diversity of life upon it.

# Guidance Policy

Behavior guidance is appropriate to the age and development of the child. This includes positive instruction and supporting positive behavior. Policies shall include how the provider will:

1. Cultivate positive child, provider, staff (if applicable), and family relationships
2. Create and maintain a safe and socially/emotionally respectful early learning and care environment
3. Implement strategies supporting positive behavior, prosocial peer interaction, and overall social and emotional competence in young children.
4. Provide individualized social emotional intervention supports for children who need them, including methods for understanding child behavior
5. Implementing a positive behavior support plan with the intent to reduce challenging behavior and prevent suspensions/expulsions
6. Access an early childhood mental health consultant or other specialist as needed.

Children are guided to treat each other and adults with self-control and kindness. When a child becomes physically aggressive, intervention will occur immediately to protect all the children. When guidance is necessary, it is clear, consistent, and understandable to the child.

## Notification of Behavioral Issues to Families

## What steps are taken prior to the suspension, expulsion, or request to parents/guardians to withdraw a child from care due to concerns about the child's behavior.

These procedures must be consistent with the policy on guidance, positive instruction, and consequences, and include documentation of steps taken to understand and respond to challenging behavior.

The provider will conduct observations and documentation of ongoing concerns, progress and accomplishments. This information will be shared with parents/ guardians and action plans will be updated accordingly. *STEP ONE:* If a child has destructive or unacceptable behavior, I will have a personal conversation with the child and redirect actions in a positive manner. Next, the parents/guardians will be notified immediately. Finally, documentation will begin.

*STEP TWO:* An action plan for the child will be discussed and set-up with the parent/guardian when the second incident occurs.

*STEP THREE:* If the child continues to disrupt the program (3 or more occasions of destructive/unacceptable behavior after an action plan has been set in place), I will have a secondary discussion with the parent/guardians.

***On rare occasions, a child’s behavior may warrant the need to find a more suitable setting for care to thrive. Examples of such instances include:***

* A child appears to be a danger to others.
* Continued care could be harmful to, or not in the best interest of the child as determined by a medical, psychological, or social service personnel.
* Undue burden on my resources and finances for the child’s accommodations for success and participation.

In the event of excessive destruction of toys or home/facility, (3 or more instances) parents will be charged for repairs and/or replacements.

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# Tuition Rate Sheet 2025-2026

*Rates subject to change yearly.*

| Full Time Care  (more than 4 hours a day not exceeding 10 hours a day)  Tuesday - Friday | $60.00 per day |
| --- | --- |
| Part Time (8:30 a.m.-12 p.m.)  Monday-Friday | $50.00 per day |
| Drop In Care | $65.00 per day |
| Special Time Fee’s  Examples: —> | $5.00 per 15 minutes  1-15 min = $5.00  16-30 min = $10.00  31-45 min = $15.00  46-60 min =$20.00 |
| Potty Training | $10 per day |

* ALL PAYMENTS ARE PREPAID, for your preferred schedule choice. Payments are accepted weekly, biweekly, or monthly. Tuition is due on Fridays by 6PM. IF TUITION IS NOT PAID ON TIME, THERE WILL BE A $10.00 FEE EVERYDAY IT IS LATE.
* If you're late picking up your child after 5:15 pm there is a $25 fee and $5.00 a minute added to your balance.

## Annual Fees

* Fees are charged upon enrollment and yearly in August. Fees are non-refundable.
* T-Shirt Fee of $20 will be added to balance at time of enrollment and any time a new shirt has to be ordered.
* We use Carol’s Affordable Curriculum to provide an educational lesson plan to help children be ready for Kindergarten. To be able to supply this curriculum, a yearly registration fee of $100 will be charged July 1st.
* *Tuition stays the same regardless of attendance, holidays, or closures.*

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# Tuition Deposit/Termination

A Tuition Deposit equal to two weeks of care is required at the time registration is confirmed. This deposit is applied to the last two weeks of care provided a two-week written notice is given. If a two-week written notice is not given when a child has withdrawn from the program, the family will be billed for two weeks of care.

Either parent/guardian or provider has the right to terminate service for any reason, however, 2 weeks notice must be given in writing. If notice is not given the parent/guardian will be charged for those 2 weeks.

Notice must be given by Wednesday for the following two weeks. If notice is given after Wednesday, the following week will not be included in your two week notice.

# Payment/Schedule While Absent:

* In order to hold your child's scheduled days, when they can’t be here for any reason, sick, vacation, ect. PAYMENT IS STILL EXPECTED
* No switching days. Tuition secures your spot for scheduled days. I cannot accommodate switching days to make up for absences due to illness, vacation, etc.
* I appreciate and expect to be notified as soon as possible when you make a decision to be absent.
* 50% of tuition will need to be paid to hold a spot for extended time without attendance.
* **PLEASE DO NOT BRING YOUR CHILD IF THEY ARE SICK.** This is in the interest of all children and staff in the program.

# Payment

Payment is always due in advance with no deduction for any absences, holidays, or closures due to inclement weather, power outages, or other situations beyond our control. Payment is due weekly by 6 PM on each Friday, as outlined in the *Enrollment Agreement*.

Biweekly and monthly payment schedules are available as well. Payments must be made by 6 PM each Friday before services occur.

## Methods of Payment

Hearts & Home Christian Academy accepts online payments through Playground, cash, personal checks, through Playground, and Zelle at FirstBank.

Return checks will charge a service fee for $50. In the event of 1 returned check, you will be asked to make tuition payments with another method.

## Late Fees

Late payments can pose serious problems for our program and as a result, the business does not have the means to allow families to accrue a balance. Late payments will result in the imposition of late payment fees. Failure to pay child care payments will result in child care services being terminated.

If payment is not received on the day that it is due, a late fee of $10 will be added to your next tuition payment for each day that it is late. **Repeated late payments will result in your family being required to set up automatic payments or credit card payments.**

Any payments made will be applied to the oldest charges and late fees may still apply if the account is not paid in full by the next tuition due date.

If payment is more than 2 weeks past due, we may attempt to recover payment in small claims court and/or your account may be sent to a 3rd party collections agency. You will be responsible for all expenses associated with these actions including all court and attorney fees.

## Returned Checks/Rejected Transaction Charges

All returned checks or rejected ACH (automatic debits) or credit card transactions will be charged a fee of $50. This charge may be collected electronically. Two or more returned checks or rejected transactions will result in your account being placed on “cash only” status.

## Late Pick-up Fees

Late pick-up is not a normal program option and will only be considered as an exceptional occurrence. Late fees of $25 and $5 per minute will be assessed beginning at 5:15 PM**. 3 late pick ups in a 6 month period may result in child care services being terminated.**

## Other Fees

From time-to-time there will be additional fees associated with special activities or field trips. These fees are due prior to the event, activity or trip.

# Family Activities

From time to time, I offer an opportunity for families to participate in activities that help with growth and improvement of their child’s education. I encourage families to take an active role.

Examples of Family Events:

* Holiday Gatherings
* Family Picnic

Program Activities: Enjoy and help your child’s class with these special activities.

* Share a meal with your child
* Chaperone field trips
* Read to children at arrival or pickup
* Volunteer in the classroom/on field trips
* Donate requested items
* Contribute to Potluck Meals
* Family Teacher conferences

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# Daily Schedule

Arrival/Breakfast 8:15-8:45

Bathroom Break 8:45-9:00

Outside Play/Free Play 9:00-10:00

Snack 10:00-10:30

Bathroom Break 10:30-10:45

Morning Activity/Center Play 10:45-11:45

Wash Hands/Lunch 11:45-12:45

Bathroom Break 12:45-1:00

Nap/Rest Time 1:00-3:00

Bathroom Break 3:15-3:30

Snack 3:30-4:00

Afternoon Activity/Outside Play 4:00-4:45

Bathroom Break/Clean Up 4:45-5:00

Departures 5:00-5:15

\*This schedule is merely a guideline for our day, actual times and activities often vary in response to the children’s needs and interests.

\*Outside play is dependent on the weather. In the case of inclement weather we will stay inside and have gross motor activities inside.

# Complaints

All complaints can be reported to the Colorado Department of Human Services Division of Child Care 710 Ash Street Denver, CO 80246

P 303.866.5700 | F 303.866.5563. E-mail: [cdhs\_communications@state.co.us](mailto:cdhs_communications@state.co.us)

# Obtaining Rules and Regulations

All rules and regulations for Family child care homes can be found at

<http://coloradoofficeofearlychildhood.force.com/oec/OEC_Providers?p=Providers&s=Rules-and-Regulations&lang=en> or the Secretary of State website at [www.sos.state.co.us](http://www.sos.state.co.us)

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# Parent Handbook Acknowledgement

Please sign this acknowledgement, detach it from the handbook, and return it to me prior to enrollment.

I may update this handbook from time-to-time and will provide notice as updates are implemented.

Thank you for acknowledging the policies and procedures I have set up are for the safety and welfare of all children in my care. I look forward to getting to know you and your family.

I have received and reviewed the **Parent Handbook**. It is my responsibility to understand and familiarize myself with the Family Handbook and to ask questions if I do not understand any policies, procedures or information contained in the **Parent Handbook**. I understand that I am expected to follow all policies and procedures in the **Parent Handbook** and will be held accountable if I cannot follow policies and procedures.

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Parent/Guardian Signature Date

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Provider Signature Date