



Teddy Bear Daycare Center Parents Handbook

2020

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WELCOME

Dear Families,

Welcome to Teddy Bear Daycare Center. We look forward to working with you to provide quality care for your child in a safe and caring environment.

Please take some time to familiarize yourself with our program. This handbook will provide you with an introduction, and basic information for our program. **It is important that you read this package thoroughly. It contains important information that you need to know while your child is in attendance.**

If you have questions, concerns or suggestions, please bring them to the attention of the Director or daycare staff. Your feedback is important to us.

ABOUT US

We are a licensed inclusive childcare center for infants, toddlers, and preschoolers. We have structured learning programs which include many different activities to take care of all aspects of your child development. Our emergent curriculum is always growing and developing and begins within the infant group, developing through to the preschool children. We use different kinds of activities to create a solid foundation for children to understand colors, shapes, sizes, addition, and subtraction to name just a few. Dance and music activities are conducted by our teachers to get their bodies moving, and our easily accessible backyard playground will ensure that your child spends enough time outside. Going out to the playground is safe and trips across the road are not necessary. The playground is in the open, not surrounded by buildings so your child can enjoy the fresh air and sunlight. Our “No TV” policy helps us utilize your child’s time efficiently and in a healthy manner. Our security cameras help keep your children and our staff safe.

Our mission is to grow lifelong learners and confident, caring individuals. This is accomplished by providing each child with a wide range of developmentally-appropriate experiences that encourage them to grow socially, emotionally, physically, cognitively, and creatively. All children are loved, cared for and nurtured to help them realize their full potential.

OUR PROGRAM

The staff are responsible for planning and implementing a program that will foster each child's development. The staff will provide a variety of opportunities, stimulating experiences and a safe, healthy environment.

Children learn through their 5 senses. They need to be able to touch, feel, smell, see, & taste. They do this through play

By taking a closer look at children's play, we see that it does more than stimulate physical, social-emotional, and creative development. Play is also the primary means by which children explore the world, investigate its properties, and build an understanding about how the world works.

Child development experts have targeted six specific areas that benefit from play.

They are:

- Language development
- Small muscle development (fine motor)
- Large muscle development (gross motor)
- Emotional development
- Social development
- Mathematical thinking

Teddy Bear Daycare Center is a play based center. We engage in a lot of active, tactile and outdoor play. Please send your children in comfortable clothing that is able to get dirty or damaged and are easy to move around in when they play.

CHILDREN'S AGES

Teddy Bear Daycare offers its program to children between 6 months and 5 years old.

OPERATION DAYS AND TIME

Our daycare center operates from 7:30 a.m. to 5:30 p.m. on all weekdays except for Yukon and national statutory holidays. Notice for any other Program Closed days such as Professional Development Days will be given in advance, so families have an adequate amount of time to make alternate arrangement.

CENTRE CLOSURE

In the case of fire, extended power or heat failure, extreme weather conditions or an evacuation due to the safety of the facility. The staff/director will care for the children until families/emergency contact(s) have picked them up. Evacuation Procedures are posted at the exits will be followed, when necessary.

OUT OF SCHOOL CARE

We are happy to provide an out of school care program that is evaluated on a yearly basis. This means that the daycare will decide (in May) if there will be a program offered the following September, families need to register for this program annually in May, and provide the deposit of \$200.00 to secure the spot if the program is available. It is the parent's responsibility to organize bus service for their child to school from the daycare and from school to the daycare. Drop off time is between 7:30 am and 7:45 am Monday to Friday to ensure the child is here when the bus arrives. Bus drop off time in the afternoon is between 3:25 pm and 3:40 pm (depending on the route and weather). Pick up time is no later than 5:20 pm, this ensures that parents/caregivers have time to talk with staff. With the many school PD Days and holidays there is no guarantee of space available to school age children in the daycare on these days. Requests for care on these days must be made at the beginning of each month for PD days, and for times like winter break and spring break must be made in September and January respectively.

When dropping of your child for the bus in the morning parents must check in with the teacher in the daycare with the child to ensure that the teacher knows that the child is here. In the event that there are not enough staff in the daycare to have one teacher outside with the children waiting for the bus, parents may be asked to wait with their child(ren) to ensure proper supervision of all children in the daycare. In the event that the child(ren) are going to be away from school or picked up from school by the family/caregiver, the daycare must be notified to avoid confusion and staff calling looking for information on the child. In the case of if the bus were to not arrive to take the children to school the lead teacher would contact the director/owner and organize for them to take the children in the daycare vehicle (safety seats are provided in the vehicle) after first contacting the parents/caregiver to advise of the situation and get permission for transportation.

We are well aware that children are learning and experimenting with their behavior. However, some behaviors are extremely concerning, such as verbal aggression, persistent harming (of themselves or others), racist remarks, inappropriate touching, and intentional damaging of property. Incidents such as these or others deemed inappropriate for the center will be managed on an individual basis and in a non-judgmental and appropriate way.

If such behavior persists, the staff will consult with fellow staff members, the owner/director, and the family to develop alternatives for helping the child. Suggestions may involve developmental monitoring and screening by the Child Development Centre. If the measures do not work the parents will be informed and the child may be withdrawn from the program, with or without notice.

Teddy Bear Daycare reserves the right to cancel the enrollment of any child with or without notice, to maintain the best interest and the emotional/physical safety of other children and staff present.

DAILY SCHEDULE

Preschoolers (3 years to 5 years old)

7:30 – 9:00	Drop-offs, welcome children, free-play and/or structured-play, trains, story-time, etc.
9:00 - 9:30	Morning song and exercises
9:30 – 10:00	Breakfast/snack time
10:00 - 10:30	Structured center play
10:30 - 11:30	Arts and crafts, story-time, various learning activities
11:30 - 12:45	Outside playtime
12:45 – 1:00	Prepare for lunch time
1:00 – 2:00	Lunch time, clean-up/wash-up, and children who nap/rest get ready
2:00 – 3:00	Nap/quiet time, facilitated play for children who don't nap, outside time if weather appropriate
3:00 – 3:30	Story time
3:30 – 4:00	Afternoon snack, clean-up/wash-up
4:00 - 5:30	Pickups, outside play (depending on season), coloring, playdough, toys, story-time, etc.

Infants & Toddlers (6 months - under 3 years old)

7:30 – 9:00	Drop-offs, welcome children, free play and/or structured-play, story-time, toys, etc.
9:00 - 9:45	Breakfast, clean-up/wash-up
9:45-10:00	Diaper changing/potty training
10:00 - 10:30	Naptime (for infants needing it), arts and crafts, story-time, stacking blocks
10:30 – 11:00	Diaper changing/potty training, prepare to go outside
11:00 - 12:00	Outside play-time
12:00 - 12:45	Lunch time, clean-up/wash-up
12:45 - 1:00	Diaper change/potty training prepare for nap/rest time
1:00 - 3:00	Nap/rest time
3:00 – 3:30	Wake up time, diaper change/potty training
3:30 - 4:00	Afternoon snack, clean-up/wash-up
4:00 - 5:30	Diaper change/potty training, pickups, outside play (depending on season), puzzles, musical & dance, story-time, etc.

***Changing diapers and potty training also continues outside of the scheduled times as needed by the child.**

Out of School Care Program (Age 5 – 10 years)

7:30 – 7:45	Drop-offs, welcome children, wait for the bus to arrive
7:45 – 8:00	Bus arrival
3:20 – 3:30	Arrival on the school bus
3:30 - 4:00	Afternoon snack, clean-up/wash-up
4:00 - 5:30	Pickups, outside play (depending on season), coloring, playdough, toys, story-time, etc.

GOING OUTSIDE

Children play on the daycare backyard playground. Outside play schedule will be flexible due to the weather, group dynamic, or other factors. If we plan activities outside of the daycare facility, families will be notified in advance and asked to sign a consent form.

NUTRITION

Eating nutritious food is an important part of each child's day. Food provided from home must be in accordance with Canada Food Guide requirements.

Each child must have a healthy breakfast/snack, lunch, and afternoon snack upon arrival each day.

Staff will:

- encourage children to eat a variety of foods at each meal
- be sensitive to individual food preferences, cultural preferences and any restrictions/allergies
- provide sufficient time to eat
- not force a child to eat

The Centre will:

- provide space in the refrigerator and cupboards for each child's food.

Families will:

- provide nutritious meals for their children.
- must not include candy, chocolate, chips, popcorn (choking hazard), pop or other unhealthy foods in their child's meals
- inform staff of any food restrictions/allergies or changes to their child's food intake.
- provide food in individual containers to allow food to be heated if necessary, and cold food can stay cold. Having all food in a single container does not allow for this.
- provide utensils, bowls, plates, bibs, and water bottle. **The daycare does not provide any of these items.**

As our facility relies on parents to supply snacks and lunches, we are obligated to monitor lunch kits ensuring they are filled with food from all four food groups. As set out in the regulations there must be 2 food groups represented for each snack and 4 for lunches. Foods high in sugar, salt, fats and/or nitrates are not encouraged to be sent to daycare. There must be enough food to accommodate 2 snacks per day plus a healthy lunch when children are in full time attendance.

As you may or may not know all licensed childcare facilities are governed by Child Care Services and we must comply by all regulations set out by them. A copy of our most recent inspection report is always posted in the front entrance for parents to read.

Child Care Services and Teddy Bear Daycare Center policies and regulations are always available for parents to read in the manual provided by Child Care Services.

If you have questions or wish to discuss this further, please feel free to speak to the director at Teddy Bear or any one of the helpful Child Care Inspectors at the Child Care Services unit.

*****Please note that we are a peanut free zone*****

HEALTH AND SAFETY

Our facility has been carefully arranged to ensure it is a safe and comfortable environment that will accommodate the abilities of all of the children.

Our goal is to promote good health, safety and nutrition by providing the children with:

- a clean, well maintained and safe environment
- opportunities for learning how to take care of their bodies and develop self-help skills
- opportunities for both rest and exercise
- opportunities for indoor and outdoor activities

NO TV POLICY

Research has proven that television has both positive and negative effects on children. The negative effect of watching TV in early childhood is that it may cause developmental difficulties. Because of this, researchers advise that TV should be limited for children. We assume that most children watch TV at home and watching it at daycare would exceed the limit. Also, we believe that the precious time spent watching TV could be spent in a more efficient way for children while in our care. This is the reason why we do not have TV in our daycare, although, we may use YouTube for short 5 – 7minute educational videos to go with the teacher’s instruction of the topic.

VIDEO SURVEILLANCE POLICY

To ensure the safety and security of all children, staffs, parents, and visitors, Teddy Bear Daycare is equipped with a video surveillance system. Security cameras are installed in the classrooms, entrance, and outdoor play area.

The following are just some of the many benefits of having security cameras installed in the daycare center.

- Security cameras keep children and staff safe and are an effective deterrent.
- People tend to behave/perform better when there are security cameras around.
- Owners/Executive Directors can better monitor the entire facility and supervise/observe staff's interactions with children and with other staff members.

Because we respect the privacy of all children, parents, and staff in our daycare center, our 24-hour video surveillance system/ security cameras are for internal purposes only.

ONLY the Director and/or the owners are allowed to view our security cameras/ video footage.

ILLNESS

While we are sensitive to the stress that illness may cause for families, we are not licensed or equipped to care for children when they are ill. You will need to keep your child at home, or make alternate arrangements, if your child:

- has a communicable disease, child must have a doctor’s note allowing for the child to return to the daycare
- has a contagious infection including but not limited to pink eye, a doctor’s note may be requested before the child returns to the daycare
- has a fever of 38 degrees Celsius or higher
- is vomiting or has diarrhea

- has a skin infection or an undiagnosed rash, child must have a doctor's note allowing for the child to return to the daycare
- is not well enough to participate in all program activities including outdoor play
- **If child is sent home sick or stays home sick, they must stay home for a minimum of 24 hours to ensure that they have recovered before returning to our center.**

Please notify the facility if your child has a communicable disease so that other families can be notified.

If your child becomes ill during the day, we will attempt to contact you. If you are unavailable, we will try to reach your emergency contact/s. We will provide a quiet, resting area and close staff supervision until you, or one of your emergency contacts, can pick up your child. If the situation becomes urgent, we will follow the emergency procedures as outlined.

ADMINISTERING MEDICATION

If you would like the caregiver at the facility to administer prescription or non-prescription medication to your child, the Child Care Regulations requires that we have certain information and follow certain procedures.

We require that medication be provided in the original container and tools to administer (spoon, syringe etc.) and a Medication Consent form be completed with instructions on administering the medication prior to the parent leaving the daycare. All medication will be stored in a secure area only accessible by the staff.

Medical Emergency

If your child is injured or becomes ill while at the facility, staff will quickly assess the situation to decide what action/attention is required. Outlined below are three procedures that may be followed.

If First Aid Treatment is required, staff qualified in first aid will:

- provide first aid treatment
- acknowledge child's feelings
- provide close supervision to ensure that the child does not require further first aid or medical attention
- complete an Injury/Incident Report
- inform the family when they come to pick up the child

If medical attention is required, a staff qualified in first aid will attend to the needs of the child while the Program Director/Operator will, or if alone, ensure the child is comfortable and:

- contact 811 if necessary
- contact the family, then the emergency contact(s) if the family is not available
- contact the child's physician if the family/contacts cannot be reached
- if the child's physician is not available, proceed as if it is an emergency medical situation

- access transportation to take the family and the child to the medical facility as required, center's car seat to be used for the child if available (if no age appropriate seat is available then center will call 911), an emergency substitute may have to be called in to support the daycare staff
- access the child's file for medical information and permission
- accompany the child and the family to the medical facility with medical information, or decide which staff member should go
- provide information to medical practitioner and family/emergency contact information, support the child and the family/contact person
- complete the Injury/Incident Report

If emergency medical attention is required, qualified staff will administer first aid until ambulance attendants arrive. Program Director/Operator will:

- call 911
- contact family and/or emergency contact to meet director/owner or staff at the emergency facility and/or provide access to transportation for the parent/emergency contact, if required
- access medical information, as above
- accompany the child to the emergency facility
- provide information to the practitioner and the family
- support the child and family
- complete Incident/Injury Report

Injury/Incident Reporting

Child Care Services requires that accidents/injuries and incidents that occur while children are in our care be documented. Documentation is to be signed by the caregiver as well as the parents. Parents are to be provided with a copy of the documentation.

If the injury requires medical care, a written report fully outlining the circumstances surrounding the accident causing injury must be completed. This report must be signed by the caregiver and parents of the child affected. This report along with the Child Care Services accident report form must be provided to the Child Care Services Unit.

FIRE DRILL/EVACUATION PROCESS

As safety is an ongoing part of the program, fire drill/evacuation procedures, approved by the Fire Marshall/Inspector, are posted in the facility and are practiced once a month. During our orientation for families, we will review these procedures as it is important for you to understand your role if an emergency evacuation happens.

SUSPECTED CHILD ABUSE/NEGLECT

The Yukon Child Care Act states that mandatory reporting of suspected child abuse and neglect is required in all licensed child care facilities. If you have any questions, or would like more information, we invite you to talk to the Program Director/ Owner.

FEES

The fees are currently: **New fees as of August 1, 2020**

Infants Fees

Monthly \$850 – August 1: \$950

Toddlers Fees

Monthly \$750 – August 1: \$850

Preschoolers Fees

Monthly \$675 – August 1: \$775

Before/Out of School Program Fees

Monthly \$150/\$400 – August 1: \$150/\$450

Fees include Professional Development days.

CHILD CARE SUBSIDY

Some families are eligible for childcare subsidy from the Child Care Services Unit, Health and Social Services. We will provide information to families who want to know about and access this subsidy.

It is the responsibility of each family to ensure that their subsidy is kept up to date. **If the subsidy payment is not made on time it will be the responsibility of the family to pay the fees in full.**

In addition to regular fees, there are also fees associated with costs of field trips and transportation throughout the year.

BILLING POLICY

Invoices will be billed at the beginning of each month. **Payments are due in full upon receipt of the invoice and by the 5th. day of each month.**

Subsidy is to be kept current at all times. Renewal and changes are parents' responsibility. **If the subsidy payment is not made on time it will be the responsibility of the family to pay the fees in full.**

Fees must be paid whether or not a child is in attendance. Parents or guardians wishing to take their children on holidays and vacations may do so but are still responsible for the childcare fee to keep the

child's spot.

In the event that a cheque is returned NSF, the family must pay the regular fee and an NSF fee of \$40 immediately by cash or email money transfer only. If there is a second incident of a returned cheque, then the family will only be able to pay fees by cash or email money transfer.

All fees must be paid by the 5th day of the month. Teddy Bear Daycare reserves the right to cancel the enrollment if the payment is not made by the 15th day of the month.

Extra fees, such as field trip costs and bus passes/tickets, must be provided to the center upon request.

ENROLMENT

Families who wish to enroll in our daycare will first be put on a waitlist with a non-refundable deposit of 50% of the monthly fee. Our daycare will contact the family on the waitlist as soon as a spot is available. Once a spot is available the monthly fee should be paid on the day the child starts attending the daycare.

PROBATIONARY PERIOD

Every enrolled child is given a one-month probationary period. If during this month either the daycare center or the child's parents/guardians feel that the child is not benefiting by being enrolled in the program, termination will take place with no advance notice. Prior to the beginning of this month, full monthly payment is required and is non-refundable if the family terminates the agreement. After the trial period is up a one month written notice is required by either party to terminate the agreement. **However, the daycare center reserves the right to give written notice of immediate termination where there are extreme circumstances that affects the wellbeing of staff members and of other children in attendance.**

GRADUAL ENTRY

As starting child care is an important event in your child's life, we believe that a carefully planned gradual entry will assist you and your child to:

- feel comfortable at the center
- begin to build a trusting relationship with the staff
- promote a positive start at the center

Gradual Entry Steps:

Step 1. Your child and a family member come to the center for a tour and orientation.

Step 2. Your child and a family member stay for one to two hours for 2 – 3 days

Step 3. The family member settles the child, says goodbye, and explains that they are leaving and will be coming back. The child stays in the daycare without family members for one or two hours

1 – 2 days.

Step 4. Your child will stay for a typical day.

As each child adjusts, consultation with the staff will determine the timetable for gradual entry. Gradual entry is optional; however, we highly recommend it for toddlers who are going to daycare for the first time.

ARRIVAL AND DEPARTURE

When you arrive, it is important to take the opportunity to talk to staff about your child's needs for the day.

Please call or email the center before 9:00 a.m. if your child will be absent or late.

Please take time to come inside, check in with staff, settle your child.

This is the time for parents/guardians to sign permission slips, medication consents, etc. Please inform staff in writing if you have made arrangements for someone else to pick up your child. If an emergency arises during the day, alternate arrangements can be made over the phone with the Program Director. If the person picking up your child is not known to the staff, we will need information from you about the person, including name, address, telephone number and a physical description. The person may be asked to show photo identification to verify the information.

We do not accept drop offs before 7:30 am and after 9:00 am

Parents must arrive by 5:20 pm to pick up their child(ren), please speak to the staff before you leave for the day. Our hours are 7:30 am to 5:30 pm Monday to Friday.

LATE PICK UP

If you have not picked up your child or have not called the facility by 5:30 p.m., the staff person will first attempt to contact the parent(s)/guardian(s). If we cannot reach the parent(s)/guardian(s), we will then attempt to contact the alternative person/s from the authorized pick up list to pick up your child. If that person is unavailable, and you have not contacted the center, the Director/Operator will be notified. If by 6:00 p.m. the child has not been picked up and we have not heard from someone responsible for the child we will contact Family and Children Services.

A late fee of \$25.00 for every 5 minutes you are late will apply and is payable immediately.

WHAT TO BRING FROM HOME?

While the daycare provides many items for the parents' convenience, there are certain items a family has to bring:

- Change of clothes: 2-3 sets of spare play clothing, underwear, socks

- Sunblock, bug spray, lotion (if child suffers from dry skin)
- Outdoor clothing: jacket, winter coat and snow pants, hats, mitts, boots etc.
- Food in an appropriate bag/container (labeled with the child's name)
- Sip Cup or Drinking Bottle (labeled with the child name)
- Indoor shoes (labeled with the child name)
- If applicable: Disposable diapers, thick wipes, diaper ointment

***Please ensure that all clothing for indoor and outside are weather appropriate. Remember our weather can change drastically throughout the day.**

****All of the child's belongings must be labeled. Teddy Bear Daycare is not responsible for items that are not labeled!**

*****No toys from home are allowed even in the cubbies.**

POSITIVE BEHAVIOR GUIDANCE

Each child will be encouraged and supported to develop positive relationships and learn social skills. Our goal is to provide a safe and healthy learning and living environment in which each child can feel secure. Families can expect the staff to:

- model appropriate, respectful behavior
- promote the development of positive social skills including self-esteem and self-control
- encourage children to understand and follow simple rules

Staff will strive to:

- establish clear, consistent and simple expectations
- provide opportunities for appropriate and positive behavior through the program and activities
- acknowledge children's feelings offer choices that are developmentally appropriate
- demonstrate respectful affection and caring to each child
- give verbal direction and redirection as the main way of guiding children
- supervise the children at all times

We encourage families to ask about guidance and discipline methods in the orientation for families. We are committed to working with families and to providing opportunities that will enhance knowledge of child development and approaches to child-rearing practices.

Positive Behavior Support Policy

At Teddy Bear Daycare we believe in providing support to the family as a whole unit. We choose to focus on the persons strengths and not look at the behaviors as "problems". We strive to improve quality of life and foster self-esteem. We believe in being proactive not reactive. Collaboration and prevention is the key. It is important to involve family, friends, and anyone who is significant in the child's life in the collaboration process. This involvement is important because young children experience their world as an

environment of relationships, and these relationships affect every aspect of their development - intellectual, social, emotional, physical, behavioral, and moral. The quality and stability of these relationships lay the foundation for things like mental health and self-confidence, ability to control aggressive impulses and resolving conflicts in nonviolent ways, knowing right from wrong, and the ability to form and sustain relationships their whole life.

We make every effort to develop plans that are doable and sustainable, looking at the person first and not the behavior. These plans are focused on giving the person the skills to improve instead of trying to “change” them. Ideally the staff would develop nurturing, caring relationships with the family and the child. Good relationships are the key to effective teaching and guidance in social, emotional, and behavioral development. The staff also works as a team to implement the plan effectively with love, trust and respect.

It is important to note here that typical child development includes exhibiting some challenging behaviors. These are expected and usually decrease with social and emotional development. Do not assume that kids already “know” how to behave. They do not always know what is expected of them. Providing clear rules, routines and expectations regularly and over a period of time will help kids know what to expect.

How it works

When using techniques such as consequences, 5% of the energy and expertise is exerted prior to the behavior and 95% the energy and expertise is exerted after the behavior occurs. This may temporarily suppress the problem but it does not teach the person what to do, only what not to do.

When we focus on Positive Behavior Support this ratio is reversed. By placing 95% of our energy and expertise before the behavior occurs and 5% after, we are being proactive. This method will help us find interventions that will prevent the behavior from occurring. We are creating a positive learning environment for the person to develop skills to help improve their quality of life and foster self-esteem. It is important while monitoring progress to focus on the person’s overall success and not only a reduction in the behavior.

Universal standards:

- Provide a safe, positive, predictable environment focused on building positive relationships.
- Focus on a child’s strengths and set them up for success.
- Apply the rule of proximity. Always be near the child to utilize “teachable” moments.
- Use visual cues
- Make the most of verbal and non-verbal communication.
- Have clearly defined behavior expectations.
- Lead by example.
- Provide clear consequences for unacceptable behavior.
- Give positive feedback for on task social behavior often and over periods of time. Reinforce, reinforce, reinforce!!!!

PERSISTANT DISRUPTIVE BEHAVIOR

We are well aware that children are learning and experimenting with their behavior. However, some behaviors are extremely concerning, such as verbal aggression, persistent harming (of themselves or others), racist remarks, inappropriate touching, and intentional damaging of property. Incidents such as these or others deemed inappropriate for the center will be managed on an individual basis and in a non-judgmental and appropriate way.

If such behavior persists, the staff will consult with fellow staff members, the owner/director, and the family to develop alternatives for helping the child. Suggestions may involve developmental monitoring and screening by the Child Development Centre. If the measures do not work the parents will be informed and the child may be withdrawn from the program, with or without notice.

Teddy Bear Daycare reserves the right to cancel the enrollment of any child with or without notice, to maintain the best interest and the emotional/physical safety of other children and staff present.

PHOTO TAKING

With your permission, staff will take pictures of your child (with a daycare camera) to be used at the center for the enjoyment of families and staff. Please ask for a copy of your favorite ones. We will request written permission if we want to use photos of your child for other purposes.

VISITORS AT THE PROGRAM

As the safety and security of children, families and staff is critical, visitors need permission from the Program Director/Owner prior to visiting the facility. Community partners and immediate family members of children enrolled are welcome to visit. Unauthorized visitors will be asked to leave the premises.

UNAUTHORIZED PERSONS

If an unauthorized person arrives to pick up your child, the child will remain under the supervision of the center staff. The Program Director/Operator will explain the policy that written authorization from the enrolling family is required to release a child. If difficulties arise, all reasonable efforts will be made to ensure the safety of the child, other children and the staff. If necessary, the senior staff person may need to call the police for assistance. As it is important for facility staff to know who is authorized to pick up your child, please keep the information on your Registration Form up to date and ensure that written authorization is given to the facility in advance.

CUSTODY AND ACCESS

If parents live separately, Teddy Bear Daycare Center will assume that the information from the enrolling parent will be followed. However, without a custody agreement or court order on file at the facility, staff cannot deny access to the non-enrolling parent. If one of the parents is not authorized, the policy on unauthorized persons will be followed.

If a family has a custody agreement or court order, a copy must be provided and placed in the child's file.

CONFLICT RESOLUTION

Families are encouraged to discuss questions or concerns regarding any aspect of the child care program with the staff or the Program Director. If an issue arises, the goal is to resolve differences of opinion and conflict in a peaceful way and find solutions that everyone can accept. The steps outlined will be followed:

Step 1

The family and staff will meet to define the issues and state their point of view.

Step 2

Solutions and/or appropriate resources will be identified, whenever possible.

Step 3

A plan will be agreed upon by the family and the Program Director.

Step 4

If a plan cannot be agreed upon by all parties, other arrangements may be required.

Family's Copy

WITHDRAWAL

Families are required to provide one calendar months' notice in writing if they plan to discontinue using the Child Care Facility or pay one month's fees in lieu of notice.

Unless:

- Withdrawal is within the first month of service where there is an adjustment period for the family, child and facility
- The facility terminates the service

Please sign below indicating that you understand and agree to this policy, feel free to contact the program director with any questions or concerns regarding your invoice or payment.

Parent/Guardian _____

Center _____

Date _____

Family's Copy

Teddy Bear Daycare Agreement

I, _____ the parent/guardian of _____
have read, understood and agree to abide by the policies and procedures as stated in
Teddy Bear Daycare Parents Handbook.

Parent's/Guardian's name: _____

Parent's/Guardian's signature: _____

Center: _____

Date: _____

Center's Copy

Withdrawal

Families are required to provide one calendar months' notice in writing if they plan to discontinue using the Child Care Facility or pay one month's fees in lieu of notice.

Unless:

- Withdrawal is within the first month of service where there is an adjustment period for the family, child and facility
- The facility terminates the service

Please sign below indicating that you understand and agree to this policy feel free to contact the program director with any questions or concerns regarding your invoice or payment.

Parent/Guardian _____

Center _____

Date _____

Center's Copy

Teddy Bear Daycare Agreement

I, _____ the parent/guardian of _____
have read, understood and agree to abide by the policies and procedures as stated in
Teddy Bear Daycare Parents Handbook.

Parent's/Guardian's name: _____

Parent's/Guardian's signature: _____

Center: _____

Date: _____