

Juju and Friends

Dear Parents,

We would like to welcome you and your child/children to Juju and Friends Childcare. This handbook outlines the policies and procedures in which we provide child care services. Each child will be treated with respect and be heard clearly and fairly. Please read carefully and feel free to discuss any questions or concerns you may have about anything. We are here to provide great safe service for the child while working with the parents to help the child.

Purpose

The purpose of Juju and Friends is to provide adequate child care where parents know their child is in safe conditions and the children enjoy coming to. We are dedicated to making this a safe and friendly environment that can meet the children's wants and needs, while also increasing your child's confidence.

Each child will be taught at their own speed to assure optimal learning. We follow California's education curriculum for pre-school and K-5th grade, which is based around play based learning. The idea to develop activities is based around circle time, arts and crafts, fine and gross motor skills, songs, stories, math and language (English and Spanish). The goal is to prepare children for early school years by exposing them regularly to letters, numbers, colors, shapes, name recognition, and new vocabulary.

Hours of Operation

We are open from 6:30 am- 6:00 pm, Monday through Friday. If the child will not be able to be picked up by 6:00 there may be a fee charged of \$1 per minute. We recognize that things occasionally happen, if that is the case then earlier drop off time and later pick up time can be arranged as long as communicated beforehand.

If overnight or date night (weekend night) care is needed, it will be provided. Overnight care will need to be set up with us 3-7 days prior to the date requested. Every last Saturday of the month will be the night that the date night service is provided.

Enrollment

We require at least one face to face meeting with the parents/guardians before enrolling your child. During the face to face meeting you are required to bring the child as well. These meetings will have to take place before, after daycare hours or on the weekend. This is a good chance for parents to come look at the daycare as well as ask questions regarding the services provided.

Prior to your child's first day there are several forms that need to be completed before we are able to take responsibility of taking care of your child. The information that is on those forms help us be able to provide the best care possible. Those forms are:

- Policy Handbook
- Questionnaire
- Emergency Contact
- Child Pickup Authorization
- Emergency Consent
- Copy of children's vaccines
- Administration of Medication (if needed)

There is a two week trial basis where the child may be removed or dismissed from the child care program. We understand that sometimes a situation is not right for the family or that some children are not a fit for this program in which a different program may be better suited. Any payment will be refunded.

Attendance/Check-in

Regular attendance is extremely important for your child to develop a routine. You are welcomed to visit your child in day care at any time.

Upon arrival, parents must sign the check in form and express to us about how the child's night and morning went. We will check hands and feet to make sure they are clear. So before arriving please help them wash their hands to prevent germs from spreading.

If your child will not be in attendance for the day, we would like to be made aware by 9:30 am. This will help us plan activities for the day. When your child does not attend daycare you must call to let us know the reason, if it is a communicable illness we record this in case of other cases breaking out. If no one answers the phone please leave a brief message or if text message is easier than that will be accepted.

When you come to pick up your child you must sign out the child. If someone else will be picking up your child please let staff know upon arrival. Photo ID will be required by the person picking up your child as well if the staff member is not familiar with that person. Please let any individuals other than parents who may pick up the children know that they will be asked for a picture ID in order to ensure the safety of all children.

Children will not be released to someone who is not on the child pick up authorization form. If someone shows up to pick up your child and staff was not made aware of it, we will contact you to confirm before releasing your child and as well ask for picture ID to confirm their identity.

The staff will call home if the child has missed 3 or more consecutive days with no contact from the parents. If after 2 weeks the staff have been unable to reach the parents or payment has not been made, the child will be dismissed from the program.

If you decide to remove the child from the program, we ask that we are notified 2 weeks prior to the date of termination.

Illness

In the event of the child becoming ill during the day, to the point where they cannot participate in activities then the parent will be notified immediately and be required to pick up the child. If the parent cannot be reached, we will contact the person at the alternate phone number on the emergency contact list to pick up the child. Allergy related, common cold symptoms, non-communicable illnesses will not be cause for early departure.

-Pain - any unexplained or undiagnosed pain

-Difficulty in breathing - wheezing or persistent cough

-Fever (100.5* F/ 38.3*C or higher) – child must be free from fever (without being medicated) for 24 hours before returning to care at the facility

-Sore Throat or trouble swallowing

-Infected skin or eyes (mucus/pus draining) or an undiagnosed rash

-Severe body or scalp itching

-Children with a known or suspected communicable disease/illness

-Vomiting - 2 or more times in 24 hours - may return to care after 24 hours without vomiting

-Diarrhea (as defined by an increase in frequency and loosening of stool) - 2 or more times in 24 hours - may return to care after 24 hours without loose stool/diarrhea

-Just not feeling good - a child must be well enough to participate in the entire child care day to be at daycare

Parents are required to inform staff of any serious illness or communicable /contagious disease (with their child or within their family) within 24 hours to allow other families within the child care center to be alerted.

For parents/guardians and emergency contacts who cannot come pick up the child immediately there is an alternative room designated as the “sick room” that your child will be moved too. This sick room also serves as a room for kids who are sick but parents cannot get the day off from work so the child has to come to daycare.

Age group and size

Juju and Friends provides child care services for ages 4 months-11 years old. There will be a maximum of 2 children under 2 years of age allowed.

The maximum number of children allowed at one time will be 8 including Miss Daisy’s son. The number of children will be cared for by 2 people so there will not be a large number of children assigned to one person.

Holidays

We will be closed on MLK day, President's Day, Memorial Day, 4th of July, Labor Day, 2 days for Thanksgiving, Christmas Eve and Christmas Day, New Year's Eve and New Year's Day. Any other dates we will be closed we will notify you 2 weeks in advance so you may plan accordingly.

Parent Communication

Communication between us is very important, we are a team that have to work together so we can provide the best childcare. We welcome any questions, comments or concerns of any kind. There will be a bulletin provided in the daycare that will post information about events we are having, meal plans, schedule, etc.

Television

We do allow a limited time to watch television. If the child arrives early the television may be on, we occasionally show movies as well. If we are not able to go outside due to weather, this may be a situation where we watch movies or television. Everything that is shown will be age appropriate.

Behavior Management

If a child has a behavior issue we will first have him/her solve the problem themselves before we try to redirect the behavior. We do not believe in giving timeouts, our alternative will be to have him focus on another activity. We have a calm down kit that will help achieve the desired behavior. If the behavior continues or gets worse than the child will have to be separated from the group.

Serious behavior will be brought up to the parent and in an event where the other children or staff are in physical danger than the child will no longer be allowed to remain in the daycare.

Emergencies

Safety here is one of our main concerns. Since anything can happen at any time we have to be prepared for the unexpected. We will practice drills once per month in order to prepare for events such as a fire, earthquake drill, intruder alert, etc. In the event that something happens, appropriate care will be given and incident forms will be filled. We have a first aid kit and are CPR trained.

If there is a major injury or medical problem then the parents will be contacted immediately. If a parent cannot be reached then we will notify someone from the emergency contact list. We will not hesitate to call 911 or poison control in which parents will be responsible for medical expenses.

Cleanliness

We believe in keeping the daycare as clean as possible to prevent the spread of germs. Children's hands are washed before and after their meals as well as after using the restroom. Toys and equipment are disinfected daily.

Toilet Training

We will attempt to have the child be toilet trained if he/she shows signs that they are ready. However we will need the parents help in order to make sure that the child is being trained the same way at home. We will follow the parents plan on toilet training.

Rates/Payment Schedule

Payment is due every Friday by pick up time unless prior arrangements were made. If there we no prior arrangements made and payment is not received by the required time then there will be a \$10/day late fee charge for each day late.

Payments will be accepted in cash, card or by Venmo (@JujuAndFriends-Childcare).

We have the right to terminate any child care services that have not been paid for. If different arrangements are needed then they should be discussed before payment is due.

Once you have paid for child care, your child will be saved a spot in the daycare that cannot be filled until payment stops. Payment for the full week will still need to be provided even if your child will not be in attendance in order to continue to save their spot. If there has been no payment in 2 consecutive weeks then the child will be dismissed from the program.

Fees will be reviewed on an annual basis and can be subject to change.