

# Bundles of Joy Childcare

## **PARENT HANDBOOK**



Bundles of Joy Childcare  
171 Center Street  
Bowling Green, KY 42101  
(270) 935-5049

Dear Parents,

Welcome to Bundles of Joy! We are so happy you chose us to take care of and instruct your child. BOJ is where young children come to grow and develop intellectually, socially, and emotionally! We will do everything we can to help your child be successful, happy, and safe. We provide children with firsthand learning opportunities that enhance their abilities in language arts, mathematics, motor skills, social skills, and much more. Our BOJ family's entire approach revolves around preparing children for kindergarten readiness and beyond as they develop intellectually, emotionally, and socially. We thank you for choosing BOJ and hope you have the best experience here!

- Chase Carpenter (Owner)

Make sure you follow us on our Facebook & Instagram pages!

Bundles of Joy Childcare



### HOURS

We are open from 6:30am until 5:30pm Monday through Friday for childcare. If you are unable to pick up your child on time, please let us know in advance. Additional late fees will apply (\$2/min). All children must be picked up by 5:30pm.

### PAID HOLIDAYS (CLOSED):

- MLK Day
- Memorial Day
- Juneteenth Day
- Independence Day
- Labor Day
- Thanksgiving (Thursday/Friday)
- Winter Break – Christmas Day through New Year's Day

### YOUR CHILD'S FIRST DAY

Parents are welcome to spend time with their children in the classroom prior to their first day to alleviate separation anxiety. Please speak with the Director to discuss the best time to do this. We want your Bundles of Joy to be as comfortable and happy as possible!

It is natural for young children to feel anxious when you say goodbye. Although it can be difficult, separation anxiety is a normal stage of development. Here are other ideas to help your child adjust:

- Practice separation beforehand by leaving your child with someone for a brief time.
- When dropping off your child, say a quick good-bye. Children usually become calm and happy quickly after the parent leaves, and long goodbyes only prolong the upset feeling in the child. It is generally harder for the parent than the child to say goodbye when the child is upset, as the image of the upset child tends to stay in the parent's mind while the child has moved on. Parents are welcome to call the office at any time to find out how their children are doing or utilize their Bright wheel App to communicate with the teachers.
- Let your child know you are leaving, as sneaking out instills a sense of distrust and disappointment in the child.
- Bring in a photo of your family to put on the wall in the classroom. This may help your child feel more secure and connected to you.
- Stay patient and consistent, and gently but firmly set limits. Try not to give in.
- Give it time. Resist the temptation to pull your child from the program if the adjustment does not happen quickly. Remember, separation anxiety is normal and can last for several days. Separation is inevitable at some point, and Little Wonders offers loving caregivers who will make the adjustment as easy as possible.

### THINGS TO BRING:

- A change of clothes for your child to keep in his/her cubby in the event of a bathroom accident or food spill. State Licensing rules prevent us from washing soiled articles at our facility. We will send them home in a bag for you to wash.
- If your child naps, please bring a small blanket.
- If your child is in pull-ups or diapers, please bring a package of diapers and wipes. Teachers will notify you when your child begins to run low.
- If you have an infant, please bring at least four bottles labeled with your child's name.
- If your child requires medication, please bring it labeled with your child's first and last name.
- Please label all items brought in so we may easily identify them.
- Please do not allow your child to bring toys, candy, or gum from home.
- Toys from home are NOT allowed into the center and will be given back to parent or remain in the office until pick up
- During winter months, bring clothing and accessories appropriate for outside play ex: snow boots, hats, gloves, snow pants, coat, thick socks.
- During summer months, bring sunscreen, hat, towel, swimsuit (or water clothes) & water shoes.
- Remember, there is no bad weather, just bad clothing.

### MEALS AND SNACKS

Our menu is posted on the bulletin board and on our website. Our meals and snacks are included and follow the healthier CACFP guidelines given by the Kentucky Department of Education. If your child has a food allergy, we will accommodate it if possible. Please speak with the Director to set up a plan.

For allergies to or preference against cow's milk, we will provide soy milk. We are unable to provide any other type of milk due to the lack of required nutrients.

We are unable to make accommodations for picky eaters. If you prefer to bring food from home for your child, please bring food that meets food program requirements (speak with the Director for more information) and be sure to label the food with the child's name and the date brought.

Please do not send your child with junk food or soda. It will be kept in the refrigerator and sent home with your child.

We reserve the right to serve children our food in place of food brought from home if it does not meet food program requirements.

We serve all our meals family style. Teachers sit at the tables with the children to model positive behaviors, and children serve themselves from family sized bowls shared on the table with support from their teachers.

You are welcome to bring a treat for your child to share on birthdays. State law requires that the treat be store-bought and pre-packaged. Although not required, we highly suggest bringing in healthier options.

*Breakfast is served from 8am-9am.*

*Lunch is served between 11am and 12 pm.*

*Snacks are served between 2pm and 3pm.*

If you plan to bring your child outside of these mealtimes, please feed them before arriving.

We support breastfeeding mothers by offering a quiet and secluded area to feed and a safe place to store breast milk. Please see the office for more information.

### CHILD BEHAVIOR POLICY

For children aged 2 and under, behavioral issues will be discussed with parents and teachers. Suspension will be on a case-by-case basis. We do not suspend young children who exhibit normal developmental behaviors within normal time frames.

For children aged 3 and older, if a child causes any type of injury or endangerment to anyone including him/herself, he/she will first be given a warning, and parents will be contacted.

The second occurrence will result in a three-to-five-day suspension, during which time the parents are expected to correct the behavior. If the behavior continues, the child will be expelled from BOJ. A child who causes serious and intentional harm may be expelled immediately at the director's discretion.

If a child continuously disrupts the classroom in any way, we will do everything we can to correct the behavior with the parents' help. If the behavior does not improve, the child will be removed from BOJ.

The time will depend on the severity of the behavior and will be discussed with the parents. Any time a child's behavior is disrupting a class beyond the teacher's control we may call the parents and have the child picked up.

We reserve the right to provide accommodation in special cases and to refuse care for a child for any reason and without warning. We are not trained to care for children with severe behavioral problems. It may be in the best interest of the child to have specialized and/or more one-on-one attention. We reserve the right to exclude children who pose a direct threat of substantial risk or serious harm to the health and safety of others.

### **PAYMENTS**

\*\* Payments must be paid through our available Bright Wheel App to Bundles of Joy Academy. Bright Wheel accepts bank drafts, credit, and debit cards only.

We do not accept cash, money orders, or checks.

Failure to pay on time will result in a \$25/week late penalty.

### **OPEN DOOR POLICY**

I maintain an open-door policy for parents during your specific contracted childcare hours. My front door is kept locked in the safety of the children. Please take into consideration our schedule when quickly visiting or calling and remember that visitors (even parents) usually cause the children to react in an excited manner that does not normally occur when I am alone with them. You may drop in to visit at other times during the day, but please be prepared to take your child with you if your child's personality

is such that they will become upset with your departure. This may be especially upsetting to children who are adjusting to childcare.

### PARENT TEACHER CONFERENCES

We encourage you to schedule meetings with your child's teacher whenever you have questions or concerns. In addition, we offer parent-teacher conferences **twice** a year. At our parent teacher conferences, we share with you your child's confidential and individualized assessments. This gives you the opportunity to discuss your child's interest, progress, and any other questions you may have regarding our programs. We hope you will take advantage of these opportunities to visit the teacher to discuss your child's interest and progress.

### SOCIAL MEDIA

We encourage our families to engage both at school and online. Our school websites, Facebook, and Instagram pages are excellent sources for information, such as school updates, helpful parenting tips, and fun, interactive media. These online communities are also wonderful places to share stories of wonderful experiences with our schools, as well as cute pictures of your little ones having fun.

### SIGN IN /SIGN OUT PROTOCOL

Parents **MUST** sign in and initial for both drop offs and pickups each day. A sign in/out sheet and pen are located by the front door for your convenience.

### WITHDRAWAL PROCESS

- If for any reason you want to withdraw your child from Bundles of Joy, you must give Bundles of Joy a **"10 Business Days"** notice. If you should not give the daycare a 10 business days' notice, you will be liable for **"2 Weeks of Pay"** this will be the fee of a part-time/full-time child.
- If for any reason that you want to withdraw your child from Bundles of Joy, and you receive any kind of State Funding for your child's care, and you fail to give Bundles of Joy "10 Business Days" notice the State Funding will not be responsible. You are going to be responsible for the 10 business days fee; your child is part-time/full-time.
- If there are any problems, they will be handled in small claims court, and if you should lose, you will be liable for court cost. We hope this will never occur; this is our last resort.

## PICK UP/DROP OFF.

- **Please give us the respect as your child provider to pick up your child according to our contracted hours.** We have our doors open for you on time, and we expect the same respect. If you continue this on a regular basis, I will have the right to charge you \$2.00 per minute if you are **LATE**. You will be expected to pay that fee on your arrival, or your child will not be able to return the next day. We understand there will be times when things will hinder you from being on time, and we expect you to give us a notice and call. Not providing a phone call is not accepted.
- Your child **cannot** be picked up by a person that is not on the pick-up list. The only exception for your child to be picked up by someone who is not on the pick-up list **must** have the child's provider's personal permission. Upon arrival, there must be some type of identification provided. If any person picking up your child portrays to be under any type of influence of alcohol, drugs, or etc. the parent will be called, and the child will not be permitted to leave the premises.
- In case your child has an accident upon arrival at the daycare, it is **your** responsibility to clean the child. At the end of the day when you pick your child up, it is our responsibility to have your child cleaned and ready to go.

## REQUIRED ATTENDANCE GUIDELINES

**ALL DAY KIDS ARE REQUIRED TO BE PRESENT AT DAYCARE BEFORE 10AM,** unless there is an emergency, personal issue, or due doctor appointment.

**If your child misses a day, or a week, you will still be required to pay for that week.**

**If you are a parent with a flexible schedule, you are required to submit your work schedule Sunday, no later than 5PM, before the following week.**

## TERMINATION OF CARE

I reserve the right to **terminate** the contract for:

- Consistently non-payment
- Behavior of your child, which is harmful to the physical well-being of another child.
- Consistent abuse of the parent.



## POTTY TRAINING

Learning to use a toilet is a gradual process that takes place over a period as a child matures physically and emotionally. Successful toilet learning depends upon the physical, cognitive, and language development of the child. For example, for a child to be ready for toilet learning he or she must:

- Be aware of bowel and bladder fullness.
- Have the muscle development to control elimination.
- Have the language and physical skills to signal the need to the caregivers.
- Have the gross and fine motor skills to get to the bathroom on time, remove clothing, and then to use the toilet.
- Be willing to participate.

As you can see these are complex abilities that develop over an extended period.

A child shows his readiness to begin toilet learning when he recognizes his diaper needs to be changed. At this point, a child may be ready to learn and able to control his bowels and bladder. Beginning the bathroom learning process too early will cause frustration for children. Toilet learning is recommended for children between the ages 2 and 3 years old.

A child's cues and mannerisms initiate toilet learning. These may include verbal requests, gestures of pulling down pants, leading the caregiver to the bathroom, squirming in place, and pointing gestures.

We will be sensitive to these cues by asking the child to use the toilet, assisting the child on scheduled visits to the bathroom when they are most likely to need to use the toilet, giving frequent verbal reminders during the day, posting pictures of sequenced potty routines, and communicating with you to establish consistency between the school and home.

## BITING PROTOCOL

At the first sign of biting, we evaluate the environment and activities at the time of the bite. If warranted, adjustments in the environment, routines, or the transitions in the classroom may be made.

If a bite occurs, the teacher will first address the bitten child by comforting the child and gently cleaning the bitten area with soap and water. Then the teacher will speak to the child who bit, saying things such as “biting hurts others and is not allowed,” keeping words to a minimum so the child does not get the message that this behavior is a way to get the teacher’s attention.

Staff will complete an incident report for the bitten child, and staff will complete an incident report for the child who has been bitten and discuss the incident with the child’s parents.

It is important to remember that biting is a developmentally appropriate behavior for infants to 3-year-old children. For children who continue to bite, more specific intervention will be initiated. This may include a conference with the family and the creation of a Behavioral Intervention Plan. Each case will be assessed on an individual basis.

In some cases, if the behavior continues, you may be asked to **disenroll** your child until the behavior has stopped.

Staff cannot discuss with either parent the identity of the other child involved in the incident, nor can staff discuss the medical history of any child involved in a biting incident with the other parent.

## HEALTH AND MEDICAL ISSUES

### MAINTAINING A CLEAN AND HEALTHY ENVIRONMENT

Our commitment to a clean and healthy environment compels us to take precautionary steps to prevent the spread of communicable diseases. Our schools are designed to be easily cleaned and maintained at ambitious standards of sanitation. We implement and post daily cleaning and disinfectant schedules in our classrooms. Toys in the infant and toddler rooms are sanitized, as children mouth them. Tabletops are regularly sanitized, including before and after meal and snack times.

We promote cleanliness and good hygiene with children on a regular basis. Frequent hand washing is practiced by staff and children, and is always required before eating, after toileting, and after outdoor play.

### IMMUNIZATION REQUIREMENTS

All children must be up to date on their immunizations **before** being admitted to our school. This applies to children from birth through school-age. Acceptable documentation for records of immunizations must be validated by a physician or health-care professional with a signature or rubber stamp, and include your child's name and birth date, the number of dose and vaccine type, and the month, day, and year the child received each vaccination. Validated proof of immunizations should be submitted as your child receives new immunizations or booster shots.

If any state licensing regulations exist that exceed these requirements, the state licensing regulations will be adhered to by the school. Failure to abide by the immunization requirements may **impact** your child's enrollment.

You have the right to waive immunizations. To do so, a written statement (or state-required form, if applicable) must be provided to us indicating the religious, cultural, or medical reasons surrounding the waiver.

### DISPENSING MEDICATION

Medication may be provided to your child while in our care in accordance with our policies, as well as state regulations.

You:

- Personally, hand over all medication to a member of management, not classroom staff.
- Complete a *Prescription or Non-Prescription Medical Treatment Instruction, Consent, and Waiver* form, whichever is applicable, which will be kept in the front office.

Any medication brought by you for your child must be:

- In the original container.
- Labeled with the child's first and last name.
- Labeled with the date (if prescription medicine).
- Include directions to administer the medication.
- If prescribed, include the name of the physician prescribing the medication.
- Current, not expired.

Our management staff will record the following information:

- Name of the child to whom the medicine was given.

- Name of the medication.
- Date, time, and amount of medication given.
- Name (not initials) of management staff administering the medication.

All medications are stored in a locked area that is inaccessible to children. We will refrigerate medications that require it. Medication is not typically administered on field trips unless it is a life-threatening circumstance (such as allergic reactions to bee stings) or a drug that has a dosage duration shorter than the anticipated time for the field trip.

For prescription medications, you must complete a *Prescription Medication Treatment instructions, Consent, and Waiver* form or a state-specific form required by the licensing agency.

Over the counter and topical medications are defined as follows:

- Topical ointments (sunscreen, bug repellent, diaper ointment, and teething gel).
- Non-prescription antihistamines/decongestants.
- Acetaminophen/ibuprofen/aspirin substitutes (Tylenol, Motrin).
- Cough suppressants.

**No medication will be dispensed in a manner that is contrary to the label directions without a physician's written instructions.**

We have the unilateral right to refuse or discontinue administrations of any product if (a) an adverse reaction results, (b) the products expire, (c) the child is ill or injured, (d) the product can be administered before or after childcare, (e) the consent and waiver form is incomplete, or (f) for any other reason if, in management's opinion, it is in the best interest of the child.

### ILLNESS

In addition to the physician's examination and immunization records required for enrollment, we will observe each child's health **daily**. We will document the following:

- Changes in behavior or appearance.
- Any skin rashes and itchy skin or scalp.
- Any boils or weeping skin rashes.
- Signs of fever, such as flushed appearance or shivering.
- Complaints of pain or not feeling well.
- Vomiting, diarrhea, or drainage from eyes.
- When a child has been exposed to a harmful communicable disease.

If we observe your child developing symptoms of illness during the day, we will **isolate** him or her from the other children and call you to pick up your child. For the health and well-being of your child and others, your child must be kept home if he or she develops any of the following symptoms of contagious disease until the child is **free of symptoms for 24 hours** or the child's physician indicates, in writing, that a child can return to the school (unless otherwise directed by the local health department):

- The illness prevents the child from participating comfortably in activities, including outdoor activities, as determined by staff.
- The illness results in a greater need for care than the staff determine they can provide without compromising their ability to care for other children.

If your child has a communicable disease, **please inform the school immediately** so we can take necessary precautions. We will take necessary measures to protect your child's confidentiality and will only share the information relating to the communicable disease with those that need to know. We also will notify you if we become aware that an employee or child in our care has contracted a communicable disease that the local health department requires us to report.

### CHILDREN WITH ALLERGIES

Please **notify** us immediately when you learn that your child has allergies. If a child requires medication for a life-threatening allergic reaction (i.e., bee stings), the child's prescription may be kept at the school and administered when necessary. If your child suffers from allergies, please contact your school director, who can provide you with more information.

### APPROPRIATE LANGUAGE IN SCHOOL

Parent/guardians and their guests **must** use appropriate language while on school property. Foul language of any type is **not permitted** on school grounds, which includes our parking lots and playgrounds.

If a **problem** or **concern** arises, the first step is to move the discussion into a private office area where you can express your concerns to the director. We will do our best to address every problem or concern that arises. If another time must be scheduled to address the problem or concern, we can reschedule the meeting for a time at which you and the director can discuss the problem or concern.

## SMOKING

Smoking is prohibited on all school property, including parking lots and playgrounds.

## PHYSICAL/VERBAL PUNISHMENT OF CHILDREN ON SCHOOL PROPERTY

We **do not** allow parents or their guests to use any type of corporal punishment on any child, whether enrolled in our program or not, while on school property. This includes our parking lots, playgrounds, and bathrooms. Further, while verbal reprimands may be appropriate, it is not appropriate for a parent to verbally abuse their child while on our premises. Doing so can cause undue embarrassment and emotional distress to your child or an observing child. Violations of this policy will result in **immediate** disenrollment from our program.

## THREATS AND THREATENING BEHAVIOR

We have a responsibility to provide a safe environment for our employees, the children we serve, and other adults. Therefore, we have a **zero-tolerance policy** regarding threats or threatening behavior in our schools, whether the threat comes from a child or an adult, and regardless of who is the target of the threat. This includes, but is not limited to, threats to do physical harm to someone or threats to retaliate in any way. This type of behavior will result in immediate disenrollment from our program.

## FIREARMS AND WEAPONS BAN ON SCHOOL PROPERTY

At no time is any person permitted to possess firearms, ammunition, or other weapons on school property, or at events sponsored by the school. For persons authorized to carry concealed weapons, we respectfully request that any/all weapons be left in your vehicle during the period when you are in the school.

Any violation of this policy may result in **immediate disenrollment** from our program as well as criminal prosecution.

## CUSTODY AND VISITATION ISSUES

It is our policy to not interfere with the custody relationship of a child's parents. As such, we assume both parents/guardians have equal rights to pick-up/drop-off, visit, or request documents about their child. If that is not the case, it is the parent's/guardian's **responsibility** to provide court documents and/or legally binding parental agreements to clarify the rights and responsibilities of the parents and/or guardians. We will follow the last dated court documents, without prejudice, to either parent/guardian. We ask that parents/guardians keep the school, our staff, and other children out of any legal entanglements or other custodial issues and resolve these issues in another forum. Failure to adhere to this request may result in disenrollment.

In the case of a family in which the parents and/or guardians are divorced, both parents, regardless of which parent enrolled the child, are entitled to obtain the following documents and information typically contained in a child's file:

- Medical Documentation (i.e., immunization records, doctor's notes, medical diagnosis)
- Incident and Observation Reports
- Academic Progress Reports and Individualized Educational Plans
- Attendance Records

All Financial records and the Enrollment Registration Information Packet are considered private and confidential to the enrolling parent. They will not be provided to the non-enrolling parent without proper service of a subpoena and/or court order.

## PERSONS APPEARING TO BE IMPAIRED BY DRUGS OR ALCOHOL

If a parent or other adult enters the school to pick up a child and appears to be **intoxicated** either by the **smell of alcohol/marijuana** or his or her actions appear to be impaired, we may refuse to release the child to them and call another contact on the emergency contact list to pick up the child. If the intoxicated individual becomes aggressive or unruly, the director may notify the local authorities.

## HOLIDAYS, PERSONAL/SICK DAYS, VACATIONS

- When a holiday falls on a Sunday, Childcare will be closed the following Monday with pay.
- When I plan for these paid days off, I try to schedule them as far in advance as possible so that you may make other childcare arrangements. I try to choose days that are convenient for the families in my care. The 10 paid vacation days that I take may be taken as 1 full week or broken up as individual days and/or weeks. You will be given a minimum of 2 weeks' notice on these days.
- Full-time parents receive **one free** vacation week per year.

## WEATHER-RELATED AND OTHER CLOSINGS

- I reserve the right to close childcare early or for the day without notice in the event of unanticipated situations such as, but not limited to, power outages, no water, widespread illness, and/or extreme weather conditions. If the local city school's system is closed due to the weather, I reserve the right to close childcare as well in the interest of safety. These closings will be with pay.

**Please initial each section listed below, then sign and date the last page.**

I understand that the payment of a non-refundable registration fee.

I understand that tuition is due and payable, on the first day of attendance each week or the last day of each week.

If payment in full is not received when due, I agree to pay an overdue payment of \$25 per week that tuition is not received. All late fees are subject to change with reasonable notice. I understand that if my account is delinquent for more than one week, I may be asked to withdrawal my child until my account is made current. The school cannot guarantee a child's spot will be held when a child is withdrawn due to non-payment of tuition.



- My school is open 6:30am to 5:30pm, Monday through Friday, all year, except for Holidays. I understand that if I fail to pick up my child by the scheduled closing time, I will be charged a late fee of \$2/per minute, until the child is picked up.
- I understand that I will be notified should my child become ill during the day, and that I will pick up my child promptly, or plan for an authorized emergency contact person to pick up upon notification. If my child is exposed to or contracts a contagious disease, I agree to notify the school and I understand that my child will be re-admitted according to the re-admission criteria in the handbook.
- The company, its agents, affiliates, and licenses, may \_\_\_\_\_ may not \_\_\_\_\_ use photographs, reproductions, images, or sound recordings of my child for advertising, publicity, or any other lawful purpose.
- I/We understand the school is closed on the following holidays: Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Winter Break Christmas Day through New Year's Day, MLK Day. If a Holiday falls on a weekend, it will be observed on either the receding Friday or the following Monday.
- I/We agree to inform the school immediately if my child will be absent on any day. I understand that no allowances, credit, refunds, or make-up days shall be made for occasional absences. Payment will be required. Parents get one free week for vacation per year.
- I/We understand that it is the company's intention to be open and provide childcare service every weekday of year, excluding holidays, but that inclement weather, natural/national disaster, or major building issue may disrupt service from time to time. I will contact the school to ensure that it is open during inclement weather or a natural disaster. I agree that if the school is closed for an extended period, I will continue to be responsible for my tuition payments for up to three (3) days business days.
- I/We must give at least 10 days' notice for withdrawal of your child from childcare. If no notice is given, you will be liable for 2 weeks of pay.
- We reserve the right to cancel your contract with the center, due to consistent non-payment or the behavior of your child, deemed harmful to the physical wellbeing of another child or consistent verbal abuse of a parent.

- I/We understand my children must be up to date on their immunizations, or they may not attend the center until an up-to-date record is presented.
  
- I/We understand if my child is sent home sick for any illness, they may not return for 24-hours without symptoms, or the physician indicates in writing Dr's. note that the child is cleared to return to the center.
  
- If any staff member observes a parent or guardian to appear to be impaired with drugs or alcohol, we observe the right to refuse to release the child with you. At which time another person on the contact form will be contacted to pick up the child.
  
- If your child does not have a change of clothes and has an accident. You will have to pick your child up that day.
  
- I/We understand we will be expected to follow the drop off/pick up hours that you have listed on your contract, if those hours are exceeded, you will be charged a late fee other than your weekly childcare charges each time you go over your contracted hours. Or we will adjust your weekly rates accordingly.

**REVISIONS TO HANDBOOK & CONTRACT**

There will be occasional revisions to this handbook and the accompanying contract at which time you will be asked to sign a new contract. I reserve the right to make changes in policies as I deem necessary. You will be notified, in writing, of any changes that may occur.

**By signing this agreement, I agree to comply with all the terms covered in this Contract Agreement. I understand this is a legally binding contract between all parties signed below.**

Parent/Guardian Signature/Date: \_\_\_\_\_

Parent/Guardian Signature Date: \_\_\_\_\_

