

## **Gramma's House Family Childcare and Preschool Handbook**

Our goal is to provide your children with a clean, safe, comfortable environment where they can play and learn with guidance and loving care while you work. We will be integrating curriculum, arts and crafts, and a variety of skill development activities during our days, but our first priority is for your child to HAVE FUN!

In order to make our relationship as enjoyable as possible, the following are some mutual beneficial requirements that are necessary to assure that there are no misunderstandings between either party, that each party is aware of the requirements, and that these requirements are carried out in a business like manner. There is a lot of information here. Please read all of it and if you have any questions please ask. It is very important that we communicate from the start.

At Gramma's House you are paying for a specific slot, so no discounts are given if your child does not come to care. We are professional childcare providers, not babysitters, and we expect our clients to show respect for our home, family and each other. We are also small business owners. Our fees, hours and policies are well thought out and non-negotiable. Like you, we too have lives outside of child care. We would love for your family to have a chance to enjoy all that Gramma's House has to offer, but in order for us to have a successful placement for your child you must read and fully accept our terms before you sign a contract.

The policies listed are set forth by Gramma's House and are in accordance with state regulations. This contract becomes effective upon acceptance by the parents/guardians and Gramma's House. Failure to comply with these policies may result in immediate termination and loss of your fees at the discretion of Gramma's House.

## **Admission**

Parents will be required to sign the contract and authorization form, fill out and sign the child admission form, and provide a copy of the child's immunization records before or on the child's first day of care. A copy of a recent physical must be provided within 30 days of the enrollment date.

There is a **\$55 registration fee per child, \$90 registration fee per family**, which will be paid at the time of registration along with a deposit of the first weeks contracted payment. It will not be refunded if you decide not to continue with us.

## **Business Hours**

Gramma's House is **open Monday through Friday from 7:00a.m. until 5:00p.m. We require two weeks notice if you need to change your contracted hours.** You pay for the time you request.

**We can be reached at 375-0709.** You can call between the hours of 6:30a.m. and 5:30p.m.

## **Fees**

**Fees will be raised by 3% starting with the first payment in January yearly.**

### **\*Monthly-**

**Monday-Thursday, Full-time- \$672**

**Part-time- \$455 (up to two days, Monday-Thursday)**

**Monday-Friday: Full-time- \$715**

### **\*Weekly-**

**Monday-Thursday, Full-time- \$160 per child**

**Monday-Thursday, Part-time- \$110 per child**

**Monday-Friday, Full-time- \$170**

### **\*Daily Rate**

\$45 per day per child for 5 or more hours

\$25 per day per child for less than 5 hours

- The payment for drop-off care is due each time you drop your child off
- Drop-off care should try to call at least 24 hours in advance
- Drop-off care is not guaranteed and your child will only be able to come if there are open slots available.
- Full-time is considered 25 hours or more a week
- Anything less than 25 hours is considered part-time
- Before and after school care is always considered full-time

In order to hold a slot for your child, Gramma's House must be paid in advance of the time of care. **No refunds or discounts will be given for any reason; there are no exceptions.**

## **School-age Care**

We will not do school drop-offs and pickups for hourly care. **We will not do school drop-offs and pickups if it is not included in your contract.**

In cases of emergency school delays it is your responsibility to make sure your child gets to school at the appropriate time. In cases of emergency closings it is your responsibility to make sure your children are picked up from school. **We will not be able to do emergency school drop-offs and pickups in cases such as natural disasters or any other reason school is delayed or has an early release.**

## **Payments and Late Fees**

**A paid two weeks advance notice or a two weeks payment must be given, by the parent, if childcare is being terminated.**

If weekly payments are chosen:

**The contracted payment will be due before care on Monday of every week.** Payment will be considered late if not paid on Monday, and will be expected Tuesday before care including a **\$20 late fee. Your child will not be able to attend if payment is not made on this day.** There will be a **daily \$10 late fee** each day the contracted payment is not paid for the next 3 business days following that Tuesday.

If monthly payments are chosen:

**The contracted payment is due before care on the 1<sup>st</sup> day of every month** and is considered late if not paid on that day. If not paid that day, it will then be due the next day before care including a **\$30 late fee. Your child will not be able to attend if payment is not made on this day.** A **daily \$10 late fee** will be added for each day the contracted payment is not paid for the next 3 business days.

We will only accept payment through our chosen payment system. Gramma's House is not responsible for any additional fees charged by any payment system. Cash will be accepted with an added convenience fee with approval from Gramma's House. We will not have cash on the premises so please pay the correct amount that is owed. **Personal checks will not be accepted.**

**Payment will not be refunded if your child does not come, or is on vacation. Payment will not be refunded if Gramma's House is closed due to extreme weather or providers being sick.** It is good to have back-up care just in case these instances take place.

## **Closing Procedure**

**The late pick up fee is to be paid at the time of pick up at the rate of \$5.00 per minute per child starting at 1 minute after closing time.**

When a child is left after closing and the parent/guardian or emergency contacts cannot be reached the Department of Human Services will be contacted. Appropriate activities and a snack will be provided for the child during these cases.

## **Holidays**

All holidays are paid; regular weekly or monthly fees still apply.

Gramma's House will be closed on the following holidays: New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day and the day after, Christmas Eve and Christmas Day.

Any holidays that fall on the weekend: Gramma's House may be closed the Friday before or the Monday following.

## **Vacation**

You will get 5 consecutive days of vacation per year and payment will not be due, after being contracted with us full-time or part-time for 6 months. You may not use these 5 days on our holidays or vacations when payment is still due. You must also give a two-week notice before any vacation is taken or you will still have to pay.

**Gramma's House will take 15 days of vacation/personal days a year, and payment will still be due, which means regular pay is due.** When we close for these days **you will be responsible for seeking other means of care for your child.** We will give at least 4 weeks notice before any vacation is taken and will try to give as much notice as possible for any personal days used. Your payment will be due before our vacation and personal days, or it will be considered late.

You will need back-up care in cases of vacation, sickness, or any other times Gramma's House may have to close. **No refunds will be given.** In instances where Ms. Felicia, or Ms. Sandy cannot be at Gramma's House we may provide substitute care. Substitutes who may be used are Ms. Pay, Ms. Angela, Ms. LaWanda or Mr. Ed.

## **Smoking**

**Gramma's House is a non-smoking environment** for the health and welfare of the children.

## **Activities**

**The main goal of Gramma's House is to have fun,** improve social, cognitive, language and motor skills, and encourage creative expression and independence. We will utilize a variety of activities to accomplish this goal. Free play, reading, arts and crafts, music/singing, water play, dancing, dramatic play/pretend, puzzles, and nature study are just some of the activities we will be doing. It is our goal to have a variety of toys readily available to the children. For young children it will not be a rigorous academic program as they learn best from participating in and observing the environment around them. Children 2 ½ years old and potty-trained will automatically be entered into our preschool program, which takes place Tuesday and Thursday every week during the Widefield District 3 school year.

Gramma's House does have certain times where the children will be allowed to watch T.V., movies, listen and dance to music, and play games on children friendly websites on the computer, laptop, or Ipad, and they will be closely monitored. They will have 15 minutes a day to play on the computer and 30 minutes at opening, 30 minutes at lunch time, and 30 minutes at closing for T.V. time. Every Friday is movie day. Children will also be allowed and encouraged to pray at meal times. By signing this contract you give Gramma's House permission to take photos and make videos of your child and post them on our websites and social media pages.

## **Arrival and Departures**

Children must be signed in and out by their parents/guardian, or a personal contact. Children will not be allowed to sign themselves in or out.

You must **drop your child off at the contracted time**. Do not bring them early or pick them up later than their contracted times. **Any changes will require a 2-week notice. If they have not arrived within 30 minutes of their contracted drop-off time and we have not heard from you, we will assume they are not attending for the day and may not be able to take them at a later time.**

Children are to arrive clean and they will be returned to you clean. **We will not allow pick-ups or drop-offs during naptime.** ]

Please remember to inform emergency contacts or people designated to pick up your child that if we do not know them and the child is too young to recognize them we will need to ask for identification. We do not mean to offend, this is simply a measure taken for your child's protection. If a parent or person designated to pick up the child appears under the influence of a controlled substance, an emergency contact would be called to pick up the child and if he or she cannot be reached, the police would be called.

## **Absences**

**Gramma's House must be notified in case of absences.** Waiting for children to arrive affects our schedule. Please be courteous and **inform us of absences and lateness.**

## **Cleanliness/Hygiene**

Beginning at toddler age, washable nap mats/cots are used. Each child has a separate nap mat/cot and blanket. Blankets are washed monthly (unless soiled, then they are washed as often as necessary) and cots are wiped with bleach water weekly. Children will be allowed to bring their own blankets as long as they are labeled.

## **Transportation**

All children being transported while in our care will use seat belts and the appropriate type of seat for each child's weight, height and age according to state standards. **Parents are responsible for providing the appropriate car seats.** In addition to field trips there will be short trips to the park, school pick ups and drop offs, or the grocery store. A note will be left on the door at these times. We will not at any time leave children unattended in vehicles. The vehicle that will be used is Ford E 150 van, 15 passengers.

## Termination

All new children will be cared for on a 2-week trial basis. During this trial period, either party may terminate care. **After this trial period a paid 2-weeks written notice with payment is required by the parent to terminate the childcare agreement.** A termination notice will not be accepted while the provider or the parents are on vacation.

**Parents are financially responsible for payment of the final 2 weeks of care whether or not their child attends our program.**

Providers reserve the right to terminate care for the following reasons, but not limited to:

- Late payment, late pick up, dishonesty, lack of parental cooperation
- Blatant disrespect towards provider or provider's family
- Lack of compliance to outlined policies
- If parents knowingly bring their child ill
- Failure to complete required forms
- Failure of a child adjusting to child care after a reasonable time
- Failure to get required immunizations
- Our inability to meet your child's needs
- Serious illness of child or provider
- Unacceptable behavior that interferes with the atmosphere of the child care home and/or is detrimental to the well being of others

Providers reserve the right to give written notice of immediate termination in these cases. **A 2 weeks payment is still required if care is terminated by either the parents or the provider.**

## Child Abuse/Neglect

It is state law and also our responsibility as childcare providers to report any and all abuse or neglect performed on a child. Therefore, **we will notify Children's Protective Services and the Police Department when it appears that a child in our care is being physically, sexually, or emotionally abused, neglected, or exploited.** The El Paso County Child Abuse telephone number is (719) 444-5700.

## Release of Child

Your child will not be released to anyone other than those listed on your child's admission form unless you call and let us know. **Anyone the providers or child are not familiar with will be asked to show ID.** If they do not comply, the child will not be released.

## Supplies

Parents are responsible for supplying

- Formula/bottles
- Diapers
- Wipes
- Sunscreen
- A full change of clothing, including underwear and socks
- Helmets, wrist protection, and knee and elbow pads for riding a scooter, bicycle, skateboard, skates, or rollerblades
- Any other supplies your child may need

All parents who have children who are not potty-trained will need to supply wipes and diapers. Please be aware when your child's supplies are running out. If it becomes necessary for us to supply wipes or diapers for your child, reimbursement will be expected no later than your next payment date.

Diapers are changed on the changing table or on a mat in the bathroom. We wear gloves during the process and wash both our and the child's hands after. Infants under 12 months will be changed every hour. Children 12 months and over will be changed every 2 hours. Do not bring pull-ups without velcro unless your child is potty training.

Potty training will be done at Gramma's House. It will not begin until there has been communication between Gramma's House and the parents. Children will sit on the potty every 2 hours at first. It will be done in less time according to the needs of the child. Transitioning from diaper to underwear will happen when the child is fully potty-trained while awake.

**Please have your child clean and dressed for play.** We expect your child to arrive dressed for the day and dressed appropriately according to weather conditions, including snow clothing. We will be going outside twice-daily weather permitting. **If your child is not appropriately dressed for the day we will have to notify you to bring the required clothing or items, or to pick the child up.**

All personal belongings should be marked with your child's name. **The providers are not responsible for your child's clothing or personal items brought into our home.**

Sunscreen must be supplied and in cases where no sunscreen is available the provider will use the sunscreen, with a SPF of 30 that Gramma's House has on hand. Please bring a hat for your infants and they will also be provided with shade so they will be protected from sun exposure.

## Toys

Please know that if the child is unwilling to share a toy with the other children it will be put away until the end of the day. We do not mind if a child brings a toy from home, but if a certain item becomes a problem we will have to ask that that item be left at home. **We are not responsible for lost items brought from home.** Parents will be notified of recalled toys and the recalled toys will be dealt with accordingly.

## Regular Attendance

**If your child will be late or absent, please notify us as soon as possible but no later than- within 30 minutes of your child's regular arrival time.** If you do not call we'll assume your child is not coming for the day and you may not be able to drop your child off late. **You are required to keep your child home when ill** and need to inform us as soon as possible in the event that you must stay home with your child.

## Medication

**State law prohibits us from giving your child medication of any kind unless you have a doctor's prescription. Parents must give the first dose of the day always.** Medications will be stored according to the doctor's orders. Provider will make sure it is the right time and they have the right child and medication before administering it. After the administering of the medication the provider will make record of it in the child's records. Medication will be returned to parents when it is no longer needed.

## Child Illness

**Under no circumstances should you bring your child to care sick.** That includes but is not limited to a fever of 100 or higher for infants 4 months and younger and 100.4 degrees or higher for children over 4 months, vomiting, diarrhea, sore throat, runny nose other than clear, draining eyes or ears, unexplained rash, lice, etc. If you are not sure your child is well enough to attend childcare, call and discuss it with us.

If your child becomes ill while in our care we will call you immediately. The providers reserve the right to determine when a child should be sent home and if you need a doctor's note to return. **Your child may not return to care the next day and must have been symptom free for 24 hours when they do return.** For example, if your child is sent home with a fever, they cannot return the next day and they must be fever free for 24 hours before they can return. Please call by your normal drop off time if your child will not be attending that day. **Payment is still due if your child does not come to Gramma's House due to sickness.**

## Meals and Snacks

Meals are at the scheduled times mentioned below and **if your child is going to arrive after a meal is scheduled to be served, you must feed them before bringing them to childcare.** Any child not present for a meal will wait until the next meal is served. Exceptions will be made for infants. Infants will be fed on demand.

- Breakfast      7:00am – 8:30am
- Lunch            11:30am – 12:30pm
- Snack            3:00pm – 4:00pm

All children will be offered the same foods and will only be fed at the above mealtimes. Alternatives will be provided for children with allergies. If your child has special dietary needs, we must have them in writing. If these needs are numerous or too difficult to meet, we will ask you to provide the required food. Providers will encourage children to drink from sippy cups when they turn 1 year old, and they will be encouraged to drink from a regular cup when they turn 2 years old. The transitioning from breast and/or bottle to a cup will be done according to that specific child and a plan made by the parents and provider.

## Disasters

Fire drills will be practiced monthly to accustom children to evacuating in a prompt and orderly manner without panic. In addition to fire drills we will also on occasion practice drills for severe weather, lockdowns, reverse evacuations, and shelter-in-place emergency situations.

In case of a disaster such as fire, severe weather, lockdowns, reverse evacuations, or shelter-in-place, if there is sufficient warning, parents will be called to pick up their children as soon as possible. We will meet parents at the parking lot of Janitell Jr. High on Fountain Mesa Blvd after evacuations. 911 will be called and CPR and first aid applied in cases of any emergency.



## Medical Emergencies

Minor injuries will receive appropriate first aid, and if an emergency injury or illness occurs, you will be contacted immediately. If necessary your child will be transported by ambulance to Memorial Hospital. Parents are responsible for costs involved in emergency medical treatment, including transportation if required. Gramma's House will not be responsible for any illness/injury of either child or parent/guardian while on the premises, or while the child is in the company of the provider during field trips or outings.

## Immunizations

All immunizations must be kept up to date. Any child found with immunizations not up to date will have 24 hours notice to receive required immunizations. The providers can refuse to care for any children if required immunizations have not been received.

## Nap/Quiet Time

**Children who do not attend school full day take naps from 12:30-2:30pm.** Children who attend school full day will have a choice of resting or doing other quiet activities during this period.

## Damages

It is expected that your child be respectful of our personal property and furnishing. A certain amount of wear and tear is normal, but **if your child is malicious upon breaking or damaging any item, we will expect reimbursement in full for the replacement cost of an identical item.** This reimbursement is due the same time your next payment is due.

## Discipline

We will use time out as a form of discipline. Children will be required to sit away from the activity for a time according to their age. We believe positive discipline should be used to teach children guidance. The children are explained the rules of the childcare home frequently so they are aware of the guidelines.

## Field Trips

Children participate in field trips at various times throughout the year. Notice of place and time of field trips will be given at least 1 week in advance. Occasionally, there may be fees related to the trips to cover entry fees or any other fees that apply. A permission slip for all field trips will be signed at the time of admission.

We will take all possible precautions when transporting the children in our car. The parent is responsible for providing a car seat. It is **not necessary your child attends these field trips but you will be required to find alternate care for your child if he/she does not attend. Regular childcare fees will still apply** for field trip days, whether or not your child attends.

## Equal Opportunity Provider

Gramma's House is an equal opportunity provider. Applications for enrollment are accepted without regard to race, religion, sex, or national origin. We also comply with the Americans with Disabilities Act.

## **General Information**

If you will not be reachable at your normal telephone number listed on your enrollment form, please let us know and give us an alternate phone number if possible so that you may be contacted promptly in the event of an emergency.

For more information on rules and regulations please go to [www.cdhs.state.co.us/childcare](http://www.cdhs.state.co.us/childcare).

## **Complaint Reporting Procedure**

To file a complaint related to a Child Care facility, please call the Division of Child Care Licensing at 1-800-799-5876 or mail a letter to:

**The Division of Child Care  
1575 Sherman St., First Floor  
Denver, CO 80203-1714**

You must include your name, phone number, the provider's name and also the provider's address with the complaint.