

**Blessed Hearts Child Care LLC Handbook**

**Director & Owner: Yeisha M. Perry**

**Pawtucket, RI 02861**

**401-307-2044**

[**www.blessedheartschildcare.com**](http://www.blessedheartschildcare.com)

info@blessedheartschildcare.com 

# ACKNOWLEDGEMENT

Blessed Hearts Child Care parent handbook is used to outline the childcare’s expectations, policies, and procedures that all families must understand and comply with. You have received this handbook as a partner in your child's development at Blessed Hearts Child Care. After reviewing this document, the consent form on the last page must be completed and handed back to the administration. This consent form states that you understand and adhere to all expectations, policies, and procedures of this learning environment. This handbook will be updated from time to time, and the most up-to-date copy will be made available to you. Thank you for being a part of the Blessed Hearts Child Care Family.

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# WHO ARE WE

## MISSION STATEMENT

At Blessed Hearts, we believe each child has the potential to bring something unique and special into the world. By having a respectful and caring bond with both students and the family, we can create a foundation for an enjoyable Christ-centered early learning experience for our students. Through active exploration of the world around them, Independent play with others, memorable experiences, prayer, and hands-on learning activities, our students' development and spiritual growth is ongoing. Our mission is to provide a safe, nurturing, Godly, and quality learning environment for each student. Our love for children and early learning is why we opened the daycare. Together with the families we strive to give parents the feeling that their child is in the care of the most joyous, knowledgeable, and thoughtful caregivers. Children deserve to feel one of a kind, loved, and connected to the divine. Blessed Hearts promises to provide a quality unique environment for our little ones to thrive!

## ‬OUR VISION

Our vision is to provide a community where all students feel respected, faith-filled, loved, and encouraged. Our vision is to develop children that learn how to learn. the backbone of our business, supporting children to develop to their fullest potential.

## OUR VALUES

* QUALITY - We believe every child deserves excellence in early learning programs and services to make a difference in their lives and our community
* FAITH - Believing in the truth of Jesus Christ is the foundation by which we live, learn and teach
* RESPECT - Respect is essential in building relationships with our students and families
* FAMILY - Sharing life’s highs and lows with parents and children, through engagement and encouragement, as if we are an extension.
* LOVE - Showing kindness and patience to every child in our care because they are uniquely created by God who is love.

# Policies & Procedures

## Operating Schedules

* We provide care for children as early as birth to 5 years of age Monday - Friday 7:00 am to 5:00 PM

## Services

* Family Friendly Environment
* Bilingual Teaching
* Monthly Newsletters
* Breakfast, Lunch & Afternoon Snack

\*\*At this time we do not offer the following:

* Transportation
* Sick Child Care
* Half Days

## Admission/Enrollment/Withdrawal/Termination Procedures:

* When applying for enrollment, families are encouraged to consider the following:
	+ We are a family-based, Christian program. Children are provided opportunities to participate in devotions, prayer, and discussions about Biblical subjects.
* Reasonable efforts are made to accommodate the unique care needs of each family applying for enrollment. Ultimately, admission is based upon our ability to integrate those needs with families currently enrolled and the needs of our personal family.
* Enrollment Procedures
	+ Families must first meet with us after business hours. Handbooks will be emailed prior to this meeting. A second meeting may occur during business hours, if requested.
	+ Enrollment/Application packets will be provided once the parent has reviewed this handbook, visited the home and both parent and provider have agreed we are a fit for their childcare needs.
	+ A completed enrollment packet is required prior to the first day of care. Children must have a physical form completed within 30 days of enrollment. (physicals within 1 year accepted)
* Withdrawal/Termination
	+ Families may withdraw from care at any time by providing a 2 week written notice. Fees/tuition are due in full for this time regardless of attendance or facility closings.
	+ Care may be terminated at any time by providing families with a 2 week written notice. Fees/tuition are due in full for this time regardless of attendance or facility closings. The following will result in immediate termination without notice or refund:
		- Non-Payment
		- Failure to follow policy
		- Any issue that negatively impacts the childcare environment
		- Disrespect, profanity, or physical abuse

# Tuition

* $50 Registration Fee
	+ Your registration fee can hold your spot for 30 days. Your registration fee does not go towards your first week's payment.
	+ There is a 3 day minimum for part time children.

|  | Full Time(Weekly) | Part Time (Per Day) |
| --- | --- | --- |
| 6 Weeks - 3 Years | $260 | $64 |
| 4 Years - 5 Years (Summer Before Kindergarten) | $225 | $54 |

* Payment is due the Friday before care is provided

## Additional Fees

* Late Payment Fee - $25; Late payment is considered Monday after 7AM
* Late Pick-Up Charge - $5 for every minute the family is late

## Attendance Expectations

* Families are required to communicate any changes to schedules.
	+ Vacations, family visits, illnesses, emergencies are all anticipated changes. Each must be communicated in a timely manner.
* Sick children may not attend care. (Kids should stay home when they have symptoms like a [fever](https://kidshealth.org/en/parents/fever.html) over 100.4°F, [diarrhea](https://kidshealth.org/en/parents/diarrhea.html), [vomiting](https://kidshealth.org/en/parents/vomit.html), or trouble breathing.You know your kids best. A child who has the sniffles but hasn't slowed down at home is likely well enough for the classroom. But one who coughed all night and had a hard time getting up in the morning might need to take it easy at home. <https://kidshealth.org/en/parents/too-sick.html> )

## Arrival/Departure

* + Children must be accompanied by an adult into and out of the facility.
	+ Doors and gates should be opened by adults only.
	+ During arrival and departure, families should closely supervise their children once children are outside of the care areas. Children are discouraged from running around the front yard, in the driveway, or out into the road.
	+ Children are to be signed in and out daily through the Brightwheel App
	+ Families are asked to assist children with understanding that this facility is also a home.
	+ Children will only be released to approved adults. ID may be required.
	+ Siblings or other children accompanying adults for drop off and pick up should also follow the same rules as enrolled children.

## Schedules

* A current daily schedule is included for your reference (see last pages of handbook) but it is subject to change depending on the child’s needs. All changes will be communicated in a timely manner.
* In order to remain on schedule with our daily activities, we do not accept children after 10:00 AM unless parents provide a doctor's note (due to Doctor's appointment not sick visit).
* All children will rest quietly each day.

## Open Door Policy/Family Engagement

* Custodial family members are permitted to enter the facility anytime their child is present.
* Family members are encouraged to participate in activities. We do ask that arrangements be made in advance. Some suggested ways: join us for a meal or snack, read a story, or assist with an art project. Other suggestions are welcomed. We reserve the right to require a background check on any person 16 or older that will be regularly interacting with our children.
* We celebrate birthdays and holidays. Families may attend and/or bring in treats to share.
* We occasionally schedule family field trips. These trips are open to all family members, friends,etc. For children to attend these trips, an adult family member or friend must provide transportation and supervision. Care is not available on these days.

## Supplies/Items from Home

* Items to bring on the first day of school:
	+ Closed-toed shoes
	+ Clean socks
	+ Extra set of seasonal clothes
	+ A blanket for nap time
	+ Proper outdoor wear
	+ Diapers and wipes
* Book Bags/Diaper Bags
	+ Please ensure any bags being left at the facility do not contain items that may possibly be harmful to children. Examples: plastic bags, small toys, jewelry, candy, medications, items labeled keep out of reach of children.
* Infant/toddler items (see infant section)

## Discipline/Behavior Policies (Children and Families)

* When addressing behavior that is not appropriate for group care, we use communication, positive reinforcement, and redirection.
* Differences of Opinion
	+ While this is an early childcare program, it is also our home. We balance the needs of all families enrolled, the needs of our own family, and regulatory requirements. We encourage respectful communication and do our best to accommodate each family’s unique needs; however, this may not always be possible. When an agreement can’t be reached, a 2 week notice to withdraw/terminate may be given by either party.
	+ Yelling, profanity, or physical actions are cause for immediate termination without refund.
* Divorce/Custody/Visitation Arrangements
	+ Our home is a safe place for children experiencing changes in their family structure. We refrain from discussing anything negative regarding the other parent or family structure when children are present.
	+ Without a court order, we are not allowed to prevent either parent from picking up their child at any time. If there is a court order, a copy of this order must be provided.
	+ Our staff will not be the mediator for visitation, exchanges, child support, or tuition payment issues.
		- While one parent may drop off and another pick up, exchanges between parents must be done away from the facility.
		- In the event parents split the cost of tuition and fees, parents must choose one person to be responsible for ensuring these are paid in a timely manner.
		- We do not offer supervised visitation. If a parent requires supervised visitation, this must take place away from our home.
	+ In the event we are asked to provide an affidavit to the court, the only things we can include are facts known to us. Affidavits must be impartial and may not include anything told to us.

## Infants/Toddlers

* Breastfeeding
	+ Mothers may come throughout the day to nurse as well as during drop off and pick up,provided these times are not outside of facility operating hours.
	+ Breastmilk may be frozen and stored here or brought from home daily. All bags and bottles must be labeled with the child’s name and the date.
	+ Before beginning care, infants must be successfully taking regular meals from a bottle.
* Formula
	+ Families should provide a supply of bottles. We can wash/sanitize these or send them home daily.
	+ Families have the option of mixing bottles and bringing them daily or providing us with formula and bottles. If bottles are brought from home, bottles must be labeled with the child’s name and date mixed.
* Solid Food
	+ When the time comes to feed your infant solids, we provide purees or Baby Led Weaning options. Families preferring to use specific brands may provide food.
* Pacifiers
	+ If your child takes a pacifier, a spare must be left with us.
* Diapers and wipes
	+ We encourage families to provide a supply of disposable diapers to be left at the facility. Families may opt to bring these in daily.
	+ We do not use cloth diapers.
* Clothes
	+ Each child must have at least one clean change of clothes.
* Sleep
	+ Infants set their own rest schedule please include that in the application
	+ Toddlers rest schedule attached (see schedule)
	+ As toddlers grow, they will be transitioned to a mat when ready.
* Potty Training
	+ Families must begin the process at home. Most choose a holiday or long weekend.
	+ Pull ups or rubber pants are required until a child is constantly dry during care.
	+ Children should be dressed in easy on/off clothes. No overalls, one-piece outfits, etc. until they are ready
* Curriculum
	+ We use LIL DREAMERS DREAM BIG & BIG FAITH as our main activity and learning curriculum/guide
	+ With adjustments, our infants and toddlers are included in daily routines and activities. Special attention is given to providing our infants with a sense of security and trust from which they may grow, develop, and learn with confidence.

## Nutrition

* Meal Schedule (infants set their own feeding schedules(provided by parents)).
* Breakfast: 8 - 8:30 AM Lunch 11:55 - 12:30 PM Snack: 2:45 - 3:00 PM
* All children present at scheduled meal times will be served. Children are offered all meal components, but never forced to eat.
* Children not present for a scheduled meal will need to eat before arriving for care.
* For your child’s safety, please be sure we are aware of any allergies or sensitivities.
* We will have a weekly menu posted on our parent information board
* Occasionally we have celebrations in which not so healthy food items may be served. These situations are infrequent and we always include some healthy choices.
* Food from home must be approved prior to bringing it in.

## Health and Safety

* Illnesses, Injuries, Surgeries
	+ Sick children and children unable to participate in daily activities may not attend care.
	+ Children who become sick while in care should be picked up as soon as possible
	+ Children must remain home a minimum of 24 hours if picked up early due to illness, following any trip to the emergency room, urgent care, or after medical procedures.
	+ Children may return for care once the child is fever free for a minimum of 24 hours without the use of medication and other symptoms have improved. For vomiting or diarrhea, the child must have had no episodes for a minimum of 24 hours.
	+ We reserve the right to require a doctor’s note clearing a child to return care.
	+ We reserve the right to make the final decision to allow a child to return to care.
* Medications
	+ Children must remain home for 24 hours after starting a new prescription medication.
* Vaccinations
	+ Without documentation of medical or religious exemptions on file, children attending care must remain current on vaccination.
* We are a tobacco/illegal drug free facility.
* Child Abuse/Neglect
	+ The State of Rhode Island states every adult is a mandatory reporter. Each adult is mandated by law to report suspicions of abuse or neglect. This facility reports suspicions of abuse and neglect. Families are generally not advised ahead of time. Reports may be made to DCYF, DHS, National Child Abuse Hotline 1-800-4-A-CHILD or 911

## Children’s Absences

* While there are a few exceptions, tuition is not prorated for most absences.
* If a child is still showing the symptoms shown under “Attendance Expectation - Sick Care” after 3 days of being absent, family members can ask for a prorate refund with a valid Dr.s note.

## Facility Closures

* Holidays - This facility closes for major holidays. A current list is included in this packet.

Tuition is not adjusted for these closures. (see last pages of handbook)

* Professional Days, Personal Days, and Vacations
	+ Parents may choose to temporarily switch providers during any staff vacations a proper form is filled out prior
	+ There is a certified emergency assistant who knows our program and is trained to work when provider is unable too
* This facility reserves the right to close for illnesses, personal days and/or vacations, as needed. Tuition is not adjusted for the first 5 days of each calendar year. Any closures after the 5th day are credited in full for children scheduled to attend care on those days.
* Jury Duty
	+ Full tuition credit is issued in the event I am called to for Jury Duty.
* Inclement Weather
	+ Closures due to inclement weather are not credited the first day. The second consecutive day tuition is credited at 1⁄2 and full tuition adjustment for each additional full day closure.
	+ Tuition is not prorated for delayed opening or early release.
* Miscellaneous
	+ Full tuition credit will be issued if the facility must close for circumstances such as no power, no AC, no water, etc.

## Inclement Weather and Emergency Action Plans

* We follow the Pawtucket Public School closing schedules. After the 2nd day of closure, decisions to open or close are decided on a case by case basis. If school is not in session, we will make the decision utilizing local news as well as recommendations by local law enforcement and our state government. It is our main goal to keep families as safe as possible.

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## Changes to Policies and Procedures

* Families will be notified in writing at least 30 days before changes take effect. Families will be asked to sign a statement indicating they have received these changes. The only exception to this 30 day notice would be any regulation from local, state, or federal governing entities that require changes to go into effect before the 30 day time frame.

Please contact me via email, text, or phone call if you have any questions or concerns

I {PARENT or GUARDIAN OF CHILD ATTENDING BLESSED HEARTS CC} acknowledge that I have read and understand the Blessed Hearts Child Care (BHCC) Handbook.

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