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**Heavenly Made Creations**

Family Handbook

Owner/Director Laverne Cheeseboro

7309 W. Passyunk Ave.

Philadelphia, PA. 19142

215-365-8451

hmc@heavenlymadecreations.com

www.heavenlymadecreations.com

Monday through Friday 7:00AM-5:00PM

Providing care for ages 12 weeks to 12 years old

PHL Pre-K for ages 3 & 4

Full Time Care/Part Time Care

Breakfast, lunch, and snack

PA State approved curriculum

Subsidy Accepted

**Heavenly Made Creations**

**WELCOME**

Dear Family,

Welcome to Heavenly Made Creations, LLC Learning Tree. It is our vision to provide your child a happy home environment and a safe fun early childhood development program where your child can learn, grow, and develop. We strive for Excellence and Quality. We value your trust as you place your child in our care. Heavenly Made Creations, LLC is a Family home Early childcare program where family, staff, and I are a team that work together to assure each child excellent quality care and education. It is our mission to give our families excellent quality care and a piece of mind.

While it is our goal to teach and care for your children, it is also our goal to build relationship with our parents to develop comfort and become a part of the village in the childhood development for your child. Heavenly Made Creations, LLC provide age-appropriate State approved curriculum and activities to promote growth and development. We focus on the development of social emotional skills to develop empathy and respect for one another and the world they live in. We include meditation, positive affirmations, and yoga (The Mindful Experience) in our program.

My background, training, and professional development gives me the foundation to fulfill my vision, mission and goals including more than 15 years of experience with children, ten years of family childcare experience, a bachelor’s degree in Early Childhood Education, and a level four Keystone Stars participant and National Accreditation for Family Child Care. My staff is educated and trained in Early Childhood Education to assist with providing the needs of every child enrolled in our program. It is an honor that you decided to make us a part of your child’s village to receive early childcare education with us. You will be glad you did!

Thank you for choosing **Heavenly Made Creations!** We look forward to providing your child with a caring and enriching environment.

Sincerely,

Laverne Cheeseboro

215-365-8451

hmc@heavenlymadecreations.com

**Heavenly Made Creations, LLC.**

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About Me

## Philosophy

Our goal is to support families in molding their children into creative independent thinkers and develop cognitive, physical, social and emotional skills through all five of their senses in a structed, but flexible setting. Heavenly Made Creations offer families a safe, homelike environment providing quality early childcare education to assure growth and development and academic readiness for kindergarten. We believe children of all ability levels are entitled to the same opportunities for participation, acceptance, and belonging in the early childcare setting. We will make every safe and reasonable accommodation to encourage full and active participation of all children enrolled in our program based on their individual capabilities and needs. We believe children should have fun! At Heavenly Made Creations, we believe children learn by play, positive speaking by affirmations, and values and principles that build confidence and self-esteem. These carefree years are so short, and soon the children will be exposed to a much more structured form of learning. Our children learn by play and develop social emotional skills using the Creative Curriculum model integrated with Funshine Express curriculum for infants, toddlers, and preschoolers. Our Curriculum is approved in the state of Pennsylvania.

## Mission

Our mission is to provide high quality early childhood education to children in a safe homelike environment and to give families a peace of mind and support them in strengthening the family.

## Certification

DHS PA Certificate of Compliance

PA Keystone Star 4

National Accreditation for Family Child Care

## Definition/Terms

Family - Referring to a parent, legal guardian, sponsor or anyone else who provides for the well-being, best-interest and responsibility of your child in my care.

## Hours of Operation

Childcare services are provided between 7:00AM to 5:00PM Monday through Friday.

Free PHLpreK funded by the Mayor’s Office of Education hours are 9:00 AM to 2:30 PM Monday through Friday with extended care available upon request. \*\*Additional rates apply\*\*

Summer hours are 8:00AM to 5:00PM.

## 

## Emergency Substitute Provider

In case of an emergency, we will an emergency substitute provider. S/he will come to the facility to be with the children. In the event we cannot secure a qualified substitute during an emergency, you or your emergency contact will be asked to make arrangements to pick up your child (ren) and the program will close for the remainder of the day. Should this need arise, you or your emergency contact shall pick up their children within one hour of receiving the call.

We will provide the emergency substitute provider with a brief orientation that will include the names and ages of children present, arrival and departure information for each child including the names of people authorized to pick up your child, the location of the children’s files including emergency contact information, consent for emergency medical treatment and any special health care needs. The emergency substitute provider will have appropriate credentials and clearances. Names of approved substitutes will be provided to you and a list will be posted on the bulletin board.

## Holidays

There will be early dismissals and closings for certain holidays. All families will receive a calendar with all holiday closings and reminders will be on monthly newsletters.

## Admission & Enrollment

All admission and enrollment forms must be complete and enrollment fee and first tuition payment paid prior to your child’s first day of attendance.

An enrollment fee of $25 per child is due at the time of enrollment. This fee is non-refundable.

Based on the availability and openings, Heavenly Made Creations admits children from 12 Weeks to 12 years of age. Our process for introducing children to our program is: We like to schedule a tour with the family of interest with the child present to meet and greet and be introduced to the program. \*Due to COVID-19 we will do individual meetings after program hours, virtual tours, and zoom meetings. \*

Children are admitted without regard to race culture, sex, religion, national origin, or disability. We do not discriminate on the basis of special needs as long as a safe, supportive environment can be provided.

## Waiting List

Children will be enrolled from the waiting list in the order from which they are listed. A family with a child already enrolled my program will be given priority.

## Adjustment/Trial Period

Heavenly Made Creations is a fun and exciting place for children to experience and learn about their world and make new friends. Sometimes it takes time for a Family to adjust to a new childcare program. We will try to make the adjustment easy by answering parents questions and concerns and encouraging children to discuss their feelings, providing attention and support, participating in role-playing and reassuring them of their family’s return. Parents will receive updates on Brightwheel. Brightwheel updates will vary between nap time, in the evening depending on the time allowed between daily activities/ child supervision, and free time.

A 2-week adjustment period begins at your child’s first day at Heavenly Made Creations. During this time, us or the family can decide to terminate the signed contract without penalty.

## Non-Discrimination

Equal educational opportunities are available for all children, without regard to race, color, creed, national origin, gender, age, ethnicity, religion, disability, or parent/provider political beliefs, marital status, sexual orientation or special needs, or any other consideration made unlawful by federal, state or local laws. Educational programs are designed to meet the varying needs of all students.

## Confidentiality

Unless we receive your written consent, information regarding your child will not be released with the exception of that required by regulatory and partnering agencies. All records concerning children at my program are confidential.

## Owner/Operator Qualifications

As the Owner/Operator of Heavenly Made Creations I have 11 consistent years of experience in the childcare industry and I exceed the state requirements and qualifications. Staff and anyone on our team will be educated with experience and qualified to work with the children.

We participate in ongoing training and professional development in the areas of child growth and development, healthy and safety, developmentally appropriate practices, guidance, family relationships, cultural and individual diversity, and best practices.

**Staff / Assistant / Substitute Qualifications**

Heavenly Made Creations is a family-oriented program. We are a family of four. My husband Derrick, My two sons Lamar and Umar and myself as Owner/Director. My husband and sons have education, training, and background clearances that qualify them to participate in the growth and development and early education of the children enrolled. We are the front line of HMC. Any Staff, Assistants, or Substitutes that are employed at Heavenly Made Creations will have appropriate qualifications in the childcare industry and will meet the state requirements.

## Communication & Family Partnership

**Daily Communications.**

Daily notes and updates from me will be posted in Brightwheel to keep you informed about your child’s activities and experiences in the program. The purpose of Brightwheel is to ensure regular two-way communication between your family and us and is at your convenience by way of your cell phone. I encourage you to share events and information from home that will better enable me to understand your child and to help strengthen our partnership in the growth and development of your child. The BrightWheel app can be downloaded to your phone. You will be given a 4-digit code to check your child in and out. You will be able to check in to see the daily postings and notes.

**Bulletin Boards.** We have a parent board with policies, program news, upcoming events, holiday and closing dates, announcements, and resources.

We also have a Laptop available to families that may need internet access, print documents, apply for childcare subsidy, employment, and snap, and or medical benefits.

**Text Message.** Please keep us updated on your cell phone number so we can reach you in case of an emergency and to send you announcements, event invitations, and general updates.

**Family Engagement.** **Family and home are a child’s first teacher. We value families as partners in the growth and development of children in our care. Therefore, we have expectations for the parents that decide to enroll their child into our program. We make every effort to work with parent’s schedule for parent/teacher conferences and family events and workshops. During the pandemic parent participation will not be face to face but will be by Zoom Cloud and the Facebook group. We ask that all families participate in these events. We ask that all parents commit to being safe and keeping everyone in attendance at HMC safe and keeping the lines of communication open in the event there is any exposure to COVID-19 or any symptoms that may be of concern. We ask that if you need any support or resources at this time and or can share any with us or other parents that you please do so. We ask that you donate any PPE supplies to the program. These are listed as: Tissues, hand sanitizer, hand soap, Lysol, disinfectant sprat, mask, gloves, and paper towels. This will be considered for Family engagement at this time.** **100% Family engagement and participation is mandatory in our program. If parents are not able to attend events and trips please send a representative. All parent/teacher conference are mandatory with no exceptions. These meetings will be help briefly at pick up and followed up on Zoom Cloud or telephone conference. This year trips will be virtual and if reservations and appropriate travel to a trip is possible. Normally, parents should attend one trip per school year. All Family workshops and events must be attended by parents or a representative. No exceptions. This is the beginning of being your child’s advocate. Knowing they have your support and a relationship with their teachers and classmates is very important in their growth and development and learning. We highly encourage this.**  Please post videos in the Facebook group doing activities and story time to share with the children. Spend time with your child doing activities we send home in your monthly newsletter and activity packets, read to them daily, and provide feedback and suggestions for our program. It is very important for families to participate and support us in your child’s learning goals and helping us remain a quality program.

**Curricula & Learning**

## Learning Environment

We provide a rich learning environment with curricula that is developmentally appropriate to the specific ages of the children in the program. We have a flexible, but structured daily routine that allows children to advance at their own pace. We strongly believe that learning happens through play. Learning and exploring are hands-on and are facilitated through interest areas. Our learning environment has been spread out in a way to allow children and staff the space needed to prevent the spread of germs.

## Outings & Field Trips

**We will go outside daily weather permitting. We will not be attending any trips unless they follow suggested CDC guidelines to support health and safety and the spread of germs.** We have supervised walking trips around the neighborhood. Children are accounted for at all times. A permission statement for participation in walking trips is included in the enrollment package. There will be supervised field trips, parents are encouraged to join your child on trips There will be one mandatory trip parents are expected to attend every year. *Permission Slips* for each trip must be signed and returned. For field trips, please dress your child appropriately for the season. Walking shoes are a must. Sandals and flip-flops are not appropriate for walking and make it difficult for your child. The safety of children will be guarded in all activities. Proper restraint systems (seat belts) and the correct use of them are critically important during travel to/from HMC as well as during field trips.

## Screen Time

Screen Time includes electronic devices such as the television, computer, laptop, cell phone. Our daily routine does not include screen time, but from time-to-time, we may view a video as a teaching aid. We will use the television for our morning yoga stretch. Programs will consist of non-violent and high-quality educational material. Our focus is to provide your child a positive experience with increased understanding of the world.

## Multiculturalism

Multiculturalism is vital for all children because it sets social goals and promotes respect for all people and the environment we inhabit. We utilize food, books, music, games, and a wide range of activities as aids to teach children respect for our world and the diversity of life upon it.

## Celebrations

We celebrate birthdays, parent and staff appreciation, seasons, and some holidays. We educate and encourage an enhanced understanding of and respect for different cultures and beliefs of children, families, staff and community.

## Rest Time

During nap time cots will be placed as close to 6 feet apart as possible for safe sleeping space. Cots will be disinfected daily at the end of the day. Sheets and blankets will be changed every other day. All blankets and sheets will be washed weekly. Infants sleep according to their own schedule and are put to sleep on their backs. After lunch, all children participate in quiet rest time. Children may not always want to sleep. Nap time is mandatory, not forced. Children that are not able to sleep may be given quiet activities.

## Toilet Training

The most important factor in making the toilet learning experience successful and as low stress as possible is a home/childcare partnership that supports your child. Research indicates that children cannot successfully learn how to use the toilet until they are physically, psychologically, and emotionally ready. Many pediatricians say that most children under 24 months of age are not physically capable of regulating bladder and bowel muscles. Most positive toilet training occurs only after children show signs of physical control or awareness of their bodily functions and when they demonstrate an interest or curiosity in the process. We are committed to working with you to make sure that toilet training is carried out in a manner that is consistent with your child’s physical and emotional abilities and your family’s goals. However, this is a team effort both at home and here at school. If parents are not ready to participate 100%, this will break the commitment. We like to set a goal that children are potty trained by age 3. We set a goal that children learn to clean themselves in this process as well. We support and supervise your child during and after the potty-training process. To determine if your child is ready to be potty trained and for potty training to be successful your child must be able to stay dry up to 2 hours and express the need to use the bathroom. Our bathroom and potty time is every 2 hours and as needed in between time. No child can attend in underwear until they are able to express their need to use the bathroom and stay dry throughout the day and during nap time.

# Guidance

## Social Emotional Needs

Children’s social and emotional health affects their overall development and learning. Research indicates that children who are mentally healthy tend to be happier, show greater motivation to learn, have a more positive attitude toward school, more eagerly participate in class activities, and demonstrate higher academic performance than less mentally healthy peers (Hyson 2004; Kostelnik et al. 2015). Thoughtful direction and planning are used to prevent problems and encourage appropriate behavior. Communicating consistent, clear rules and involving children in problem solving help children develop their ability to become self-disciplined. We encourage children to be fair, to be respectful of other people, of property, and to learn to understand the results of their actions. We spend time focusing on Social Emotional skills every day. Children create their own rules that we encourage them to follow. We have a calming corner that children can go to and spend some time there when they feel like they need a moment to refocus and regroup. One of the most important things we like to support our parents in working with our children is social emotional skills. We are very big on social emotional needs of the children of HMC. We do positive affirmations daily, we hug and greet one another using friendly gestures, we do morning stretches, breathing, and yoga, children learn how to speak to and treat one another, children learn love and respect of their friends and their space, children learn to share and give, they learn to encourage, cheer one another on, and compliment. We teach children self-confidence, self-esteem, and empathy for these things will take them through life well into old age. CDC Guidelines for COVID-19 require social distancing. This may change the way we learn social emotional skills. With proper training and safety measures we will work diligently to continue to teach social and emotional skills here at HMC.

## Strengthening the Family:

We offer our families the Strengthening Family Café. This allows families to have a safe place to receive support when they need to apply for a job or need to complete city, state, or government paperwork by computer and or fax machine. HMC provides a safe space for our families. If you find you need someone to confide in, please reach out and allow us to support you in any way we can. We also offer Family/Parent Workshops: Family workshops change as needed. Below is a list of workshops we may offer. We try to offer these in the early evening or on Saturdays. See the monthly calendar on the Bulletin Board for scheduled topics. we welcome requests for workshop topics. Please notify us if you feel there is a need for a workshop or event your family can benefit from. During the pandemic, these events will be provided and shared in Zoom Cloud and in our Facebook group.

• Positive Guidance and Loving Discipline

• Toilet Training

• Safety in the Home

• Child Proofing Your Home

• Brain Development

• Nutrition and Exercise for Small Bodies

• Supporting Your Child in Times of Stress

• Food Allergies

• How to Prepare for a Conference

• Warning Signs for Developmental Delays

• Value of Reading to Your Child

• Everyday Math

• Financial workshop

## Inclusion

We believe that children of all ability levels are entitled to the same opportunities for participation, acceptance and belonging in childcare. We will make every reasonable accommodation to encourage full and active participation of all children attending HMC and based on their individual capabilities and needs. If your child has an identified special need, we will make reasonable accommodation to include a child with special needs in accordance with applicable Federal and State Laws. We will permit an adult individual who provides specialized services to a child with special needs to provide those services at our facility as specified in the Child’s IEP, IFSP, or written behavioral plan. We will keep staff persons and parents aware of community resources for the family of a child who may have special needs.

## Challenging Behavior

Children are guided to treat one another and adults with self-control and kindness. When a child becomes physically aggressive, we intervene immediately to protect the children. We contact parents to support us in resolving the challenging behavior if the situation is not resolved within enough time. The parent may be asked to pick the child up for the day if the situation cannot be resolved.

Our usual approach to helping children with challenging behaviors is to show them how to solve problems using appropriate interactions. We use breathing methods and a calming corner to support children that may have a challenging behavior. Communication during this time is clear, consistent, and understandable to the child. Physical restraint is not used or permitted for discipline. There are rare instances when we need to ensure a child’s safety or that of others and may restrain a child by gently holding her or him only for as long as is necessary for control of the situation.

## Suspension/Expulsion

It is never our goal to suspend or expel a child from our program. We stand firm on our mission to make children successful in a changing world. Children will not be excluded from this program by way of suspension or expulsion due to behavior issues. If a child’s behavior/circumstance is of concern, communication will begin with parents as the first step to understanding the child’s individual needs and challenges. We will work together to evaluate these needs in the context of this program. If agreed upon we strongly encourage outside referrals for support. Parents must sign and agree to work side by side with us to resolve any issues of concern. In instances a child’s behavior may warrant the need to find a more suitable setting for care. This may take place after all options to resolve issues of concern have been exhausted. Examples of such instances include:

* A child appears to be a danger to others.
* Continued care could be harmful to, or not in the best interest of the child as determined by a medical, psychological, or social service personnel.
* Undue burden on our resources and finances for the child’s accommodations for success and participation.
* Consistent rebellion and or disrespect to other children and or staff with no resolve.
* Outside agencies, parent, and teacher partnership is not able to resolve and other referrals are suggested.

## Outside Referrals

Because Heavenly Made Creations implement the Strengthening Families Model for our families in our program. Having a conversation about your child’s growth and development and the need for an outside resource can be difficult. After conducting assessments and screenings and meeting with parents to discuss results and goals sometimes outside services are suggested. We do our best to explain this concern and or need to our parents and bring in the necessary support to follow the proper procedure to refer families to appropriate social, mental health, educational, behavioral, or medical services. We have an open door policy to discuss and refer any referral needs our families may have. We will assure you the confidentialy you should have. Your information will only be released if you sign for it to be released per our policy. It is very important for us to sit with you and discuss any concerns, needs, ideas, or topics. We are open to discussing any cultural differences your family may have. It is our priority to provide the necessary support to our families that may have this need, be it concrete support in times of need, social connections, or knowledge of parenting and child development. If we find there is a concern with receiving family support in the best for the child, we may concider other options as in such cases this may warrant termination due to lack of participation in the best needs of the child while enrolled.

## Special Needs Services

Students receiving services from Elwyn or other agencies needed based on an IEP or IFSP will be honored here at HMC. To maintain social distance there may be adjustments made for visits at this time. We ask that all specialist contact and communicate with the program director to schedule times and days to visit to assure we can accommodate the child’s needs. We require services/lessons to be integrated with the child’s daily schedule and in their natural environment. We always ask that if possible unless the child’s goals on their plan state otherwise that all specialist work with the child with us and not be pulled away from daily program lessons. We work as a village to meet the child’s goals.

# Tuition and Fees

## Important Notice

**Families contract for a specific weekly schedule as indicated on the Enrollment Agreement Form. Payment for this contracted schedule is required every week year-round whether your child attends or not; this enables us to pay teachers a stable salary and additional facility needs. No credits are given for sick or vacation days, holidays, staff training closure, emergency closure for any reason, or closure due to inclement weather.** **In the event of any absence, emergency, or nonemergency payment will continue to be due for 2 weeks. Update on continuing to collect payment will be updated should we continue to be closed. Families contract for a specific weekly schedule as indicated on the Enrollment Agreement form every week all year.**

## Enrollment Deposit

An enrollment fee of $25 per child is required at the time registration is confirmed. This fee is applied to the paperwork and enrollment process. The fee is also due annually for reenrollment every September 1st.

## Payment

Please be advised that you are paying for a slot and not for attendance. Payment is still due in the event of absence for any reason. Payment is due by 2:00PM Monday afternoon. There are no deductions for any absences or closings. Tuition cost covers early child development curriculum, materials, food, Teacher and staff salary, insurance, supplies, utilities, and ensures the child’s spot is held for him/her. **Payment is due as outlined in the *Enrollment Agreement*. Any request to make changes to an enrollment agreement must be made in writing a minimum of 2 weeks in advance.** The original agreement will remain until the set date or the child’s dismissal of enrollment. The enrollment form will be reviewed and signed every 6 months unless there is a change that requires a new agreement. If a child is eligible for subsidized payments and payment received by the ELRC does not cover the full tuition cost, it is the responsibility of the parents to pay the additional balance of tuition determined by HMC and based on how much the ELRC will pay. The co pay will not be the amount the ELRC determine. Please find out how much you will be required to pay and if you agree with it before you decide to enroll your child.

## 

## Methods of Payment

Tuition can be paid by Paypal (Using family and friends. If service is selected, parents will be responsible for the processing fee). Tuition can be paid by Brightwheel, an additional dollar will be required to process the fee.

at [heavenlymadecreations@gmail.com](mailto:heavenlymadecreations@gmail.com). All payment and/or fee processing must be paid and completed by 2PM Monday afternoon. Parents do have the option to pay weekly, biweekly, or monthly. Payment can be made using paypal (Using family and friends. If service is selected, there will be a processing fee) and Venmo. There will be no cash payments accepted for tuition. Enrollment and Late fees may be paid in cash. Parents will receive payment due notifications and payment receipts from Brightwheel.

## Late Payment Charges

**Late payments can pose serious problems for our programs and as a result, the business does not have the latitude to allow families to accrue a balance equal to more than one week of tuition. Late payments will result in the imposition of late payment fees. Failure to pay tuition payments will result in services being terminated.**

If payment due is not made by Monday 2:00PM a $15 late fee will be added and due in addition to tuition no later than the next day arrival. If payment and late fee is not made $20 late fee will be added and your child will not be able to attend until payment is made. Any payments made will be applied to the oldest charges and late fees will still apply if the account is not paid in full by the next tuition due date. There will be no exceptions. If payment is more than 30 business days past due, we may attempt to recover payment in small claims court and/or your account may be sent to a 3rd party collections agency. You will be responsible for all expenses associated with these actions including all court and attorney fees.

## Late Pick-up Fees

Late pick-up is not a normal program option. Late fees of $2 per minute will be assessed beginning 1 minute after scheduled pick up time and will be due upon arrival**.** Late pick up applies to the scheduled pick up time per your enrollment agreement. If your child is scheduled to be picked up at 2:30, late fees begin at 2:31. After 3 late pick-ups, the late fee will increase to $5 per minute. Repeated late pick up may result in services being terminated.

## Payment Credits & No Credits

* **Families contract for a specific weekly schedule** as completed on the *Enrollment Agreement* Form. Payment for this contracted schedule is required every week year-round whether your child attends; this enables us to purchase food, materials and supplies, insurance, utilities, and pay teachers and staff a stable salary every week all year. No credits are given for sick days, emergency closings, vacation days, holidays, staff training closure or closure due to inclement weather.
* **Credit/Tuition Waiver may be given for crucial circumstances** – In the unfortunate event of extenuating circumstances such as your child is hospitalized, temporary emergency closing more than two weeks, absent due to a serious contagious disease, illness, or injury, credit may be issued should the situation extend beyond 2 full weeks. Written documents will be requested to receive a credit or fee waiver.
* **Credit will not be given for absence** – there are credits for days when we must close for emergency reasons. Tuition is still due. There are 10 emergency days that are pre-considered in determining tuition and are refundable. We will do our best to provide a substitute in the event of unforeseen circumstances. A substitute however may not be the case depending on the emergency. Families must always have a backup plan in the event of extenuating circumstances.

# 

# Attendance & Withdrawal

## Absence

We cannot stress how important parent/teacher communication is. If your child is going to be absent please notify us as soon as possible by telephone, text, or Brightwheel. We are concerned if your child is not present and miss time. Please notify us if your child will be late. Our cut off time for arrival is 10AM. We will attempt to support you in resolving this matter, but no communication, consistent late and absence can result in termination of your services. This considers the order of activities scheduled for the day including mealtime. We make plans to go out weather permitting. **If your child is absent due to illness, we ask that you provide a doctor’s note for the child to return**. **Absences can be a concern if they are consistent and prevent the child from keeping up with our learning program. Excessive absences may require a parent/provider conference and can lead to termination. Please keep in mind when your child is absent for any reason tuition is still due for the week. Students in the PHL PreK program must be in attendance 85% of the school year in order to remain eligible to be in the program.**

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## Vacation

HMC close for vacation two full weeks a year. The last week in August and for Christmas break. You will be notified well in advance of these dates. We will provide you with an annual calendar and a monthly newsletter with important dates as well as updates in the Brightwheel calendar. Full tuition is still due during these weeks.

Families are responsible for finding back-up care for their children during holidays, program vacations and planned or unplanned closings.

## Withdrawals

A written notice, 2 weeks in advance, is required by me when a child is being withdrawn. Failure to notify will result in expected tuition due.

## Closing Due to Emergency or Extreme Weather

Should severe weather or other conditions (i.e., snow, storms, floods, tornadoes, hurricanes, earthquakes, blizzards, loss of power, loss of water, emergency, or catastrophe) prevent us from opening on time or at all, notification to the families will be announced on Brightwheel. Whenever public school is closed due to weather conditions or emergencies, we close as well. In the event of an emergency (i.e. staff illness, death, unforeseen circumstances become necessary to close early, we will contact you or your emergency contacts as soon as possible. Your child’s early pick-up is your responsibility to arrange.

# Drop-off and Pick-up

## General Procedure

We will open at 7AM. please do not drop-off your child prior to your scheduled contracted hours. If there is a need for a schedule change, please notify us to make a new enrollment agreement. Parents will drop off at the door, we will do a health check assessment, when children pass the assessment they will say “see you later” and be escorted in by staff. We will close at 5:00 PM, This will allow us the time needed to disinfect and clean to prepare for the next day. Please pick up your child at the scheduled pick up time according to your enrollment agreement. Contracted drop off and pick up hours are to give the parents time to drop off and get to work on time and get off and pick up your child. We wear mask all day except for when are sleeping so we ask that parents pick their child after work based on the travel time frame, not a 10 hour window.

## Use of Cell Phones

Drop-off and pick-up are the primary windows of time to communicate with you about your child, in addition, children need your full attention at this time. Therefore, we respectfully request that you not use cell phones while dropping off or picking up your child.

## Authorized & Unauthorized Pick-up

Children will be dismissed to their parents. If your child will need to be picked up by someone other than you at this time, please notify us. Your child will not be released without prior written authorization. The person picking up your child will be required to show a picture ID as verification. Please notify your pick-up person of our policy. If your child has not been picked up after closing and we have not heard from you, attempts will be made to contact you, and the contacts listed as Emergency and Release Contacts. We will stay with your child as long as possible, but if after 2 hours we have not been able to reach you or any person listed as an Emergency and Release Contact, we will call the local child protective services agency.

## Right to Refuse Child Release

We may refuse to release children if there is reasonable cause to suspect that any person picking up a child is under the influence of drugs or alcohol or is physically or emotionally impaired in any way that may endanger your child. To protect your child, we may request that another adult listed as an Emergency and Release Contact pick-up your child or we may call the police to prevent potential harm to your child. Reoccurring situations may result in the release of your child from the program.

# Personal Belongings

## Uniforms

Uniforms are not required during the summer camp session. Children 3 and 4 attending HMC wear uniforms. Our Uniforms is a royal blue polo shirt with our logo and navy khaki pants. Uniforms pants are purchased by parents. Uniform shirts can be purchased by us using an order sheet we provide or purchased by parents and having the logo put on at Triple Play located at 9th and Christian Street in South Philadelphia. All new enrolled students receive a HMC t shirt. T-shirts will be worn on our school trips.

## What to Bring

* **Infants**: enough clean bottles for a day’s use, at least 6 diapers per day, and at least 2 changes of clothes per day.
* **Toddlers**: enough clean bottles for a day’s use (if applicable), six diapers and at least two changes of clothes per day.
* **Older Toddlers**: at least two changes of clothes and pull ups or more per day if going through the toilet training program.
* **Preschoolers:** at least one change of clothes, socks and shoes.
* **Kindergarteners:** at least one change of clothes, socks and shoes.
* **After School Care Children:** books for homework.

Please label all items brought from home with your child’s name (i.e., clothes, bottles, diapers, pacifiers, crib sheet, blanket, etc.) to prevent items from becoming misplaced or lost. We are not responsible for lost or damaged items.

## Cubbies

Upon enrollment each child will be assigned a “cubby.” Cubbies are labeled with your child’s name and photo. Each child will have an extra set of clothing in their cubby placed in a clear bag, a sheet, and blanket for nap time. Sheets and blankets will be washed daily. Any notices or activities will be sent home at pick up.

## Toys from Home

We request that you do not allow your child to bring toys from home.

# Nutrition

## Foods Brought from Home

There will be no foods allowed. We request that you do not bring food from home or outside into the program. This is especially important because this will upset children when they know they have outside food coming in. We throw away any outside food bought into the program.

## Food Allergies

If your child has a food allergy, you must notify me in writing so that I can make appropriate substitutions. The written notification should list appropriate food substitutions and must be updated at least annually. All known allergies will be posted and will not be served in the program. Food allergies can be life threatening and each child with a food allergy should have an action plan for emergency care completed by the family physician. A copy should be given to me prior to enrollment.

## Meal Time

Due to COVID-19 we are being faced with a “new normal”. Mealtimes may change based on the number of children in attendance. When meals are served together, children will be seated as far apart as possible. At mealtime, the table is set at any given time with paper, plastic, or glass plates and flatware. Good table manners are modeled and encouraged. Weekly menus are posted for viewing and will be sent home to families. All staff is trained in first aid for choking and is always present at all meals to supervise the children.

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## Infant Feedings

Infant feedings follow these procedures:

* Bottle-fed infants are fed while being held or sitting up.
* Infants are fed “on cue” to the extent possible (at least every 4 hours and usually not more than hourly) and by a consistent caregiver/teacher.
* Expressed breast milk may be brought from home if frozen or kept cold during transit. Fresh breast milk must be used within 48 hours. Previously frozen, thawed breast milk must be used within 24 hours. Bottles must be clearly labeled with your child’s name and the date the milk was expressed. Frozen breast milk must be dated and may be kept in the freezer for up to 3 months.
* Formula must be brought in a factory-sealed container in a ready-to-feed strength or powder or concentrate. Formula brought from home must be labeled with your child’s name.
* Solid foods will only be introduced after a consultation with the child’s family.

## Toddler Feedings

* Children are encouraged to self-feed to the extent that they have the skills. Children are encouraged, but not forced to eat a variety of foods.
* Round, firm foods that pose a choking hazard for children less than 3 years of age are not permitted. These foods include hot dogs, whole grapes, peanuts, popcorn, thickly spread peanut butter and hard candy.

# Health

## Immunizations

Immunizations are required according to the current schedule recommended by the U.S. Public Health Services and the American Academy of Pediatrics, [www.aap.org](http://www.aap.org). Every 3 months, we check with the public health department or the American Academy of Pediatrics for updates of the recommended immunization schedule. If a child is not going to be immunized for medical or religious reasons, parents will be asked to complete a form required by state regulations. Unimmunized children are excluded during outbreaks of vaccine preventable illness as directed by the state health department.

## Physicals

Routine physicals are required according to the current recommendations of the American Academy of Pediatrics, [www.aap.org](http://www.aap.org). A copy of your child’s physical should be received before but must be received no later than 2 weeks after your child begins HMC. Families are responsible for assuring that their child’s physicals are kept up-to-date and that a copy of the results of the child’s health assessment is given to me. Updates will be requested every 6 months for infants and toddlers and annually for children 3 and up.

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## Illness

We have been faced with a Global Pandemic COVID-19 in 2020. **\*Please see our COVID-19 health and safety plan. \***This has changed the way we must respond to illness and symptoms that we may normally overlook. In addition to the information here we will provide policy and procedure specifically for COVID-19 that families will be expected to read, agree and sign, and follow moving forward. We understand that it is difficult for parents to leave or miss work, but to protect myself, staff, the other children, and our family please do not bring your sick child to this program. **We have the right to refuse a child who appears ill. Attempting to bring your child masking symptoms is grounds for immediate termination.** If your child gets sick you will be called and asked to pick up right away. You or an emergency contact will be required to pick your child up within one hour of being called. This is not an all-inclusive list. We will try to keep your child comfortable, but he/she will be excluded from all activities until you arrive. Parents must inform us within 24 of a diagnosis or a serious illness or contagious disease. If your child exhibits COVID-19 related symptoms, you will be required to have your child tested and cleared by doctor before returning. Parents agree that a child will be symptom free without the aid of symptom reducing medications for a full 24 hours for minor illness and time based on doctor’s order and CDC guidelines prior to returning. In most cases children will need a doctor’s note to return, therefore we reserve the right to ask for a doctor’s note at the child’s return. This is to protect the family and staff of Heavenly Made Creations, LLC as well as other children attending. Failure to do so is grounds for immediate termination of care**. Please do not bring your child if he/she has and of the following symptoms:**

* Illness that prevents your child from participating in activities.
* Illness that results in greater need for care than we can provide.
* Pain – any complaint of unexplained or undiagnosed pain
* Rapid or labored breathing
* Flu
* Headache or stiff neck
* Coughing
* Excessive running nose and especially with green and yellow mucous
* Fever of 100 taken by a no touch thermometer.
* Diarrhea – stools with blood or mucus, and/or uncontrolled, unformed stools that cannot be contained in a diaper/underwear or toilet.
* Vomiting
* Pink or red conjunctiva with white or yellow eye discharge with return note and date to return from the doctor.
* Impetigo must have a return to school note with date to return from the doctor.
* Strep throat- must have a return to school note with date to return from the doctor.
* Head lice
* Scabies
* Chickenpox, until all lesions have dried and crusted and a return to school note with date to return from the doctor.
* Pertussis (Whooping Cough), a return to school note and date from the doctor.
* Hepatitis A virus, until one week after immune globulin has been administered and a return to school note with date to return from the doctor.

Children who have been ill may return when:

* + The child’s physician signs a note stating that the child’s condition is not contagious
* If a child had a reportable communicable disease, a physician’s note stating that the child is no longer contagious and may return to school is required.

## Allergy Prevention

Families are expected to notify us regarding children’s food and environmental allergies. Families of children with diagnosed allergies are required to provide me a letterdetailing your child’s symptoms, reactions, treatments, and care.

## Medications

All medications should be handed to us with specific instructions for administration. Medications should never be left in your child’s cubby or with your child to administer on their own. We will ensure that the medication is recorded along with the directions and proceed to dispense the medication as directed.

* **Prescription medications** require a note signed by the family and a written order from your child’s physician. The label on the medication meets this requirement. The medication must include your child’s name, dosage, current date, frequency, and the name and phone number of the physician. All medications must be in the original container (you may request pharmacies to fill your prescription in two labeled bottles). Please specify the dosage and time(s) to be administered for each medication.

We also have a form for parents to sign giving us permission to administer medication to your child. **Medication we may administer is such as Asthma or allergy treatment during a health crisis.**

* **Non-prescription medications** require a note signed by the parents and pediatrician. Non-prescription medication will not be administered for more than a 3-day period unless a written order by the physician is received.
* **Non-prescription topical ointments** (e.g., diaper cream) require a note signed by the parents and pediatrician, specifying frequency and dosage to be administered. We also have a non-prescription form for parents to sign permission for us to administer.

## Communicable Diseases

When a child in HMC has a suspected reportable disease, it is our legal responsibility to notify the local Board of Health or Department of Public Health. If a child or family member has been exposed to COVID-19, the family must notify us and keep the child home. If staff or anyone in the program home is exposed or diagnosed, we will take the necessary steps to close, disinfect, and quarantine, and retest until there is a negative to reopen. We will take care to notify families about exposure so children can receive preventive treatments. Included among the reportable illnesses are the following:

* COVID-19
* Bacterial Meningitis
* Botulism
* Chicken Pox
* Diphtheria
* Heamophilus Influenza (invasive)
* Measles (including suspect)
* Meningococcal Infection (invasive)
* Poliomyelitis (including suspect)
* Rabies (human only)
* Rubella Congenital and Non-congenital (including suspect)
* Tetanus (including suspect)
* H1N1 Virus
* Any cluster/outbreak of illness

# Safety

## HMC Safety

We pride ourselves in having a warm, loving and safe environment in which your child can explore, learn and experience many different things. Some features that help ensure your child’s safety are:

* Security Surveillance for the safety of the children.
* Working smoke detectors are on each floor and near cooking and sleeping areas.
* Working carbon monoxide detectors are near the sleeping area.
* Adequate Ventilation throughout my home. We currently have a filtration system and diffusers with essential oils to help keep the air and environment clean.
* No guns or firearms on premises.
* Gates are used on stairways when children under are present.
* Fire extinguishers are maintained properly.
* Toys are age appropriate, in good repair and of a non-violent nature.
* Electrical outlets are covered.
* Pens, pencils, and office supplies are out of reach.
* Knives and adult scissors are out of reach.
* Cleaners, chemicals, matches, and fire starters are out of reach.
* The hot water heater is regulated at 120°F.
* Medications are out of reach.
* A well-stocked first aid kit is kept near, and expiration dates are observed.
* Animals are child-friendly, properly immunized and in good health.
* We am certified in Infant & Child CPR and Pediatric First Aid.
* Hot radiator and water pipes are covered or out of reach or not very hot to the touch.
* Safe grassy areas to play.
* Yard is free of splinters and harmful objects.
* Safety approved play equipment and toys.
* Yard routinely treated to deter insects.
* Outside areas where children play is fenced, and gate locked.
* Children do not play outside unsupervised.
* Ponds, wells, tool sheds and other hazards are fenced or closed off.

## Clothing

Due to COVID-19 and our stricter procedures to keep germs down, when children arrive and admitted in after health assessment and check, shoes will be removed, and placed on the shoe shelf and replaced with nonslip socks. Please dress your child in practical clothing that allows for freedom of movement and is appropriate for the weather, walking, and running outdoors. Your child will be involved in a variety of activities including painting, outdoor play, sand, weather, and other sensory activities. Our yard is used as an extension of the program, and daily activities are conducted outside whenever weather permits.

Please bring one extra set of weather appropriate emergency clothing to be placed in your child’s cubby in case of an emergency. There will be no additional over garments or clothing allowed to be worn or admitted into the program at this time. Sandals and flip-flops are not appropriate for program play and make it difficult for your child to participate in some activities.

## Extreme Weather and Outdoor Play

Outdoor play will not occur if the outside temperature is greater than 90 °F or less than 25 °F degrees (including the feels like). Additionally, outdoor play will be cancelled if there is high quality air alert. If the temperature will reach 95 and above in degrees or heat index and declared unsafe following the school policy or a decision that there is unsafe weather, we will close. This will apply to winter cold weather and storms as well.

## Injuries

First aid will be administered by staff in the unlikely event that your child sustains a minor injury (e.g., scraped knee). You will receive a report outlining the incident and course of action taken in writing and a notification on brightwheel If the injury produces any type of swelling or needs medical attention, you will be contacted immediately. HMC is equipped with a first aid kit meeting the state regulations.

In the event of a serious medical emergency, your child will be taken to the hospital immediately by ambulance, while we will try to contact you or an emergency contact.

## Biting

Biting is a normal stage of development that is common among infants and toddlers – and sometimes even among preschoolers. It is something that most young children will try at least once.

When biting happens, our response will be to care for and help the child who was bitten and to help the biter learn a more appropriate behavior. Our focus will not be on punishment for biting, but on effective behaviors that address the specific reason for biting.

Noteswill be written to the family of the child who was bitten and the biter’s family. We will work with the families of both to keep them informed and to develop strategies for change.

## Pets/Animals

We have one cat (Shy) and one turtle (eclipse). Shy has shot records on file. Shy is not normally around the children unless in passing. Children are not allowed to touch the animals. Animals are not allowed near the children. Shy may come out in passing for food, water, and bathroom.

## Respectful Behavior

All children and families will be treated with respect and dignity. In return, we expect the same from all families. We are not perfect, but we strive for excellence. We will not tolerate hostile or aggressive behavior. If this occurs, we reserve the right to ask you to control your behavior, leave the program, and/or remove your child from HMC.

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## Smoking

The poisons in secondhand smoke are especially harmful to infants and young children’s developing bodies, therefore the indoor and outdoor program environment and vehicles used by HMC is always non-smoking areas. The use of tobacco in any form is prohibited on HMC’s premises.

## Prohibited Substances

Any adult who appears to be inebriated, intoxicated, or otherwise under the influence is required to leave the premises immediately. Please do not pick up your child with marijuana smell lingering.

## Dangerous Weapons

A dangerous weapon is a gun, knife, razor, or any other object, which by the manner it is used or intended to be used, is capable of inflicting bodily harm. Families, children or guests (other than law enforcement officers) possessing a dangerous weapon will not be permitted onto the premises. In cases that clearly involve a gun, or any other weapon on my premises, the police will be called, and the individual(s) involved will be immediately removed from the premises. This policy applies to visible or concealed weapons. All Staff at HMC is now required to complete an active shooter training annually.

## Child Custody

Without a court document, both parents/guardians have equal rights to custody. We are legally bound to respect the wishes of the parent/guardian with legal custody based on a certified copy of the most recent court order, active restraining order, or court-ordered visitation schedule. We will not accept the responsibility of deciding which parent/guardian has legal custody where there is no court documentation.

## Suspected Child Abuse

We are required by law to report all observations of child abuse or neglect cases to the appropriate state authorities if we have reasonable cause to believe or suspect a child is suffering from abuse or neglect or is in danger of abuse or neglect, no matter where the abuse might have occurred. The child protective service agency will determine appropriate action and may investigate. It then becomes the role of the agency to determine if the report is substantiated and to work with the family to ensure the child’s needs are met. HMC will cooperate fully with any investigation and will maintain confidentiality concerning any report of child abuse or neglect.

# Emergencies

## Lost or Missing Child

In the unlikely event that a child becomes lost or separated from the group during an outing or field trip and is not located within 10 minutes, the family and the police will be notified immediately. Families will be notified about the incident no matter the time frame.

## Fire Safety

There are two fire extinguishers located in the home. One is located in the kitchen and one located in the living room. There are smoke alarms on every level of the home, and carbon monoxide alarm in the basement. There are outdoor lights in the front and back of the property. We have a fire evacuation plan and fire drills will be demonstrated with the children monthly. There are flashlights in the kitchen, dining room, living room, and upstairs in the event of a power outage. If there is inclement weather during a power outage, you will be called to pick up your child.

## Emergency Transportation

In the event your child needs to be transported due to a medical emergency, if no other authorized person can be contacted and the need for transportation is essential, an ambulance will be called for transportation. A proper escort will accompany and remain with your child until a family member or emergency contact arrives. Staff or a substitute will remain with the other children in attendance.

# Family Activities

Due to COVID-19 some or all activities and or events will be given alternatives, postponed, or cancelled until further notice. We always offer an opportunity for families to participate in the activities that help with growth and improvement of their child’s education. We encourage families to take an active role.

Examples of Family Events: Please be sure to look at the Bulletin Board for announcements of these activities and events.

• Holiday/Seasonal Gathering

• Book Swap

• Harvest Party

• Annual Family Picnic – Mandatory every July

• Parent appreciation day

• Secret Santa

• Birthday celebrations

Program Activities: Enjoy and help your child’s class with these special activities.

• Share a meal with your child

• Chaperone field trips – Mandatory end of the year to Sesame Place

• Read to children at arrival or pickup or during story time

• Volunteer in the classroom

• Donate requested items

• Contribute to Potluck Meal

• Family Teacher conferences – Mandatory 3 – 4 times per year.

**Tuition and Fees Payments**

**Tuition is due every Monday at arrival and no later than 2:00PM Monday afternoon.**

**Payments can be made as early as the week before for the following week.**

**A $15 late payment fee will be charged at 2:01PM**

**If payment (Including late fee) is not received by Tuesday at arrival a $20 late fee will be added. Students will not be permitted after Tuesday until payment is made.**

**Tuition is per week, per child and are non-negotiable.  
 Tuition is for slot, not attendance.**

**Full time ~ Maximum 9.5 hours a day.**

$300.00/Week

**Part-time ~ 2 days**

$150.00/Week

**Part time ~ 3 days**

$200.00/Week

**PHL PreK Extended Care**

$150.00/Week

**Rates annual increase -September 1st**

**~ Drop-In Care ~**  
$100.00 daily rate (9 hours max.)

Must be paid at arrival.

Parents qualify for 2 drop offs a month. Schedule after that is part time.

**Late Pick-Up Fees**

**\*\*Pick up time is based on Full Time, Part Time, or Extended Care contracted hours\*\***

Late pick-up Fee: $2.00 per minute paid at arrival. Maximum 3 times a month

Late pick-up Fee: $5.00 per minute paid at arrival 4th time and after for the month.

**Children will not be permitted until late fee is paid in full.**

**No Cash Accepted**

**Paypal:** [heavenlymadecreations@gmail.com](mailto:heavenlymadecreations@gmail.com)

**Swipe with credit card: Fees will apply.**

\*\*Rates increase every September\*\*

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Family Handbook Acknowledgement

Please sign this acknowledgement, detach it from the handbook, and return it to me prior to enrollment.

I may update this handbook from time-to-time and will provide notice as updates are implemented.

Thank you for acknowledging the policies and procedures I have set up are for the safety and welfare of all children in my care. I look forward to getting to know you and your family.

I have received and reviewed the **Family Handbook**. It is my responsibility to understand and familiarize myself the Family Handbook and to ask questions if I do not understand any policies, procedures or information contained in the **Family Handbook**.

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| Recipient Signature |  | Date |
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| Provider’s Signature |  | Date |

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