



HOME DAYCARE

PARENT HANDBOOK



CONTACT INFORMATION

Location: 90 Schoolhouse Road, Orland, Maine 04472

Phone: (207)-469-7961 EXT 2
(Fax: 469-1023 ~ ATTN: Daycare)

Website: www.HOMEmmaUSA.org

JOIN US ON FACEBOOK

PROVIDER PHILOSOPHY

H.O.M.E. Daycare is a non-profit organization and is licensed by the State of Maine as a Small Child Care facility. We provide high quality, affordable childcare to families of all income levels, assisting low-income families to become self-sufficient. Our qualified, nurturing staff offers a developmentally appropriate and safe learning environment for young children while their parents work, receive training, attend school, or have a day for themselves.

We believe that....

*All children deserve quality learning and individual learning experiences

*Relationships with caring parents, caregivers, and their peers are key

*Children learn best when they feel safe, loved, and secure

We serve children ages six weeks to twelve years of age in our daycare center, and we can have up to twelve children per day. We also offer after school and vacation care for children aged six to twelve. Children will be admitted without regard to race, culture, sex, religion, orientation, ancestry, or disability when a slot is available. The program will attempt to accommodate a child with special needs consistent with the requirements of the ADA. Developmentally appropriate practices help guide our curriculum which emphasizes on creativity, choice, growing, independence, cooperation, and building friendships.

Our Staff is required by the licensing bureau to complete 12 hours of training a year through Maine Road's to Quality. Our staff exceeds this requirement to provide the most knowledgeable and highest quality of care for your children. Staff certificates of completion available upon request.

We are a Professional Child Care Provider, not a babysitter. The policies listed in this handbook are set forth by the Child Care Provider and are in accordance with the Child Care Licensing Regulations. These policies and accompanying contracts become effective upon acceptance by the parent/guardian and the Child Care Provider.

We are mandated reporter's and required by law to report any suspicion of child abuse or neglect. If you suspect a child of abuse or neglect call # 1-800-452-1999. The line is open 24/7

CONTACT INFORMATION

Location: 90 Schoolhouse Road, Orland, Maine 04472

Phone: (207)-469-7961 EXT 2

Please keep in mind that occasionally we are unable to answer the phone due to diaper changes, bottle feeding, etc., and even though it is a rare occasion, if the phone goes unanswered, please do not be alarmed, simply leave a message or try back in 10 minutes.

BUSINESS HOURS

Monday – Friday
8 am – 4 pm

CANCELLATIONS AND HOLIDAYS

The daycare will be closed in recognition to the following holidays:

President's Day	New Year's Day
Martin Luther King Jr. Day	Memorial Day
Independence Day	Labor Day
Thanksgiving Day and Friday after	Veteran's Day
Christmas Eve and Christmas Day	

**We may close for two days each year for renovations (during warm weather). Parents will be notified at least 2 weeks in advance of this date and will not be charged for this closing. Alternative care will be suggested, or field trips will be taken these days.

SNOW CANCELLATION POLICY

Safety of our children is number one. The daycare will remain open unless the director deems conditions unsafe due to bad weather. Also, the Daycare will be closed when RSU 25 school district is closed for snow days. If we close due to storms, we will make every effort to contact all parents by 7:00am, so please make sure we have an updated number to reach you at. If you do not hear from us by that time, it is safe to assume we will be open. If you are uncertain, please call the Daycare or the Director before departing home. If there is an early release from school, unless roads are hazardous, we will remain open.

ARRIVAL

Upon arrival to daycare, please call daycare to notify a staff member. A staff member will come to you and complete a screening process. This will include a temperature check, and a question form to be completed. The staff member will escort your child/children into daycare. That staff member will sign your child into our attendance book with their time of arrival and the name of the person who dropped that child/children off.

DEPARTURE

Upon arrival to daycare, please call daycare to notify a staff member. A staff member will escort your child/children to you. That staff member will sign your child/children out of our attendance book with time of pick up and who picked up child/children.

Late pickup -We do understand things happen. If for any reason you foresee that you will need to be late, please check with the staff at least 24 hours in advance. Unplanned, or recurring late pickups will incur an additional fee of \$25.00 every half hour late.

The daycare **MUST** have written notice identifying anyone that has the right to pick your child up from daycare. This includes all non-custodial parents. Children **WILL NOT** be released to anyone other than custodial parents without written notices from you prior to the pick-up. Phone permission will not be granted for the safety of your child. It is also important that daycare staff is aware if there is anyone who does not have permission to pick up your child and may attempt to do so. A person picking up a child must be able to show a photo ID. A copy of their ID may be taken if they will be a regular pick-up person.

LEGAL CUSTODY

If you share custody of your child, you must provide a copy of the court order recognizing the parent who has legal custody of the child, as well as visitation schedules. Otherwise, we have no choice except to release the child to his/her parent upon request. We will not be involved in custody battles and disputes between parents; please keep these issues at home unless it affects the child in an immediate manner.

****The parent agreeing to the daycare contract is the parent that takes full responsibility of all fees****

MEALS/ROUTINE/TRAINING

MEALS AND SNACKS

We provide a healthy balanced breakfast, morning snack, lunch, and afternoon snack. We serve 1% milk and water at all mealtimes. If your child chooses not to eat his/her meal, they will not be served again until the next mealtime. We do not force eating. Menus can be given on a weekly basis upon request. If there are special dietary restrictions or requirements of a special diet due to allergies, medications, and or cultural or religious beliefs, it will be the responsibility of you, the parent, to provide physicians documentation or well-balanced diet for your child. All staff and children wash their hands before and after all meals.

****This institution is an equal opportunity provider and employer****

Please do not send candy, donuts, or soda.

NAP TIME/REST TIME

All children will be required to lie down for a nap/rest time each day. We will not force your child to sleep but they must rest and lie down quietly. If they have a special nap time blanket or toy, please bring this with them or keep a spare in his/her cubby.

DIAPERING/TOILET TRAINING

Staff will wash hands before and after changing diapers and using the bathroom. Children will wash their hands after diaper changes or using the toilet. Diapers will be disposed of properly and changing tables will be disinfected promptly. Staff will follow the potty-training routine set by parents. A child will NEVER be shamed or punished for accidents. Please make sure child's clothes are easy for them to manage. Six changes of potty-training pants or pull ups are required (Sanitary reasons) and extra clothes. State law forbids staff from washing clothes with feces. Clothes will be bagged and put in their cubby for parents to take home.



GUIDANCE

HUGS AND KISSES POLICY

We believe in treating all our daycare children with the love and nurturing that we would give our own children. We believe in giving children appropriate affection which includes hugs, kisses, and cuddle time.

If you are not comfortable with this policy, please make us aware.

CHILD BEHAVIOR GUIDANCE

Staff will use redirection as the primary method of child guidance and encourage positive self-esteem and teaching personal responsibility. We enforce positive behaviors through PRAISE, RESPECT, REDIRECTION, and POSITIVE REINFORCEMENT. We will use behavior guidance that is positive, consistent, clear, and understandable to your child. Children will be guided by use of descriptive words to take appropriate action. Children will be offered choices using positive, directive, and descriptive language. Children will NEVER be punished by corporal means or humiliation. Our goal is to coach the children so they can negotiate, compromise, brainstorm, and work it out together. Only when and if appropriate, a time out will be given. This will give the child a chance to re-gain control and calm themselves.

COMMUNICATION

OPEN DOOR POLICY **Please see out updated procedures due to covid-19**

We have an open-door policy. If at any time you need to speak to us, please feel free; our door is always open to you. Be assured that “Open Door” does not mean that we keep our doors unlocked. We encourage you to drop in and check on your child at any time, however, we appreciate the respectfulness of quiet time between the times of 12:30pm-2:30pm. Please understand that little ears and minds hear and understand more than we think. We are not comfortable discussing a child in the presence of anyone, but their parents. Topics that concern day to day events or light-hearted discussion are fine.

COMMUNICATION

You will receive a daily report on your child. Information you may find in this report includes daily activities, feedings, diapering, naps, reminders, moods, etc. All parents should check our board in the cubby room for important information, announcements, etc. Cubbies have valuable information, such as reminders, letters, billing, etc. Please check these at the end of the day.

PERSONAL ITEMS

Each child is assigned a cubby for personal items, papers, or projects made while at daycare. Please help your child keep their cubby neat by taking home items at the end of the day. Please label children's clothing and personal items with their name or initials. Please bring a change of clothes for your child including socks and underwear. These clothes may be left in your child's cubby in case of a spill or accident. Please dress your child according to the weather.

We ask that children do not bring toys from home. Your child may bring a stuffed toy, blanket, or pillow for comfort at quiet time. The only exception would be “Show and Tell” and you will be notified of this date.

Parents are responsible for supplying: bottles, formula, baby food, diapers, wipes, full change of clothing and any other supplies or personal items your child may need during the day.

SAFETY

We offer a supervised, clean, spacious, and well-lit environment for your child to play in. Staff will document all accidents, injuries, or emergencies at the time of occurrence. If there is a non-emergency, parents will be notified of accident or injury at the time of

pick-up and will be asked to initial their child's incident report indicating that staff has discussed the incident with them. All chemicals/cleaning products are kept out of reach of children. Electrical outlets are covered as well to protect the children.

ALL DAYCARE STAFF ARE CERTIFIED IN ADULT AND INFANT/CHILD CPR AND FIRST AID.

Fire drills are practiced each month. The children are made aware of fire safety and the reason for fire drills. Evacuation routes are posted by each exit.



HEALTH PROCEDURES

Sick Policy

Maine State Law requires that we have a complete immunization record for each child on file.

****Please see our updated procedures due to covid-19****

Please do not send a sick child to daycare. If your child is running a fever of 100 degrees underarm or 101 orally, please keep your child home. Your child must be fever free for 24 hours before returning to day care. If your child needs to start a prescription due to illness please, keep that child home the first 24 hours after starting the prescription.

We reserve the right to dismiss the child from daycare if the child: has vomited 2 or more times in a 24-hour period, had more than 3 poopy diapers that is runny, watery, or bloody, discharge from the eyes, an uncontrollable cough, unexplained rash or if they have lice. Additionally, we may dismiss a child if they are unable to participate in daily activities due to extreme fussiness.

All medications must be in the original bottle and will be kept in a locked cabinet. Permission forms must be signed in order for staff to administer your child any medications.

Bumps and scrapes are bound to happen, and we make every attempt to keep the children safe inside and out. Minor injuries will receive appropriate first aid. If an

emergency injury or illness occurs, you will be contacted immediately. If we are unable to contact, you and your emergency contacts we will utilize the Emergency Permission slip and call 911 or go immediately to the hospital. Parents are responsible for costs involved in emergency medical treatment, including transportation if required.

FUN AND CELEBRATIONS

We will celebrate holidays that are observed by the public school system by learning activities and celebration. Birthdays will be celebrated for each child in childcare. If your child's birthday falls on a closure day, the birthday will be scheduled as close to their birthday as possible. We also have seasonal parties to celebrate Thanksgiving, Christmas, Hanukkah, Valentine's Day, Easter, and Independence Day. We will provide more information prior to our celebrations.

FIELD TRIPS AND OUTINGS

We may go on field trips throughout the year. Parent volunteers are always welcome. You will be notified when a trip is planned and have the option to attend with us. A detailed permission slip will be given for you to read over and sign. We try to keep costs at a minimum but please be aware that parents may be asked to contribute now and then.

DONATIONS/READ AND SHARE PROGRAM

Donations within the daycare are always welcome and appreciated. They help us keep costs down. Items that are always needed include: Snack foods (crackers, fruit cups etc.), magazines, books, paper, art supplies, laundry detergent, bleach, toilet paper, paper towels, tissues, etc.

AFTERSCHOOL PROGRAM

We also offer afterschool care for children ages six to twelve. Our curriculum will allow children to have time for homework, arts, and crafts, and outside time. While this is close to the daycare program, this program allows the older children to build their social skills with children their own age and time for tutoring if needed. We will provide quality care and a safe place for kids to learn and have fun.



PARENT FEES

H.O.M.E. Daycare accepts private pay as well as vouchers and ASPIRE. The private pay fees for one child are as follows:

	Full Time	Part Time	Half Time	Quarter Time	Hourly
Infant	175	135	90	45	4.75
Toddlers	170	130	85	43	4.50
Preschool	160	120	80	40	4.25
School Age	125	95	63	32	3.25

Infant means a child six (6) weeks through twelve (12) months of age

Toddler is a child thirteen (13) months through thirty-six (36) months of age

Preschooler is a child more than 36 months of age but not yet enrolled in Kindergarten

School age is a child enrolled in Kindergarten

All parents must sign an agreement which includes the day of the week in which payment will be received. Payment must be made prior to your child receiving care. We will be unable to care for your child if payment is not made on time. The Director is happy to work with families to help meet needs that may affect timely payments, however; we cannot provide services without regular payments.

We charge a \$25.00 fee for any returned checks and this must be paid at the time of repayment.

Holidays: If a holiday is on a weekday there will be no change in the rates. We will not charge fees for holiday closing of a week or longer. If a family notifies 2 weeks in advance that they will be taking time off from the program, the charges will be waived, and the child's place will be held until the expected date of return. Sibling's discount and sliding scale fees are available. Unplanned late pickups will have an additional fee of \$25.00 for every half hour late.

TERMINATION

The first 14 days is an adjustment period. It is our responsibility to let you know if your child seems unhappy or the arrangement is unsatisfactory for any reason. We expect you to let us know of the same things. The parent or Director can terminate the contract at any time in the adjustment period in writing on or before the 14th day. Fees will remain the same if you withdraw the child before notice is given. Two-week fees may be paid in lieu of two-week notice. Termination will not be accepted while provider or parents are on vacation.

Termination of childcare arrangements will take effect immediately for any of the following reasons (but not limited to):

- *Failure to comply with the policies set forth in the handbook**
- *Failure to comply with the contract**
- *Destructive or hurtful behavior of child that persists even with parent cooperation in stopping the behavior.**
- *Non-payment of childcare fees or late and/or recurring late payment fees.**
- *Failure to show up for 5 days in a row without any communication.**
- *Failure to complete required forms.**
- *Inability to meet the child's needs without additional staff.**
- *Blatant disrespect towards the provider, staff, or children.**
- *Parent knowingly brings their ill child to daycare.**

PARENT'S RIGHTS

Parents have the right to:

- Visit your child anytime
- Access your child's record with appointment
- Meet with staff
- Direct involvement in your child's education
- Information and referral to community agencies
- Request verbal report and/or written report of your child's day
- Have all information involving you and your child kept locked up and confidential
- Bring any concerns to the Director of Daycare
- Call and check on and get updates on your child
- Involvement in the operation and evaluation of the program
- Non-discriminating billing and payment arrangements

PARENT'S RESPONSIBILITIES

Parents are responsible for:

- Picking your child up on time
- Providing necessary daily needs (Diapers, wipes, extra clothes, etc.)
- Updating intake information
- Dressing your child(ren) appropriately for the weather
- Keeping your ill child home
- Leaving a number where you can be reached in case of emergency
- Making staff aware of your child's needs
- Notifying staff if your child will be absent

DEVELOPMENT

With the wide range of ages that we will be working with, we want you to know that we will provide your child with the proper care they need to keep up with their development. While they are in our daycare, we will be doing activities that involve their sensory, social and emotional, fine motor, language, gross motor, creative, and self-help skill and development. Above all we encourage the use of their imagination!!! If you would like a copy of some examples of what we will be doing with your child, please do not hesitate to ask.

NON-DISCRIMINATION STATEMENT

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at:

http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

This institution is an equal opportunity provider.

ADMISSIONS PROCESS

All required documentation must be completed and returned before enrollment can be accepted. The state of Maine no longer accepts philosophical or religious reasonings for

not receiving vaccinations. A copy of vaccinations must be admitted with enrollment paperwork or that child/children will not be accepted for enrollment.

STAFF:

Rosa More – Assistant Director of H.O.M.E. Inc.

Christina Witham – Director of Daycare

Denise Bevan – Lead Teacher

Cade Seavey – Teacher Aid

Janet Johnson – Teacher Aid