



**T**EDDY  
**B**EAR  
**C**ARE



**I**nfant<sup>and</sup> **T**oddler **H**ome **C**are

## Parent Handbook

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Dear Parents,

Welcome to Teddy Bear Care. This is your copy of Teddy Bear Care's Mission Statement, services, policies, procedures, and miscellaneous information. We would appreciate you taking the time to review this information. Please share any relevant information with your child. You will want to retain this handbook for future reference if any questions arise over our policies or procedures. If you have any questions regarding anything in this handbook, please feel free to contact us before enrolling or anytime during your Childs enrollment with us.

Sincerely,  
Linda and Bill Bolyard  
Proud Owners

## **Mission Statement**

Our goal at Teddy Bear Care is to provide children with a safe, warm, caring environment in which they can learn and grow. Our program consists of developmentally appropriate activities for your child. There is a blend of activities and free play both inside and outside. Our goal is to have a program that will encourage a stimulating environment for the physical, intellectual, emotional, and social development of your child. We will continuously strive to improve our curriculum and activities to be “Developmentally Appropriate” for your child.

## **Parent's/Guardian's Rights**

We recognize that you, as a Parent/Guardian, play the most important role in your child's growth and development. A Parent/Guardian should be closely involved in their child's care. Because you chose a licensed child care facility for your child you have the following rights:

- You have the right to expect that the care your child receives at Teddy Bear Care meets or exceeds the minimum standards as outlined in the Arizona Department of Health Services (ADHS) Child Care Regulations.
- You have the right to visit any time your child is at the center without making an appointment.
- You have the right to see the rooms and outside play areas where your child's care is provided during operating hours.
- You can view the public files of Teddy Bear Care at a regional ADHS office or web site.
- You can request to view inspections records of the facility.
- You have the right to a written statement of services from Teddy Bear Care, to include information concerning fees.
- You must give written permission before Teddy Bear Care may take your child swimming or on field trips.
- You have the right to be notified immediately of any serious injury or accident requiring medical attention.
- You can expect that any complaint that you make regarding a violation of a regulation or the care your child is receiving will be investigated by ADHS.
- You have the right to be made aware of your child's daily activities and progress.

## **Hour of Operation**

**Monday – Friday...6:00am – 6:00pm**

Note: Additional hours are available.

## **Fee and Payment Requirements**

Full Week, Full Day Rates: **\$125.00 per week; Infants**

**\$110.00 per week per child; ages One and Two.**

**\$105.00 per week per child; ages Three and up.**

- Fee covers (5) five days per week, up to (10) ten hours per day.
- There is a \$3.00 per hour charge for every hour over (10) ten hours per day.
- No discount for additional children with the full week rate.
- All non-toilet trained children are charged the same rate as One and Two year old children.
- All other regular fees and payment requirements apply.

Rates: **Infants:** *Daily and weekly rates only*

\$30.00 per day (\$28.50 for additional infant)

- Minimum (3) three days/week

### **Children ages One and Two,**

\$3.15/hr. for 6 hours or less (\$3.00/hr each additional child),

\$3.00/hr. for 7 hours or more (\$2.85/hr. each additional child).

- Minimum \$13.00/day, (2) two days/week, Maximum \$30.00/day

### **Children ages Three and up,**

\$3.00/hr. for 6 hours or less (\$2.85/hr each additional child),

\$2.75/hr. for 7 hours or more (\$2.60/hr. each additional child).

- Minimum \$12.00/day, (2) two days/week, Maximum \$27.50/day

Note: Additional Children must be Siblings or live in the same home.

All non-toilet trained children are charged the same rate as One and Two year old children.

### **Other Fees and Responsibilities:**

- Upon enrollment the following fees are due before the child is admitted:
  - The registration fee: \$40.00
  - The first weeks charges
  - Last week deposit (deposit is equal to one week's charges, minimum deposit \$50.00). Payment plans available for deposits.
- Hourly rates are charged in (1) one hour increments.
- Partial hours (ten minute grace period) are charged to the next full hour.
- Charges are due and payable in advance on the first day of service each week.
- Overtime rate: \$5.00 per 15 minutes (starting 1 minute after closing time).
- All additional charges from the current week of service are due and payable on the first day of the following week of service.
- DES subsidized children – Parents/Guardians are responsible for all fees not covered by DES including absents not covered by DES.
- There is a 50¢ fee per diaper/pull-up not provided by the Parent/Guardian.

**Drop-ins** welcome depending on available space. Rate: \$5.00 per hour, no multi-child discount with drop-in rate. (Child must be registered, all fees apply)

## **PAYMENTS**

Payments can be made by Cash, Check, or Money Order. Late payments will be assessed a **late fee of \$10 per week** for payments not made during the week of service. Late payments may jeopardize your child's spot at the center. If a payment made by check is returned for **insufficient funds, a \$40 fee** will be charged and all future payments may be required to be paid in cash or with a money order.

## **Enrollment Requirements**

Teddy Bear Care accepts children beginning at the age of one (1) up to age six (6). The following items must be completed before the first day of attendance:

- Teddy Bear Care "Registration Information" form
- Childcare Agreement
- Emergency Information and Immunization Record Card (blue card)
- Handbook Agreement and Photo Release
- "Request for Exception to Immunization Child Care Facilities" form, if applicable
- All appropriate fees paid

## **Disenrollment Requirements**

We request that you give us a minimum of two (2) weeks' notice before your child's last day in attendance. A notice of less than two (2) weeks could result in a loss of all money on account for the child.

If a child is not in attendance for more than two (2) weeks without communication from the Parent/Guardian, the child will be dropped. If a child is dropped, the child may need to be re-registered, all money currently on account for the child will be forfeit, and could jeopardize your child's spot at the facility.

# **Policies/Procedures**

## **Signing In/Out Procedure**

Your child must be signed in and out everyday. Only an authorized individual may sign a child in or out. Please keep your child's emergency contacts up to date. Your child will only be released to an authorized individual with valid picture identification. With written authorization an authorized staff member may sign a child in and/or out for before and/or after school care. **If the child is not picked up within one (1) hour of closing and the Parent, Guardian or emergency contact cannot be reached, we are required by law and will contact the Prescott Valley Police and or Child Protective Services to pick up the child.**

## **Discipline Policy**

We believe each child should have the opportunity to learn in a safe orderly environment. The children at Teddy Bear Care will be expected to:

- Use appropriate language
- Show respect for the teachers and caregivers who supervise them
- Respect other children and their property
- Treat other children with kindness in the classroom and outside areas.

Children displaying inappropriate behavior will be dealt with as follows;

- First, the Staff will talk to the child and parent about minor behavioral problems. Time outs will be used. If minor behavioral problems persist the child may be removed from the center.
- Second, if a child displays behavior that is harmful to them self, the other children, or the Staff, the Parent/Guardian may be asked to pick the child up from the center. If this type of behavior cannot be resolved by the Staff and the Parent/Guardian the child will be removed from the center.

If the child is removed from Teddy Bear Care for discipline problems, the Parent/Guardian will not receive a refund of any fees still on account for that child.

## **Abuse Reporting Policy**

**Teddy Bear Care is required by law to report any child who appears to be emotionally, physically or sexually abused or neglect to Child Protective Services (CPS). Suspicious of child abuse or neglect will be documented and maintained in the child's confidential file.**

## **Absence Policy**

Please give Teddy Bear Care a call if your child is going to be absent.

Teddy Bear Care does not reimburse fees for absents on the day of the call other than bereavement or medical emergencies with documentation.

Please notify Teddy Bear Care **in advance** if your child's schedule is going to change for the week. Fees will be adjusted the week following the change.

**A No-Show without a call on a scheduled day will be charged at the child's regular rate for the day. This includes fees not covered by DES for absents.**

## **Illness Exclusion Policy**

Control of communicable illness among children is a prime concern to Teddy Bear Care. Policies and guidelines related to outbreaks of communicable illness in this center have been developed with the help of the health department and local pediatricians. In order to protect the entire group of children, as well as your own child, we ask that Parents/Guardians assist us by keeping a sick child at home if the child has experienced any of the following symptoms within the past 24 hours:

- A fever over 100°F (37.8°C) orally or 99°F (37.2°C) axillary (under the arm)
- Signs of newly developing cold or uncontrollable coughing.
- Diarrhea, vomiting, or an upset stomach.
- Unusual or unexplained loss of appetite, fatigue, irritability, or headache.
- Discharge or drainage from the eyes, nose, ears, or open sores (other than allergy related)

A child that shows symptoms of illness will not be admitted to the center for the duration of the illness. The child may return if a doctor's note is provided that identifies the child's illness and states that the child is no longer contagious or if the child no longer shows symptoms of illness.

If your child becomes ill while at the center, they will be isolated from the other children. You will be called and expected to pick-up your child immediately. If you arrange for someone else to pick-up your child, they must be on the emergency contact list. Fees will not be adjusted for the day a child leaves Teddy Bear Care early for illness.

We appreciate your cooperation with this policy. If you have any questions, about whether or not your child is well enough to attend the center that day, please call the center before bringing your child to the center.

## **Medications Policy**

Teddy Bear Care will not administer all types of medications, please check with staff for more information. Only one staff member present at the center is authorized to receive and return medications to the Parent/Guardian. Only the authorized staff member is allowed to administer medication to your child.

Prescription Medications: We can administer prescription medications to your child only if the medication is prescribed for your child. A “Medication Consent Form” and/or a note must accompany all prescription medications from the child’s physician stating the following:

The child’s first and last name;

The name of the medication;

Prescription number, if any;

Instructions for administration specifying the:

- The dosage of the medication;
- If indicated, starting and ending dates of the dosage period; and
- Times and frequency of administration;

Reason for the medication; and

Any special instructions including side affects;

Nonprescription Medications: We can administer nonprescription medications with a completed “Medication Consent Form” signed by the Parent/Guardian or the child’s physician.

An authorized staff member shall:

- Administer a prescription medication provided by a parent/guardian only from a container dispensed by a pharmacy;
- Administer a nonprescription medication provided by a parent/guardian for an enrolled child only from a container prepackaged and labeled for use by the manufacturer and labeled with the enrolled child’s name; and
- Not administer any medication that has been transferred from one container to another.

All medications at the center are secured as required by the ADHS Regulations.

All unused prescription and nonprescription medications will be returned the parent/guardian when the prescription medication date has expired or the medication is no longer being administered to the enrolled child. If unable to locate the parent/guardian of a child after disenrollment, the medication will be disposed of.

## **Immunizations Policy**

The ADHS Regulations requires all children enrolled in a childcare center to have documentation that they have received all of the state required immunizations for the child's age. If your child receives additional immunizations while attending Teddy Bear Care, please notify us in writing.

The Parent/Guardian may fill out and sign an "Exemption Form" for religious reasons. The child's physician may fill out and sign an "Exemption Form" for medical reasons.

Note: If an "Exemption Form" is used and a child at the center is diagnosed with a communicable illness, any child at the center with an "Exemption Form" will be excluded from the center for the duration of the incubation period.

## **Injury Policy**

There will always be at least one CPR and First Aid Certified staff member present at all times when the center is open.

All injuries will be documented and reported to the Parent/Guardian when the child is signed out of the center that day.

Should your child become injured beyond a simple band-aid while in our care and in the opinion of our staff we do not feel your child needs immediate medical attention, we will contact the Parent/Guardian, if we cannot reach the Parent/Guardian we will attempt to contact an individual on the child's emergency contact list.

## **Medical Emergency Policy**

Should an emergency develop and in the opinion of our staff, your child may need to be seen by a physician or paramedic, 911 will be called and your child may be transported to the nearest medical facility. Simultaneously another staff member will be attempting to contact the Parent/Guardian or an individual on the child's emergency contact list.

## **Personal Toy Policy**

Personal toy are not permitted at the center. A personal comfort item is permitted during a new child's adjustment period. **Personal nap items are always permitted.**

## **Field Trips Policy**

At this time, Teddy Bear Care is not planning to do any Field Trips.

## **Two Day Minimum Policy**

This policy requires a client to have two or more days of service per week to get the regular rates we currently charge. If a client uses only one day of service a week, the rate will be the drop-in rate. Infants have a (3) three day minimum.

## **Birthday Policy**

We would love to have you come and celebrate your child's birthday at the center. You may bring treats as long as there is enough to share with the rest of the children in the room. Please arrange with the staff at least two days in advance.

## **Dress Standards Policy**

Our dress standards are designed to promote personal safety, hygiene, as well as encourage positive behavior.

- Clothing with logos, pictures, designs and or text must be school and age appropriate. Any content which relates to alcohol, drugs, tobacco, inappropriate language and or artwork, racial slogans, sexually explicit slogans or pictures **are prohibited**.
- Footwear must be worn, no open toed shoes, or flip-flops, all footwear should be comfortable for active children. (Exception; during summer water activities as a second pair of shoes on specified days)
- Earrings are acceptable, but must be post earrings only
- Shorts, pants, and jeans should fit and not be excessively low (sagging).

If your child is found to be in violation of the dress standards, you will be asked to bring your child an acceptable outfit or remove the child until appropriate clothing can be obtained.

**An extra change of season appropriate clothing is required at the facility for your child. (Either kept at or brought daily)**

## **Volunteer Policy**

Teddy Bear Care strongly encourages Parents/Guardians to volunteer.

A staff member will accompany volunteers (Parent/Guardians) at all times.

Volunteers that will be left unaccompanied with a child will be required to meet the same requirements as the staff.

## **Transportation Policy**

Teddy Bear Care does not provide any transportation for the children. Parents must provide all transportation for their child to and from the facility.

## **Fee Refund Policy**

All refunds will be mailed within 30 days of your child's last day in attendance, **no cash refunds**

No refunds will be given for the following reasons:

- Less than two (2) weeks' notice before your child's last day in attendance,
- Child removed from the facility for discipline problems.

## **Insurance Policy**

Teddy Bear Care does not carry insurance for your child's medical or dental cost if they are injured during school activities. Parents are responsible for their child's medical or dental cost. In an emergency we may call paramedics who may decide that an ambulance should be called. Parents will be responsible for these services. Teddy Bear Care is otherwise covered for liability.

## **Update Policy**

Please provide Teddy Bear Care with updates when there is a:

- Change of Address (mailing or physical);
- Change of phone numbers;
- Change of employment;
- Change in "Emergency Contacts" information;
- Change in your child's immunizations;
- Or any other information required on the Emergency Information and Immunization Record Card (Blue Card)

State regulations require us to keep this information up to date at all times.

## **Client Complaint Policy**

### **OBJECTIVES**

The objective of our Client Complaint Policy is to:

- Resolve service complaints.
- Obtain feedback to identify services that need improvement.
- Create an additional opportunity to provide service to the satisfaction of the Client.

### **POLICY STATEMENT**

Teddy Bear Care is committed to the efficient and fair resolution of complaints and the provision of quality service. A service complaint is defined as a Client demand, however made, for a service to be provided or an action to be undertaken by Teddy Bear Care. A service complaint is defined as an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by Teddy Bear Care, affecting any Client. Service complaints will be recorded and reported on for improvement and monitoring purposes. The Client should be informed of the length of time required to respond to the complaint when possible.

Staff will attempt to resolve service complaints initially or otherwise refer the matter to the appropriate level of authority. Clients may contact the Owners at any time regarding service complaints, but the Client should be encouraged to resolve the complaint with the staff before contacting the Owners.

Teddy Bear Care is owned and operated by Teddy Bear Care L.L.C.

## **Licensing**

Teddy Bear Care is licensed and regulated by the:

Arizona Department of Health Services

1500 E. Cedar, Suite 22

Flagstaff, AZ 86004

Phone 928-774-2707

Fax 928-774-2830

Arizona Department of Economic Security (DES)

Child Care Administration, 801A

1789 W. Jefferson St.

Phoenix, AZ 85007

Phone (602)542-2562/1-877-822-2322