

Modern Education Family Childcare Parent Handbook



MODERN EDUCATION Family Childcare Building a Lasting Foundation

Ingleside Location - License # 384002776

Sunset Location - License # 384002458

Mission Bay Location - License # 384002603

Yerba Buena Location - License # 384002777

Home Page: ModernEducationFamilyChildcare.com

Facebook: fb.me/ModernEducationFamilyChildcare

Yelp: yelp.com/biz/modern-education-family-childcare-san-francisco

Contents

Welcome Message.....	3
Mission	4
Philosophy	4
Encouragement, Praise, Recognition.....	4
Program	4
Policies.....	5
Hours of Operations	5
New Enrollment Period	5
Attendance	5
Holidays	5
Vacations: Families and Family Child Care Provider	5
Meals	5
Child Illnesses	6
Medication Administration.....	6
Clothing	6
Toys from Home.....	6
Birthdays.....	7
Field Trips.....	7
Mandated Reporters	7
Waiting List	7
Contact Information	7
Communication	7
Required Forms and Records.....	7
Changes to Parent Handbook.....	7
Enrollment Process	8
Holding Deposit	8
Termination of Services	8
Payments and Fees	8

Welcome Message

Dear Parents,

Welcome to Modern Education Family Childcare! Thanks for choosing us to be your trusted early child care educator. We are state licensed San Francisco home based child care facilities.

This parent handbook is created to guide you through with our program, policies and procedures. The contents of the handbook were developed for you and your child. We truly believe that the information provided here will serve as a basis of communication between you, the parent, and us, the child care educators. Please keep this handbook for ongoing reference.

This handbook includes information about our childcare and child care policies, fees and payment rules, holiday closure of our facility, program information, and illness policies among other information. We know the secret of raising healthy and confident children is partnering with you.

You are welcome to talk with us regarding any other questions not found in the handbook or need further clarification.

We look forward to providing your child a wonderful early child development experience.

Sincerely,

Wan Siu WONG (Siu) / Chun Yi YU (Sharon) / Xiao Ling HUANG (Sally) / Yin Yu HUI (Pyrena)

Your Early Child Care Educators

Modern Education Family Childcare

(415) 729-4132

Statement of Non-Discrimination:

Modern Education Family Childcare welcomes all families, regardless of race, national origin, color, religion, sexual orientation, gender, ancestry, marital or parental status, and physical, mental, emotional or learning disability.

Mission

“*Building a Lasting Foundation*” is our motto. We value child’s personal growth and development. Studies have shown positive early child education and experience is always one of the keys to child’s future success. We prepare safe and healthy environments for kids to play and grow. Parents can trust and be free to communicate their needs with us. We partner with parents to help developing every child into well-balanced individual for his or her future.

Our mission is to provide the best quality early development education for children in our safe and healthy environment; and most updated knowledge and support for parents to raise their children in a warm and happy childhood.

Philosophy

At our child care, every child is treated with the love and respect. We don't just take care of and nurture your child; we provide comprehensive child care support for parents.

We help your child build up confident and become independent.

We also build strong relationships between staff and families so we can work together to support the children development.

Encouragement, Praise, Recognition

We believe *positive and constructive* feedback can reinforce and discipline our children to behave in a manner that promotes a healthy and happy learning environment for all. We will help children learn respect and self-regulate for themselves and others. Techniques used for disciplining, include redirection, anticipation, modeling, natural consequence, and teaching children to resolve conflicts in an appropriate way.

After any disciplinary action we *hug the child & smile* with the child so that they understand that they are still wonderful children & loved by adults, and we *praise them for appropriate behavior*.

We *ask parent’s collaboration* to ensure that children learn but are not negatively affected by positive discipline. Collaboration includes ongoing discussion about how the child is behaving in care and at home and meetings to discuss shared discipline techniques to ensure that the child is consistently receiving similar messages and discipline.

Program

We will support different areas of early childhood development such as *physical, emotional, social or cognitive* development. We will offer age appropriate activities to keep all children participate actively. Through our guidance, they will experience new opportunities for exploration and discovery.

Children will learn as they participate in dramatic play, field trip, craft & art work, music, dance, and reading etc.

Policies

Hours of Operations

We open from 8am to 5:30pm from Monday through Friday. Child care hours for any given child will be arranged between the provider and the parents and specified in their contract.

New Enrollment Period

Each child has his or her own adjustment process and period. *We reserve the right to review a child's adjustment* to our program two weeks after the child has started to make sure that our program is a good fit for the child and other children already in our care. *We reserve the right to terminate services* if we determine that our facility is not a good fit for the child and we will work with parents and the child to transition out of our child care. At the time of termination, the provider and the parent will make arrangements for a final day and payment/refund.

Attendance

Parents must notify the child care educator if the child is to be absent from care for any reason. Notice should be given 24 hours in advance or as soon as possible. Notice for absences due to a family vacation is covered in the "Vacation" section of this handbook.

Holidays

Our program is closed for all legal federal holidays. No discounts are given for closure during these holidays. We will remind parents of closure as needed. These days are as follows:

New Year's Day	Independence Day	Christmas Eve
Martin Luther King Day	Labor Day	Christmas Day
Presidents' Day	Thanksgiving Day	New Year's Eve
Memorial Day	Day after Thanksgiving	

Vacation: Families and Family Child Care Provider

The families' vacation: Families can take as many weeks of vacation each year. Please pay the regular fees to hold the child's space at the child care home. Please give 7 days' notice of any vacation.

The provider's vacation: Each year the child care provider will take 2 weeks of vacation. Please pay the regular fees as provider will have assistant to provide the child care service. The provider will give families at least 4 weeks' notice of an upcoming vacation.

Meals

All nutritious homemade meals are included at **no extra charge**. We follow guidelines set forth by the US Department of Agriculture and the California State Department of Education for the Child Care Food Program. This program supports child care providers and schools in offering healthy meals that promote healthy development in children. Parents must sign an application to participate in this program at the time of enrollment.

If your child requires special foods due to **food allergies**, please speak to the family child care provider and make special arrangements for your child's meals. If your child requires special

foods, parents need to provide them. Parents are required to provide all breast milk, formula and bottle accessories for children who need them.

Child Illnesses

Parents need to keep children at home if they are ill, not feeling well, or if they might be contagious to other children. Please call the child care provider if the child is not coming to care due to illness. **The child care provider reserves the right to deny care to any child that in her judgment is ill and/or contagious to other children.**

If the child becomes ill during care the child care provider will notify parents/guardians and they must pick up child as soon as possible. If your child becomes ill or injured at the family child care home and you cannot be reached, the physician on the emergency form will be called. Parents should leave a signed consent form with the child’s physician to proceed with the emergency treatment.

Symptoms of illness for which parents will be called to pick up the child include, but are not limited to:

High temperatures	Vomiting	Diarrhea
Infections	Mumps / measles/ chicken pox	

Children must remain at home **at least 24 hours** after all symptoms have cleared. A signed doctors note might be required declaring the child healthy enough to return to care.

No discounts in child care fees for full time will be given for days when your child is out ill.

Medication Administration

Our child care staff will administer medication to children using the following guidelines only after the Medication Administration Form is completed:

- Medication must be prescribed to the child to whom it will be administered,
- Medication must be in the original container with instructions clearly indicated and
- Parents and doctor must sign a consent form giving the child care staff explicit permission to give your child medicine.

No home remedies or over the counter drugs will be administered under any circumstance.

Clothing

Children are required to wear appropriate shoes and clothing to child care since we will engage them in activities in which they will want to participate. Parents must also leave a second change of clothes at the child care facility for your child. Please label all your child’s clothes with his/her name. We are NOT responsible for any lost or stolen articles. Parents are required to provide all diapers, wipes and diaper creams for children who need them. If you allow your child to attend outdoor activities, please provide sunscreen cream as needed.

Toys from Home

To avoid conflicts between children, please encourage your child to keep toys at home. We will provide enough amounts of age appropriate toys for ALL children to play with.

Birthdays

Parents are welcome to bring food, healthy snacks and limited sweets for ALL children to celebrate with their child. Please talk to the child care provider at least one week in advance of your planned celebration.

Field Trips

We occasionally take children out of the child care home as part of their learning opportunities. Many trips are simply walks in the neighborhood, please read and sign Field Trip Permission Form acknowledging that you consent to these outdoor activities outside the home.

Mandated Reporters

If a staff member suspects a child in his/her care has been the victim of child abuse or neglect, we are required by law to report our suspicions. All child development teachers and family child care providers in the State of California are mandated reporters.

Waiting List

Waiting list priority is established based on timing of placement onto the waiting list, age of the child and payment of registration fee. Prior to placing children on the waiting list, parents and family child provider must conduct an interview in the enrollment process to ensure that the child and the child care program are a good fit. Full-time children have priority over drop-in children when space is limited.

Contact Information

All contact information must be kept up to date. Please give the child care provider any new telephone number you have due to a move or a number change. Failure to reach parents or a family member in the event of an emergency may lead to termination of services.

Communication

We value parents' feedback and opinion. Communication between parents and providers is a key to ensure the best care for children. Any matter regarding child care services or other issues at Modern Education Family Childcare are encouraged to communicate directly through verbal or written form.

Required Forms and Records

There are number of forms that must be maintained for each child required by the California Department of Social Services, Community Care Licensing. Parents are required to provide up-to-date information to the provider to be kept at the Modern Education Family Childcare facility.

Changes to Parent Handbook

This child care home reserves the right to change policies and notify families at least one month before new policies take effect.

Enrollment Process

Before any child can be cared for at Modern Education Family Childcare, parents will have to comply with following:

- Phone inquiry to determine a potential match between family and child care provider.
- Schedule an onsite visit with kid and possibly with spouse.
- Read and sign the contract and other child care facility or consent forms.
- Complete required documents, as indicated by licensing, California Department of Social Services, Community Care Licensing.
- Complete a Medical History form, Emergency information, and immunization records.
- Pay all applicable fees.

Holding Deposit

Once you have made the decision and choose us as your family child care provider. Parents will have to place a holding deposit of the monthly care fee. The deposit will apply to the first month of care.

Termination of Services

Child care services at Modern Education Family Childcare can be terminated by either parents or family child care provider with notice of 10 working days. Payment for child care services is due for up to 10 days after notice is given by the parent whether or not the child is left in care.

Child care services may be terminated by the family child care provider for the following reasons:

- If the child does not become adapted to the family child care provider, is continually sad, cries, or is unable to adjust to the child care environment
- The child constantly hurts him/herself physically or hurts other children
- The child acts consistent difficult / disruptive behavior
- Parents do not respect the hours of care, start and end time, as established in contract
- Parents are not punctual in paying child care fees
- Parents do not work with family child care provider to provide a consistent discipline, potty training, and/or provide for child's needs
- Parents do not respect or abide by policies established for family child care business, including those in this Parent Handbook, and other policies set by programs such as fee subsidy programs

At the time that the termination notice is given, both parties will agree on the last day of care and final payment for child care services provided.

Payments and Fees

Child care fees will be discussed and specified in a signed contract before child care services begin. See Contract for Family Child Care Services and Fee Schedule for all current fees. **Fees are subject to change annually.**

Parents are responsible for:

- Paying the fee for child care as specified in their contract for child care services.
- Paying holidays and vacations at the rate stipulated in the Policies section of this parent handbook.

- Paying Late fees incurred for picking up children beyond the agreed upon time are due and payable when the child is picked up or before he/she returns to care. The rate for this care is set at \$1 per every minute.
- Paying parent fee which is not paid for by a subsidy program are due on a schedule agree between the parent and provider. They are due the first week of the month. All fees must be paid for in advance of care.
- Parents are responsible for filling out all paperwork, so that subsidy programs pay the child care provider. Failure to do so commits the parent to pay directly for the child care services from his/her pocket.
- All bounced check payments will be assessed a \$35 fee the first and second time. After the second time that a parent bounces a check the family child care provider will only accept cash from that family.

All past due fees must be paid to the provider before the child returns to care. **Non-Payment of child care fees will result in suspension of child care services until all fees are paid in full.** The child care provider will seek payment of any unpaid child care fees through small claims court and through a collection agency if needed.

Fees may be paid by check, cash, bank transfer, online transfer or subsidy program.

Please make all checks payable according to your family child care home:

Ingleside Height location: **YU, Chun Yi**

Mission Bay location: **WONG, Wan Siu**

Outer Sunset location: **HUANG, Xiao Ling**

Yerba Buena location: **HUI, Yin Yu**