

# Parent/Guardian Handbook



Providing parents and children with affordable &  
effective childcare!

Tel: (912) 225-3315  
[www.cynsplayplace.com](http://www.cynsplayplace.com)




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## **Cyn's Play Place, LLC Daycare and Childcare Service Handbook/Agreement**

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Thank you for choosing Cyn's Play Place! We are happy that you have decided to place your trust in us when it comes to exceptional childcare services for your family. We bring a different model and approach to childcare by offering daycare and in-home services.

### **HOURS OF OPERATION-**

Our office hours are Monday through Friday 9:00am to 6:00pm.

Daycare hours of operation are January to December; Monday through Sunday from 5:30am to 7:00pm.

\*Drop off and pick up times before or after regular business hours must be prearranged in person or by phone.

**Holidays closed: Thanksgiving Day  
Christmas Day**

**\*\*\*FINE PRINTS\*\*\***

**DEAR PARENTS,**

### **What we as a provider should expect from you, the parent:**

Open communication. Explain clearly and carefully your wishes and expectations about how your child will be cared for. Also provide updates on problems and progress that your child is making. Good communication helps us work together in the best interest of your child.

**Agreement on Terms or Arrangements.** You should fully understand the terms of the contract and the policies and procedures that you as the parent are agreeing to. **This handbook and contract agreement is intended for both Daycare facility and in-home childcare.**

**Honesty and Trust.** This includes being honest about how you believe the arrangement is working. Although you need to be vigilant to safeguard your child, you should trust your childcare provider to do the best for your child. Showing trust by asking questions rather than jumping to conclusions when apparent problems develop.

**Respect.** Your providers have personal lives too. Out of respect, please no trip to the grocery store etc. on your way just because you find it more convenient, ultimately the care of your child is your responsibility. Realize that taking care of children is a job and that not only are we workers, but also working parents. Recognize that this is not an easy job. We are not “just a baby-sitter”. Finally. We are only human; We’re not “superwomen”. Please don’t expect us to do things that you yourself would not want to do.

### **Goals**

While in care your child will have the opportunity to participate in a wide variety of activities, which promote all aspects of development. Our childcare provides for children the comfort and experience of belonging to an extended family. We provide a home-like setting; and do not follow a strict routine. Our approach to childcare is child centered and child directed. Children are offered choices whenever possible.

### **IN-HOME SERVICES ( Babysitting and Nanny Services)**

Along with our Daycare, we are happy to extend our babysitting and nanny services to all of Metro Atlanta, GA, Jacksonville, FL, Chattanooga, TN, Albany, NY, New Orleans, LA, Sacramento, CA, Dallas, TX, & their surrounding areas. These services are available to parents requesting the following outside of the facility:

**-Nanny/Sitter**

**-Pick Ups / Drop Offs**

**-Weekend Childcare**

**-Overnight Care**

**Referrals** Cyn’s Play Place, LLC will refer applicants (hereinafter referred to as Nanny ) to the Client, as they become available for consideration as a full-time or part-time live in or out nanny or occasional babysitter. Applicants are screened prior to their referral to the Client only to the extent that they meet the Agency’s criteria for a qualified Nanny Applicant. Client agrees to screen and interview applicants carefully to determine whether they meet the Client’s criteria and can fulfill the Clients expectations for their position. Offers of employment should not be made by Clients before carefully interviewing and screening applicants and getting authorization to do so by the agency.

### **Hiring**

The Client agrees not to offer employment to any applicants referred by Cyn’s Play Place, LLC without first obtaining authorization from Cyn’s Play Place, LLC directly. The Client understands that applicants are not eligible to begin working for Cyn’s Play Place, LLC’s Client until the applicant’s criminal check have been provided to Cyn’s Play Place, LLC and to the Client. CLIENTS AGREE TO OBTAIN AUTHORIZATION FROM THE AGENCY BEFORE EXTENDING AN APPLICANT A JOB OFFER. Clients also agree to notify the Agency of the date the applicant begins her first day in the Client’s employment begins. All Services are quoted per hour and days requested. You are responsible to provide us your set schedule for the week or in advance. Nannies and sitters are expected to adhere to schedules provided therefore, additional time and services requested will be billed accordingly. All staff are directly employed through the company and may not accept direct employment offers. All services must be booked through the

agency and/or daycare facility. Use of any Cyn's Play Place providers outside of the agency's approval and/or knowledge is considered, "theft of services" and will result in a charge of \$5000 for liquidated damages.

### **Fees**

The Client agrees to pay the Agency a placement Fee for any Nanny referred by said Agency and hired by Client. Placement Fees are those fees as defined in the Agency's Fee Schedule as of the date of the execution of this Agreement. Client acknowledges a receipt of said Fee Schedule, understands said Fee Schedule in its entirety and agrees to fees stated therein.

**\*\*\*Retainer/Registration Fee**-This \$225 fee guarantees start of service(s) and/or a spot(s) for a specified start date of a child(s). This fee is nonrefundable and is applicable per family. Weekly payments are to be made on Fridays to cover the upcoming week and are only accepted in the following forms: Online via Debit/Credit Cards (Visa, MasterCard, AMEX, Discover) 5% is charged on all invoices handled through the company. \*For On-Call childcare ONLY, checks can be made out to your sitter and include "Childcare" in Memo. The client agrees to pay all fees in full before a nanny begins employment. If the Client fails to pay the referral fee to the agency before the nanny begins employment, Cyn's Play Place, LLC will have the right to obtain full payment of the referral fee from client, along with attorney's fees and court costs incurred, and will not be obligated to provide the Client with any replacement or guarantee services as specified in this agreement. The client also agrees to pay finance charges, and all late fees charged by Cyn's Play Place, LLC.

### **Pay Schedule**

Clients have the option of paying for in-home childcare services through the agency or to the nanny directly. Full payment is due before the nanny begins work in the client's home. The client agrees to pay the Agency and/or nanny the appropriate overtime fee in the event the nanny works more hours than originally contracted for pursuant to this agreement. Such additional fee does not apply to the client if said client contracted the nanny for 40 hours or more per week. The Client is responsible for speaking directly to a representative of the Agency to inform the Agency that the nanny will work additional hours BEFORE that nanny works such additional hours. The Client also agrees and understands that if the nanny works fewer hours than the hours contracted pursuant to this Agreement, the Client will NOT receive a credit toward additional hours of work by an applicant.

**Refund and Guarantee Policies** A.) The refund and guarantee policies set forth herein only apply to a client who has paid the referral fee prior to the nanny's employment. Cyn's Play Place, LLC offers no refunds. Clients will only receive three replacement nannies per contract. Clients agree not to change any of the terms agreed to with their nanny (i.e. work hours, pay, benefits, duties, etc.) Clients understand that if they change the terms of the work agreement that the nanny is not obligated to agree to a new Nanny/Family Agreement. B.) Replacement will only be given to the Client by the agency for the amount of hours per week that they originally contracted their nanny for. For example, if a Client hires a nanny for 40 hours per week and thereafter decided for any reason, that they only need for 30 hours per week, which causes their nanny to leave their employ, they will not receive a refund or a replacement. The Clients agree that if they chose to come back to the Agency for a new nanny at this time that they will have to re-contract with the Agency and pay that appropriate fee for a new nanny.

### **Relationship to Client and Nanny**

A.) Cyn's Play Place, LLC is a referral service. Cyn's Play Place, LLC does train, employ, and exercise control, authority and/or discretion over applicants referred to clients.

B.) Cyn's Play Place, LLC disclaims any and all responsibility for any conduct or omissions of any applicant, including any applicant hired by the client. The agency is not responsible for losses or damages resulting directly or indirectly from its Clients relationship with any applicant or nanny. Cyn's Play Place, LLC carries State required employment insurance(s), may withhold applicable payroll taxes, and develops employment relationships with its applicants and/or staff.

C.) Clients are responsible for making sure their nannies are aware of all rules they want to him/her to follow as well as safety concerns and hazards.

D.) The Client, by signing this agreement, agrees to pay the appropriate referral fee and follow the appropriate policies in the event the client hires any of the applicants referred by the Agency.

### **Other Agreements**

A.) Clients agree not to employ any of the associates, friends or relatives of any applicants sent to them by the agency. They understand that the nanny that they hire through the Agency has also signed an agreement of liability in regard to the above-mentioned matter. Clients who employ the above-mentioned people agree a \$5,000 theft of services fee and any legal fees incurred by the agency while collecting this fee. Clients who wish to employ any of the above-mentioned people understand that they can recommend such people to the agency so that they can be properly interviewed and screened to ensure their qualifications.

B.) Clients also understand and agree that if they are using another agency to find a nanny that they must immediately inform Cyn's Play Place, LLC, if they send the Client an application that the client has already been referred by that other agency. The client agrees that upon the hiring of such applicant they would pay the referral fee to the agency that sent the candidate first.

C.) Clients understand and agree that if they have placed an ad in the newspaper to locate a nanny that they will pay the agency the appropriate referral fee if Cyn's Play Place, LLC, refers the applicant whom the client hires before the applicant responds to the clients advertisement. The Client agrees that it is their responsibility to keep track of the timing of the referrals and the advertisement responses.

### **Occasional Babysitting Service**

A.) Service Provided: Cyn's Play Place, LLC, occasional baby-sitting service is provided to clients on an as needed and as available basis only. Clients agree to give the agency at least 24 hours notice with each request. Cyn's Play Place, LLC, does not guarantee the ability to find an occasional sitter to fill each date requested by the client.

B.) Other Terms: The Client agrees not to contact any of the occasional baby-sitters after their initial request without calling the Agency to request her and getting permission to do so. The Client agrees NEVER to contact an occasional babysitter referred to them by Cyn's Play Place, LLC, for any future employment of any kind. The client understands that they do not have to employ any of the occasional baby-sitters referred to them by the agency. The client understands that they need to determine that an occasional baby-sitter meets their criteria. The client understands and agrees that if they cancel a request after Cyn's Play Place, LLC, has found them a baby-sitter they will still be obligated to pay the agreed upon fee to the agency.

C.) Safety: The client agrees that they as parents are responsible for going over household rules and safety hazards and precautions. Clients are advised to write down all safety concerns, go over them with the babysitter verbally before leaving the house, and leave emergency phone numbers. Clients should never leave the house if they are uncomfortable with their occasional baby-sitter.

This agreement embodies the in-home services agreement between Cyn’s Play Place, LLC, and the Client. There are no other contracts, agreements, understanding, promises, conditions or obligations made or entered by Cyn’s Play Place, LLC and its Client other than those contained herein.

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**DAYCARE SERVICES**

Cyn’s Play Place does not discriminate enrollment of **ANY** child(s) no matter race, creed, color, religion, sex or national origin; However, we do recognize that not every child will fit comfortably into our childcare family. For this reason, each new enrollment will be placed on a paid two-week trial basis. During this period, the parents or the provider can provide a one (1) day notice to terminate care based on, "Not a good fit." After the trial period, a two (2) weeks’ notice is **REQUIRED** for either party to terminate care. The parent(s) and/or legal guardian enrolling the child(s) in childcare and/or daycare will assume responsibility for paying weekly rate quoted at time of enrollment. This contract is intended for both Daycare facility and In-home childcare services for children ages 6 weeks to 12 years old. *Evidence of age appropriate immunizations or a signed affidavit against such immunizations are due within 30 days of child's enrollment to daycare facility.*

**Georgia Daycare Weekly Rates**

**(One-Time Registration Fee- \$225 per family)**

*\*Rates may vary based on hours needed & number of children.*

*\*Full time rates based on standard 40hrs work week.*

Infants Full Time.....	\$280
Infants Part Time.....	\$250
Toddlers Full Time.....	\$220
Toddlers Part Time.....	\$185
School Age Full Time.....	\$165
School Age Part Time.....	\$140
Daily/Drop-In Fee.....	\$40/day
Before/After School Transportation.....	\$0.58/mile

**Enrollment Requirements:**

Before enrolling your child, there are several things you must do:

1. Read through and become familiar with the Policies. You will be required to sign a form that indicates you have read, understand, and agree to ALL the Policies as outlined.
2. An acquaintance visit/meeting must be made.
3. All appropriate forms must be filled out, signed, and on file PRIOR to Care beginning. All necessary forms/consents will be given to you at time of enrollment.
4. All deposits paid in full.
5. Our mobile app downloaded.

**\*\*\*DEFINITIONS\*\*\***

**Full Time:** Childcare contracted on a set scheduled time slot 4 hours or more per day or 4 - 5 days per week. (40+ Hours)

**Part Time:** Childcare contracted on a set scheduled time slot less than 4 hours per day or 3 days per week or less. Part Time Childcare occupies a Full-Time position. Should a potential client need a fulltime position, termination notice may be given with the option of parent paying the full-time rate to preserve the child's slot. Slots can only be guaranteed to children that attend full time, or part time and pay full time rates (20-35 Hours)

**Before/After School:** Care will not begin before 5:30AM or end later than 7:00 PM. (Unless arranged in advance) Any day that school is not in session, a full day rate will be charged.

**No Show:** If your child will not be attending, or care needed, a one-hour notice of absence is required. If notice is not received, the fee will be assessed in addition to the regular fee for the day.

**There are no refunds.**

**Drop Ins:** We do accept children if we have the open spot for them.

**Open Door:** You are invited and welcome to visit Daycare anytime your children are present. You are asked to avoid visiting during Rest Time as much as possible. Parents are also free to call at any time. If we do not answer the phone, please leave a message, and we will call you back as soon as possible. **For emergencies, you may contact the owner/director directly at (404) 910-8774.**

**OUR PHILOSOPHY OF PRESCHOOL EDUCATION**

We believe children should have fun! After all, even the experts agree that preschool age children learn most through play. These carefree years are so short, and soon the children will be exposed to a much more structured form of learning. During the month, many activities take place which help promote basic skills (letter & number recognition, color & shape recognition, large motor skills, small motor skills, etc.).

**INDOOR PLAY**

Indoor Play constitutes much of our play time (when the entire year is averaged). We provide a variety of age appropriate toys for your child to play with. Since the ages of the children we have vary, all the toys are safe for even the youngest. It is preferred that no toys be brought from home, will not be responsible for toys from home that get broken or lost at day care. The responsibility remains with the child and the parents.

**OUTDOOR PLAY**

Please dress your child appropriately for the current weather, and in play clothes (with shoes that adequately protect the feet and are not slick-soled -- tennis shoes are a good choice). When the weather cooperates, we will spend time outdoors, ranging from a walk to more time spent outside as the weather permits.

**MEALS**

Breakfast, Lunch, & Snack will be provided in daycare. Parents are also welcomed to provide meals they would like their child to have each day. A child will be expected to eat what is served for each meal. If they dislike an item, they will be encouraged to taste it, but no alternatives will be served. Children who choose not to eat a meal or snack will be required to wait until the next scheduled time. If your child will be arriving after a mealtime has begun and you would like for your child to eat here, prior notice is

required. If your child will be arriving after a mealtime; it will be your responsibility to make sure that child has eaten prior to arriving. Bringing food or beverages from an outside **restaurant** after mealtimes will not be tolerated.

### **NAPS**

All children under the age of five are required by state law to have a rest time (and we haven't met one yet who doesn't need it!). We will provide a safe, warm, quiet place for your child to rest. Children two and older will sleep on a cot, mat or sleeping bag. Children under the age of two will always be in a crib or playpen. Children will not be allowed to sleep with any loose items or toys in cribs, or cots. Children who wake up before the rest will be guided in finding a quiet time activity to engage in that will not disturb any sleeping children. We do not wake a sleeping child during naps; if they are sleeping, we feel they need to sleep.

### **CURRICULUM**

We incorporate preschool curriculum into our daily activities for fun and to prepare the older children for school.

### **Activities:**

Age appropriate activities are scheduled with flexibility allowed to respond to the needs of the individual child and day. We will offer times for outside play, crafts, stories, instruction, and naps appropriate to the child's ages, interests, and abilities. We will provide your child with tender loving care, understanding, patience and guidance in a happy family setting. We provide preschool curriculum, developing large and small motor skills. We do many arts and crafts where the focus is on the process, not the product. Free play is an important part of a child's early years. It is here that they learn social skills that will be needed the rest of their lives.

### **DAILY SCHEDULES**

Although we will accommodate schedules you would want us to follow, in the facility, toddlers will not necessarily follow a strict schedule. They are not quite capable of sitting still for circle time, may need a morning nap, etc. This is one reason our daily schedule is not "set in stone" Children develop differently, and activities will be done at their own pace. We will remain flexible throughout the day and adjust as the children's needs change.

### **TOILET TRAINING**

When you feel your child is ready for toilet teaching, we ask that you begin this teaching at home. We will follow through and encourage your child while in our care. Please keep in mind that the activity level can distract your child from responding to an urge to use the potty, more so than at your home. Therefore, we will continue to use diapers or pull-ups until your child can and will announce that he/she must use the bathroom (not just at home, but here, also) and can control his/her bladder and bowels for a few minutes beyond that announcement. When the child has reached this point, training pants (5-ply, not plain terry cloth) with plastic pants may be used. When accidents are only happening once every other week, training pants will be used without plastic pants. Do not bring your child in panties or underwear until he/she has nap time and bedtime control established. We also ask that during toilet learning, the child be dressed in "user-friendly" clothing as much as possible. The best items are shorts and pants with elastic waists, or dresses for girls. Try to avoid tight clothing, pants with snaps and zippers, and overalls as often as you can. Your child will want to help pull pants, etc. up and down, plus clothing with too many "gadgets" makes it harder to get the child on the potty in time.



### **ABSENCES-**

If your child will be absent from daycare, or will not need care, you **MUST** provide at least one (1) day notice either in writing or via email for record keeping purposes. Late arrivals are permitted however, you are still required to pay all fees due in full, unless communicated otherwise with staff personnel.

### **ILLNESSES-**

If at any time a child becomes ill during the day, the parent(s) and/or legal guardian will be notified immediately. (This includes, but is not limited to, a fever of 101 degrees or more, vomiting, diarrhea or a rash other than a diaper rash or heat rash.) Please **DO NOT** bring your child to daycare if they have suffered from any of these symptoms within the past 12 hours! They will **NOT** be allowed back into care for 24 hours without a doctor's note.

If your child has been exposed to any contagious diseases or is diagnosed with one, please inform us immediately so we may notify the other parents as well. We are required to report any suspected case of notifiable communicable disease to the local county Health Department. Cyn's Play Place staff is in no way or form responsible for any medical conditions nor other symptoms contracted from uncontrollable, unusual circumstances. You will be **REQUIRED** to provide all known medical conditions and medications currently taking, at time of enrollment. ALL staff personnel are required to keep medical logs of each child, therefore, any unknown occurrences will be brought immediately to emergency responders' attention prior to contacting parents. Cyn's Play Place **DOES NOT** provide nor offer insurance. Sickneses and/or injuries contracted in or around the facility will be handled appropriately and according to the Rules for *Child Care Learning Centers Chapter 591-1-1 Updated October 16, 2016* for the State of Georgia.

### **MEDICATION**

If your child is on medication and it needs to be administered while he is in our care, the medicine must be in the original container and labeled with the child's name, doctor's name, name of medication, dosage, and when to be taken. We will also have a form for you to sign giving us permission to give the medication to your child. Medication will be administered at the time or with the meal you specify, and a written record kept.

### **INJURIES AND OTHER EMERGENCIES**

Minor cuts and abrasions suffered while at the center will receive proper care -- specifically, they will be washed with soap and warm water and properly bandaged. Treatment will be logged, and you will be advised on how and when the injury occurred. We are also required to log any injuries observed on your child which have occurred outside of our care and required by law to report any possible abuse situations. If a medical emergency arises, we will try to contact a parent first, unless doing so endangers the child's life. In that case we will take necessary steps, putting the child first (calling hospital, doctor, poison control, etc.). If need be, we will take your child to the nearest hospital from the facility, *Dekalb Medical, or the nearest hospital from parents' home*; via ambulance. Then try to call you when we arrive. If a parent is unable to be reached, we will keep trying until he or she is available.

**PERSONAL ITEMS**

Although not required, it is strongly encouraged for parents to provide us with the following items:

1. A change of clothing, labeled with the child's name, to be used in case of an accident.
2. A bottle of pain reliever and a bottle of cold medicine.
3. Diapers for children not potty trained. (Wipes will be provided.)

FOR PARENTS OF INFANTS: YOU WILL BE ASKED TO COMPLETE A FORM DETAILING PROPER CARE INSTRUCTIONS. YOU ARE RESPONSIBLE FOR BRINGING YOUR CHILD'S FORMULA, DIAPERS, MEDICATIONS, OINTMENTS, CHANGE OF CLOTHES, AND/OR ALL OTHER SUPPLIES NEEDED FOR THE PROPER CARE OF YOUR INFANT.

**FOR PARENTS OF SPECIAL NEEDS CHILDREN: WE WILL PROVIDE ACCOMODATIONS FOR ALL SPECIAL NEEDS CHILDREN. YOU WILL BE ASKED TO COMPLETE A FORM DETAILING PROPER CARE INSTRUCTIONS.**

**SIGN IN/ SIGN OUT**

Each day upon arriving, staff is required to sign child(ren) in, noting the time arrived. All sign-in/out facility devices are all located by the door and on staff cellular devices for in-home care. This gives us a digital record of the child's attendance, hours, and who brought/picked up the child.

**RELEASING YOUR CHILD**

Our normal procedure is to release the child only to his or her parents or someone else the parents designate. If someone other than the parent is to pick the child up, please notify us ahead of time. A verbal notice is fine on that day if this person is on the list of those authorized to pick up your child. If the person is not on that list, we must have written permission to release your child. One of the forms you are required to complete designates who may pick the child up if there is an emergency and we cannot contact you. Please make sure those listed are persons with whom you would allow your child to leave if that person showed up at my door and said, "I need to take Johnny with me." Those on the list should also be people we could call in the event something happened, and you did not show up to pick up your child. Please inform your emergency contacts that if we do not know them and the child is too young to recognize them ("Hi, Grandma!"), that we will ask for identification. We do not mean to offend them. This is simply a measure taken for the child's protection. Any person(s) wanting to pick up/drop off a child must show government issues ID and must be listed on enrollment form(s) as "parent and/or guardian". We will **NOT** tolerate friends, family members, co-workers etc. wanting to come in and pick up any child without proper identification or parties not listed on emergency contact.

**RELIGIOUS PRACTICES**

We feel that religious teachings should be left up to the parents.  
If you have any restrictions or concerns, please feel free to address them to us.

**DISCIPLINE-**

Cyn's Play Place uses positive discipline techniques such as making my expectations clear, reminders, and redirection before resorting to time-outs and taking privileges away. Physical and emotional punishments will not be permitted under any circumstance and is automatic ground for termination for **ALL** staff!

**SMOKING-**

Smoking is NOT prohibited in the facility nor near parents' homes at any times. As parents, please do not smoke on facility property or extinguish cigarettes in parking lot. We ask these things to maintain a clean environment for not only our regular comers, but also new ones.

**SAFETY-**

A fire and escape plan will be drawn and posted by the front entrance as well as expected in homes. Fire and storm drills are practiced monthly to teach the children how to deal with an emergency. All staff personnel are CPR/First Aid trained and have all met state level required certifications to properly care for and evacuate all children in case of emergency. In the event of a fire, we would evacuate the building immediately and gather outside. This will be practiced monthly, so the children are familiar with what to do.

**Daily Doings**

We assume responsibility for your child only while he/she is in our care. No child will be allowed to leave with anyone except the parent, unless indicated on the alternate pickup list, without written permission from the parent. Telephone permission will **not** do! Anyone unfamiliar will be required to show proof of Identification. Please make the alternate pick up person aware of the requirements. It is normal for your child to cry on arrival and/or when seeing you leave, especially for the first few weeks. Please make sure to physically walk your child into the facility, handing him/her over to a staff member & making goodbyes brief, telling your child exactly when you will be returning. If any, crying usually stops within seconds of your departure. Please be in control of your child during drop off and pick up times. This is a time of testing when two different authority figures are present (parent and provider) and this situation will be tested at one time or another to see if the rules still apply. Children of all ages adjust to transitions from one activity to another differently. Most do not like to be too rushed and most do not like to wait too long once they are ready to depart. If the person picking up the child appears to be under the influence of alcohol or drugs, another authorized person will be called to pick-up both the child and the adult. **Court Orders:** If there is a court order keeping one parent or guardian away from the child, we must have a written note from the custodial parent or guardian on file for that effect. Otherwise, we cannot prevent the non- custodial parent from picking up the child.

**Transportation:**

At times, we may plan a field trip, or it may be necessary for us to transport your child by car. A permission form is provided upon enrollment. All traffic and safety laws will be followed. No child will ever be left unattended in a vehicle. Parents will be notified at drop off time or with a phone call. The only time we may leave without notice is in the case of an emergency, in which case a note will be placed on the door leaving instructions where the children can be found. Unless it is an emergency, you will always be notified prior to any outing from Daycare and reserve the right to refuse. If we do not have your permission to transport your child, you are expected to pick up your child immediately and make alternate childcare arrangements for that day.

**Confidentiality:**

The information you supply to us will be kept confidential. We will, always, respect your privacy. Before any of the information is released to outside persons, the parents will sign a release form.

**Child Abuse/Neglect:**

We are required by law to report any suspected signs of child abuse and/or neglect to the Department of Family and Children Services;

This includes any form of physical punishment by the parents in home. Any request to use physical punishments by the parents will be noted in the child's file along with a written refusal from Daycare, signed by the parent and provider.

### **Changes to Policies:**

Changes may be made to these policies as needed without notice. The policies, contracts, consents, and forms will be reviewed and updated, if needed, yearly in January. Please give written notice of any changes that may occur, especially of name or address, or of updated immunizations.

### **Termination of Daycare:**

Care can only be terminated with 2 weeks' notice by the parent or provider. We reserve the right to immediately end care for non-payment, failure to respect policies, behavior of the child, which is harmful to the physical or emotional well-being of the other children, or failure to abide by state policies. If you terminate care without giving appropriate notice, you will be responsible for payment of the final 2 weeks of care whether your child attends. Please be advised that you will be charged your scheduled daily rate until you notify us that your child will not be returning. \*Provider has the right to terminate a contract without notice in the case of harm to other children or a dangerous situation due to that child has caused intentionally or otherwise.

### **FEES**

**Payments are due every Fridays by 7:00 PM to cover the upcoming week. Late pick up fee is \$3.00 per minute. A late charge of \$30.00 per day will be assessed to fees not paid on time. A fee of \$15.00 will be assessed on returned checks. There are no refunds.**

### **Matters of Money:**

All payments are due Fridays by 7:00 PM and on the chosen day **prior** to childcare services being provided. After 7:00PM, the late fee will be assessed. If payment is not made, childcare will not proceed until payment, including all late fees, is made. If a period of 1 week passes without payment received, the contract will be terminated, the position filled, and the collection process begun. You will be responsible for any costs related to collection of the childcare fees. These costs will include late fees, days of loss wages, cost fees and childcare fees. Cash or Check is accepted, and a receipt will be given upon request. A year-end statement of all childcare fees paid will be provided within the first month of the New Year. A fee of \$50.00, plus any additional costs we incur, along with late fee will be charged to you for a returned check. All future payments must then be made by cash. **Childcare fees are due regardless of whether your child attends or not. You are paying for a position, as well as a service. No refunds are given for late arrivals or early departures. All childcare services will be contracted. The contract is a legal document obligating us to provide a service for you and obligating you to pay for that service. There are other requirements in the contract. We urge you to thoroughly read the contract/handbook and realize that it is legal, and you will be held liable for each item of the contract. By signing it, you are accepting it in all its terms.** Enrollment Fee and deposit equal to 1 week's childcare service will be payable upon enrollment. You are welcome to send your child into Daycare or request in-home care for a period equal to the payment received. A slot will be considered open until the enrollment and first weeks' fees are received.



### **MOBILE APP: TICKS & TOTS**

Ticks & Tots is a Mobile App used by our parents, nannies and teachers to send updates, and photos of the child to the parent. Set up meetings, check calendar entries, send alerts, and request before & after school rides; without the hassle of emails and paper reminders. You may access the app anytime, anywhere! You do not have to wait for an end of the day synopsis of your child, nor do you have to worry about whether your child made it home after school! -whether you're enrolled in the Daycare center or just taking advantage of our services!

#### **To Access:**

You can download the App from the Apple Store or Google Play Store.

After successfully completing enrollment, we will provide you with your username and password. (You may change your password at any time) You will need to enter the **School ID: CPP001** on the login page.

#### **To Request A Sitter/Nanny/Ride:**

Requesting immediate childcare can be a headache! That's why we make the process easy on your end and take on the load for finding the best fit!

Simply locate the "Meetings" or "Messages" option and send a message to the Admin or a care/ride request! You are more than welcome to also call directly if that's even easier for you!



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## Quick Feature Overview of the Parent App



### UPDATES FEATURE:

- Use **Compose Icon** on top-right to communicate with School Staff.
- Open New Messages to see any pictures or videos and to mark them as read.

### PAYMENTS FEATURE:

- Make one or combined payments.
- See completed transactions.
- Please **screenshot receipts** if you might need them in future.



Still need your login credentials? Ask your Center Administrator  
Remember to update your Email and Phone number on your Child's profile page