

1 2 3 Step By Step

1.1 BUSINESS DESCRIPTION

1 2 3 Step By Step, was established by my husband and I, Maria T. Navas y Garcia, and Elmer Navas Y Garcia, and we have been doing this for around 13 years, furthermore the children are my passion. So we have enough experience in the care and education of children who attend the program. Throughout my career I have attended numerous conferences and training offered by my community, now I have achieved accreditation from an association of Families Childcare Home, and also got a gold seal from the Department of Children and Families community. Also I have a bachelor degree with more credits in education, but I finished in Science of management In Universidad Phoenix. At this time I'm currently almost finished taking my Masters degree in early childhood.

1, 2, 3, step-by-step aims to prepare children of four years make a school transition. We offer VPK, which means that voluntarily pre-kindergarten these children's attendance classes on the day by six hours a day and also provides them with food and otherwise offered transportation school. All this at no cost, because these children have government funds, even if the parent needs more care hours. Besides we offer childcare from 3 months to 13 years.

Our Teaching Goals:

- Teachers in the early childhood program have knowledge of child development as well as skills in teaching young children.
- Teaching staff provides the necessary amount of interaction, monitoring of development, and individualization of planning for each child to learn.
- Our program has an [early childhood environment](#) that enables children to learn according to their own development.
- Our program uses [effective grouping practices](#) that enable each child to grow and develop to the best of his or her ability.
- Our program has a daily schedule that provides the children with continuity and security.
- Our program involves parents and families as partners in the education of young children.

Hours of Operation

Our Center is operating 24 hours a day including weekends. To include even more, my program offers after school care.

Throughout my career I have attended numerous conferences and training, offered by my community. Now I have achieved accreditation from an association of Large Families Childcare Home, and also got it off a gold seal from the Department of Children and Families community.

Contact and Communication

Every day more families need my services, and I believe Parent/Provider communication is vital to a successful childcare. So if you need to contact me, I will be available at any time during the day to answer you and any inquiry that you have. My center location is 5600 Old Cheney Hwy Orlando FL 32807 and my cell phone is 407 4404514 or 4072830210. Email address: babystepbystep@hotmail.com.

Also I know that parents are looking for quality places for their children, so our reputation is excellent, and my program has an exceptional standing. 1,2,3 step-by-step will focus on two subdivisions, on Orange County: East Colonial drive and Old Cheney Hwy, which extends to all communities in this area, including houses of two families. Our priority is low-income families as those with children at high risk, or disabilities. I am confident that demand for these families is enough, and to offer them everything they need on the extent of my power, because that's what I have always wanted to do because my priority is the children I'm sure it's something to them that I am going to benefit.

Admission and Deposit

I keep records on file for each child enrolled in my childcare. These records include, a Contract and Rate Agreement, an Enrollment form record, an enrollment form for the food program, and a Release for Emergency Care. You will provide the center with Health records, and the immunizations records also, and any necessary paperwork that will need to be completed and in my possession before I can assume the responsibility of taking care of your child. You are also expected to inform me of any changes or additions to the information you provide me with as it arises.

A security deposit equal to one week of childcare must be paid before your child can be admitted into care. Your deposit will be credited towards your last week's fee provided you are in compliance with my policies and our contract. In the event that your child does not start care by the agreed upon date, your space will be forfeited and your deposit to hold the space will become non-refundable.

I will take care of your child on a two-week (14 calendar day) trial period beginning on your child's first actual day of care. During the trial period the parent or provider may terminate the childcare agreement without further obligation. No pre-paid childcare fees, including your security deposit, will be credited upon cancellation during the trial period.

The center admission policy does not discriminate on the basis of ability, race, creed, color, national origin, religion or sex.

1.4 Management Team

1, 2, 3 step by step is lead by me, Maria T. Navas, personnel and recruitment will be targeted with an excellent background in accordance with the laws of the county. We will have master preschoolers for 3 different shifts, as well trained personnel for children with disabilities and other high-risk children as those currently attending my program, as well as child care staff will be one of our priorities

Mission

Our motto is “The children first”. 1, 2, 3 step by step Academy for Kids, **knows that each child is unique**, so we aims to provide security for all children learning, where activity planning is based on the needs, interests, and abilities of children. Therefore, we believe that is very important for growth and development of children in our care. Our work to fulfill this mission is based on four primary objectives: the protection, the love, the nutrition, and the education. Find affordable childcare that has a quality, especially for children from infants to 13 years old, has become a headache for many parents, especially now with the economic crisis and the rise of families with two working parents. Actually parents make necessary the careof their children, although this service has increased in recent years, still does not fill the parents expectations and needs. Therefore my child care center currently provides excellent service, satisfying the needs of families in which both parents work full-time mothers with low incomes single mothers and various other ways, such as childcare with qualified staff, service VPK, (i.e.) voluntary prekindergarten, which is a program that offers free preschool children for 4 years old, 4C program, including food and transportation, plus offer before and after school program and summer camp services. One of my priorities in my daycare is to benefit to the parents, in any obstacle or problem that the parent can present at the time of pickup the children, as in traffic, or other emergencies which can cause some delays, for this reason my Academy offers the 24 hours so that parents no longer the concern of late arrivals.

Keys to Success

Keys to success of the academy for kids will include:

- 1- **"Be patient, work carefully every day and have the perseverance to finish the job."**
Assist in planning the curriculum in kindergarten through the thematic unity, focus. Support each item, planning and construction of ideas for even the bulletin boards, letter from parents, and a variety of learning experiences.
- 2- Also 1, 2, 3 Step by Step Academy for Kids works in an inventive attention to developing solutions that make it possible to grow the number of children and families served.
- 3- We have to remember that children learn best when they can monitor and act on their environment.
- 4- Many should have opportunities to see, touch, taste, and learn and self-expression. 1 2 3 Step by step think that children need hands-on activities and options.

A- Cleaning and Disinfection Appropriate Practices

In *1, 2, 3 Step by Step* remains an appropriate environment for childcare. Also, In *1, 2, 3 Step By Step* knows that always keep the areas clean and ordered is most important for safety, health and emotional wellbeing of children and providers. That's one of the most important processes to reduce germs and the spread of disease. In *1, 2, 3 Step by step* we are assured of cleaning surfaces where children and providers could be exposed or have more contact risks. These areas include toys that children put in their mouths, crib rails, the food preparation areas and surfaces that become very contaminated with germs, such as diapering areas, besides tables and chairs as dining rooms and more.

In *1, 2, 3 Step by Step*, we use a very useful method to keep the areas clean and routine use of antibacterial soap and water, to eliminate the germs on all surfaces of childcare. Good hygiene routinely washing with antibacterial soap and water reduces the number of germs both surfaces, such as hand washing, thus reducing the number of germs on hands. The elimination of germs in the childcare center is especially important for soiled surfaces, which cannot be treated with chemical disinfectants, such as some upholstery fabrics.

Addition of antibacterial soap and water, apply cool water solution with bleach. In all the areas needed such as pampers changer, in the tables and in the bathroom. Every day we prepare a new mixture of fresh water and bleach before discarding the residue as otherwise the mixture could become a toxic and react effectively. I keep this out away from children.

All areas accessible to children are free of toxic and hazardous materials. This includes cleaning products and toxic. Hazardous materials are labeled but also beyond the reach of children. Each child in my care is provided hygienic bedding for naptime. The bottles and Sippy cups that children use during the day are individually labeled with name and surname of the child. All childcare sites both internal and external are kept in good condition, tidy, clean and free of hazards. All adults and children in my care wash his or her hands with soap and running water, drying with paper towels immediately after outdoor play, after using the toilet, before and after each meal. In addition, adult childcare providers wash his hands with antibacterial soap after changing pampers, and after blowing your nose to the children, or whenever necessary.

Potty chairs, is always properly cleaned and disinfected after each use. The diaper changing area has an impervious surface to be cleaned and sanitized or after each use.

B- Nourishment provides nutritious meals preparation and sterilization of bottles, utensils.

In *1, 2, 3 Step by step* we offer nutritious meals and snacks to children in an appropriate quantity, and quality to meet the daily nutritional needs of each child. The meal and snack menus are planned in advance and in writing. Also the menus are on the board of supervisors available to parents. Menus are prepared according to the requirements of the USDA Food Program in compliance with the licensing department standard. Menus are prepared based on the Pyramid, food groups to determine what food should be served at every meal and portion size. Breakfast consists of three different food groups, lunch and dinner will consist of four different food groups and snacks consisting of the two different food groups. If a child is diagnosed by an allergy, or need one, *1, 2, 3 Step by Step* will require the parent or guardian a prescription, a copy

of the diet with meal plans and special diet, which will remain in the child's record during the time the child, is in care.

Moreover, in our Center using soap and running water to sterilize utensils and bottles we use additional practices that consisted in the process of disinfection, to kill germs. once you finish cleaning with soap and water rinse with clean water, utensils are incorporated into the dishwasher, which are washed with hot water from the washing machine for a period of time long enough to kill germs. In this process of disinfection chemicals used are stronger than soap and water. Disinfection also usually requires soaking or drenching the item for several minutes to allow time for the chemical to kill the germs other.. One of the most commonly used chemicals for disinfection in my childcare site is a homemade solution of bleach and water. That works properly, to kill germens.

Creative Curriculum

The experience I have in The Creative Curriculum for infants, toddlers, twoyears and preschool children. It is first of all the realization of a curriculum where children are taught the knowledge of three basic concepts are: language social / emotional, physical, cognitive.

Secondly it comes to teaching children that people have individual differences. This analysis is focuses on ways to temper the Conditions of life, learning two languages, disabilities and impairments that may affect the development of each child. Finally Creative Curriculum focuses on the goals and objectives, based on the development of children, observation of teacher's guides to evaluate children's progress, and program planning. Creative Curriculum also teaches me to keep an enthusiastic environment, the design of the physical environment, teaches me how to organize my childcare with a friendly atmosphere for children and families who use my program. The curriculum also describes how to create space for routines and experiences, discusses the design of spaces for each age group. In addition the curriculum teaches me to create a structure for each day explained daily and weekly planning, identifying the schedule for children, and creating a program for young children and couples. Transitions and response planning are also included. The creative curriculum teaches me that babies, toddlers and two must have an apprenticeship of four components, which are:

1. To analyze the social / emotional, and attitudes influence the way children learn.
2. The construction of language and literacy. Showed me how children acquire communication skills, learn to listen and produce the sounds of language, to interact with books and stories, and explore writing.
3. Teach mathematical concepts, and discuss how children understand these concepts as number, patterns, geometry and space. Also practice the process of sorting and classifying.
4. The curriculum teaches me to be sure the children are learning about the physical world of objects, the natural world of animals and plants.

Creative curriculum has also taught me to build relationships of trust, liability with the children. Help them express their feelings and teach them how the proper way of behaving is.

With creative curriculum we teach a variety of learning strategies as the child's daily routines. It also allows me to evaluate the development of Children and Learning, and collect information to make decisions. With creative curriculum I have learned that families may have special concerns. Is why that my childcare use strategies to meet the families Welcoming and having good communication.

Creative curriculum teaches me that the key to success is the daily routine practiced right through the story telling, music and movement, games, interacting through the different areas. Creative curriculum helps me to meet the individual needs of my program.

Moreover, Assessment with DAYC has learned to calculate the chronological age of a child.

To convert the scores and determine the child's DAYC results in relation to their chronological age.

The DAYC is designed for children from birth to 5 years and contains five

subtests related to the development areas that are evaluated for Early Intervention

and performance and development of children. Such a chair contains: cognitive development, communication, social and emotional development, physical development, and adaptive behavior.

Identifying infants and young children in early intervention could be very beneficial. Because some may have possible delays in the areas named above. The DAYC allows me to evaluate each of these five areas separately or in a prudent time of 10 to 20 minutes.

Evaluating each of the five domains get enough information to evaluate necessitate identify on the skills of a child through observation and interviews. In addition, the obtaining the score, and results determine that the child requires continuing its development.

For me, a teaching strategy of gold is that "each child merits an excellent teacher". A positive teaching through love and respect make the difference in a teacher. Besides reading motivation in children is a successful teacher. In addition, his students enjoy a variety of experiences that make them successful as well.

Encourage parents to participate in activities

Parents are welcome to visit and observe their children anytime. Parent observation and participation in the Center's activities are encouraged.

There are several areas in the Center for parents to find information about the program and special events happening at the Center or in the community. A parent information board is located in the reception area outside the director's office, and each classroom has a parent information board near the hallway door. A newsletter will be provided to each family.

Feel free to discuss any questions or concerns you have with the teachers, group coordinators, or Director.

Parents are encouraged to:

- Become a PAL parent
- Share special talents such as singing, playing an instrument, storytelling, carpentry, and cultural activities.
- Work with children and staff in their daily activities and routines
- Help with parties, special activities, and holidays
- Donate new toys and equipment
- Organize special functions for staff
- Organize fundraising projects

In my program culture and values are the most essential. We know that children have a

Relationships develop when there is a good connection and participation between families and providers.

For this reason parents are encouraged to participate in our program interacting in activities with children. We send notes to home to parents sharing strategies, schedules, parent conferences, and meetings; also send a weekly newsletter with all the activities that will perform in the week as open house, reading with children and parents. Moreover parent volunteers may have the opportunity to donate hours in services according to her work schedules.

In addition parents struggle to participate in our field trips and holidays activities.

Organizing activities for the whole family and staff a couple of times a year out of the play school. Parents can take turns organizing these events. A meal is ideal, and every parent could bring a dish to share.

In the program we provide opportunities for parent involvement and
Age appropriate education activities.

Parents can participate in education activities according to the age of children. Parents can learn techniques for learning to interact with your child depending on age. For example if a baby could do gentle massage, or humming a lullaby. For the older ones could be encouraged to play with toys, teaching them colors, shapes, etc.. The blocks are a favorite of the 4 years, here we can enforce the child to build structures, could also make a nutritious snack. In all these activities we have to use the vocabulary development of phonological awareness v, communication, different sounds, etc.

The methods of communication that I use with parents and families in the center are:

The Use of bulletin board, parent's monthly newsletter, I also like to reach out to parents using surveys during the first week of classes with simple questions about your child, your goals for this year. We value input from parents. Similarly, we provide information about our program at the beginning of our first conference, and use the survey to "break the ice" and to stimulate discussion. Surveys are sent to parents three times a year asking parents to comment on how your child is adjusting to the program and are encouraged to discuss any concerns you may have.

On the other hand my program uses communication strategies with parents using positive phone calls. (i.e.) during the week can make a call to inform parents about the positive things your child does in our program, such as improvement in behavior or learning fast, and so on. My program also invites parents to come and read or tell a story in class. Kids love listening to parents read to them. At least one day per week, parents can come and eat with your child and read a story. We also offer flexible schedules for conferences when parents have any inquietude about their children. Also I could and track employee monitor compliance with teacher credentialing, because one of the requirements of suppliers before starting my program, who agree with my policy in which specified the requirements for entering the program, in addition to each provider of paper makes you fill out a work in which all information is specified the program, program policies and procedures and so on.

1, 2, 3 Step by Step Quality Place/Meeting Agenda

- **Our mission is to build good relationships of trust and friendliness among community members and 1, 2, 3 Step by Step Increase a collective vision among children and families in our community**
- **Recognize the needs of the community to participate in all program events**
- **Create a plan for collaboration in the program to include all the needs of children and families and increases; to program quality**
- **Our childcare knows that consistency is an important standard for trainers of day care. A consistent schedule provides children a safe and reliable. That sense of routine helps students improve their activities.**

Guidance and discipline

Our positive guidance policies and procedures will help children learn appropriate behavior. Children are presented with positive models of acceptable behavior. Behavior guidance standards are based upon the developmental needs of children; redirection, and constructive solution techniques are used by staff. Children are taught to use acceptable alternatives such as problem-solving and critical thinking skills in an effort to reduce conflict. All children and staff members will be protected and provided a safe and secure environment. Our positive guidance policies and procedures will help children learn appropriate behavior

1-2-3 Step by Step believe that one of the important keys to a child to have a positive discipline is the affection that I offer to them. Because I realize that when a child have love and affect, they respond better with my techniques authority, but without force them to do only what I command. I believe that each child is unique and therefore I must be sure that no child feels disconnected from the group. It Is why we keep daily routines, which are established, in my program to make the guidance easier.

In 1-2-3 Step by Step know that communication is the key to effective discipline. Moreover I think that the communication should be mutual (i.e.) trying to teach the child that I am your guide, and the same time I must try to understand and accept the feelings and frustrations of the child. An example is to teach that when the child makes a mess then he has to put the things into place as they were. Also I do underlining them that even though it could be boring clean up; we can feel more comfortable in a neat and clean place. Also I taught them the appreciation and respect for others by providing a visual contact with the child.

1-2-3 Step by Step know that discipline is teaching the child what is a accepted behavior in the classroom and what is unacceptable behavior. That's why we teach children with proper discipline to follow the rules in the classroom. This leads to a time out as

punishment as well as rewards such as stickers, pencils or simply one happy face in his hand. Of course everything is done in full accordance with the parents.

In my classroom I try to use strategies to make sure that my children understand the rules within the classroom. That's why I try not to use the word NO. (i.e.):

Instead of saying do not run here. My rule is:

- **Walking feet**

Instead of saying do not fight my rule is:

- **Everybody friendly**

Instead of saying do not cry my rule is:

- **Be a good voice**

Etc. etc..

Late Openings/Early Closing Days

Late/early fees equal to \$1 per minute per child will be billed to you in the event of any early drop-off and/or late pick-up that have not been previously authorized. You are expected to pay for any late/early fees within 24 hours. You should be prepared with one of your authorized pick-up people to have your child picked up on time in the event of an unanticipated work situation or traffic problem that may delay you. I hope I don't need to charge this late/early fee. My intent is not to gain more money, but to have my business hours respected so that I will be able to follow through with my own family plans and commitments.

If you need to change your enrollment hours, I require a minimum of a two-week notice in writing. I reserve the right to terminate our childcare arrangement if your new hours will not work well for my childcare business.

Full-Time Care

Full-time care is defined as any enrollment of four or five-days per week. If you are enrolled four days per week, you will pay the full-time childcare rate. The four days you contract for will be the same from week to week. If you should ever need care on the fifth day, it is treated like drop-in care in that you must request and be approved for. If I approve the fifth day, there will be no charge. I reserve the right to deny care on the fifth day for any reason.

If you regularly request care for the fifth day, I may ask you to sign a new contract and expect your child to attend all 5 days.

Part-Time Care

I enjoy caring for children on a part-time basis. Part-time childcare is defined as any enrollment of one to three days per week. Typically, if you are enrolled on a part-time basis, the days you contract for will be the same from week to week and the remainder of the days will be drop-in care days. In order for my business to flow smoothly, I only accept full-day part-time children.

Drop-In Care

I also enjoy caring for children on a drop-in basis. Drop-In childcare is defined as any temporary enrollment of one or more full days. Requests for drop-in care are made in advance and approved on a first-come, first-serve basis. I require that records be kept on file for each drop-in child the same as any other enrolled child. With the exception of being required to pay a security deposit, drop-in care is subject to the same rules and policies as any other enrolled family.

You are expected to pay for a drop-in space at the time I approve your request. If you make a drop-in request and cancel within 48 hours of the care time requested, I will not refund payment. The reason for this is that I may have turned down other drop-in childcare requests, I may have purchased additional activity supplies and food in preparation for your child, and/or I may have put in paperwork time for your child's attendance. If I cancel your request after approval, your fee will be refunded or credited towards a future drop-in care day.

If you are enrolled as a Drop-In only family and do not use my services for a period of 3 months or longer and/or maintain no contact with me, I reserve the right to cancel our agreement. If, after that time period, you wish to re-use my services, you will be required to submit all new paperwork.

Extended Care (Overtime)

Extended care is defined as any days and/or times you may need child care outside of your contracted hours.

I understand that you may occasionally need extended hours. You must request these hours in advance (not the day of) and if approved, you are expected to pay an extended care rate. This rate is set in 15-minute increments equal to \$5 per every 15 minutes per child and is due immediately at the time of approval of your request. Late/early fees also apply. Again, my intent is not to gain more money, but to have my business hours respected as my time is very valuable to me.

I do not change earlier drop-off by later pick-up.

Drop-Off and Pick-Up

When dropping off and/or picking up your child, you must pull your car completely up and to the left or right of any other vehicle already in my driveway. This is to prevent others from potentially having to park on the road. Please do not sit in your car in the driveway upon arrival. Enter and exit promptly. Finish your phone calls outside. Please make sure you have closed the door so my children will not get out. Do not permit your children to play with outside decorations or landscaping.

Always come through to the Preschool Room door to drop off and/or pick up your child unless we have made previous arrangements or there is a note on the door stating otherwise. You may knock and enter. Smoking is prohibited inside my childcare. You must sign your child in and out of my home on a daily basis. The log will be located near the entrance/exit door in the Preschool Room. There is a clock in this room, which is the timepiece that will be used to compute your drop-off, pick-up, and late/early fee times. It is my responsibility as Provider to keep this clock set correctly.

It is normal for some children to have a difficult time separating from parents in the morning and/or to make the transition into leaving at the end of the day. Please be brief. It is harder on the child when you prolong your stay and I need to focus my attention on the other children who tend to act out when they see me busy with another parent. A smile, cheerful good-bye kiss, and a reassuring word that you will be back are all that is needed in the morning. The children are expected to clean up from their activities at the end of the day. For this reason, if you will be arriving earlier than your regularly scheduled pick-up time, please give me a quick text on your way. The cleaning up process tends to get much more difficult with parents present. With your cooperation, drop-off and pick-up times will be as stress-free as possible.

Children will only be released to the authorized pick-up persons whom you have identified on your Enrollment Form. You are required to always notify me if one of your authorized pick-up persons will be picking up your child. A verbal notification is fine unless the pick-up person is not one of your authorized pick-up people. In the case of an unauthorized pick up, I will need written permission from you. If you do not inform me that someone else (other than a parent) will be picking up your child, they will not be released even if they are one of your authorized pick-up persons. Anyone picking up your child will be asked to show proper photo ID if I have not yet met him or her.

Unauthorized persons are not allowed in the childcare during childcare hours. This means that you may not bring your friend, your child's friend, your family member, etc. into my home when you are dropping off and/or picking up your child. The reason for this rule is that it is a safety and liability issue for my other children and my staff.

If you or one of your authorized pick-up persons arrives without a proper auto safety seat, your child will not be released and late charges will apply. If you arrive under the suspected influence of drugs and/or alcohol, an alternative contact will be called and late charges will apply. If you insist on leaving my premises with your child, law enforcement will be called immediately.

Any child remaining after the scheduled closure of the childcare (when parents, guardians or other emergency contacts cannot be reached) After two hours of my inability to reach any authorized contact, the department of social services or the local police station may be contacted.

Payment Policy

Payment is due no later than drop off time on your first contracted care day of each week. If this day is a holiday, a vacation or planned day off for the parent or the provider, payment is due the previous business day. If you or your child ill, your payment is still expected unless other arrangements have been previously made..

Cash, Internet bank transfer, or check may make payments payable Bank transfers must be completed (not initiated) with funds in my bank on or before your childcare tuition due date. Personal checks may not be post dated. If your check is returned to me for insufficient funds (regardless of the reason), you will be billed a \$35 penalty fee plus any other fees I incur as a result. This bill is due upon receipt. I have the right to request cash-only payments in the future should this occur.

Please do not put me in the uncomfortable position of having to ask for my money including, but not limited to, late fees, extended care requests, and/or drop-in requests. Any unpaid balances will be turned over to collections and the responsible party who signed our contract will pay all fees incurred.

You will be given a minimum of two-weeks noticing of any increase in your childcare fees.

Prices:

Registration Fee \$50

Infant care full time: \$100 per week (More than 6 hours a day), part time, \$65 (5 hours a day)

Toddlers: \$100 Per week

Two's: \$100 per week

VPK Free

School Ages: \$65 per week

Tax Information

I will supply a W-10 in early January each year for your tax purposes. If either party prior to January has terminated childcare, it is YOUR responsibility to request this form. I DO NOT send them out automatically as they contain critical information.

Extended Leave

In cases of your potential absence due to maternity or an extended leave from your job (teachers for example), I require full child care payments for the entire time of your absence to hold your child's space. I do offer the option for seasonally employed families to pay a higher fee during the 'school year' in lieu of payment requirements in the summer months. If I am in a position where I can temporarily fill your spot with another child during your absence, I may waive a portion of your childcare fee. This will be solely at my discretion.

Absent Days and Notifications

You are required to notify me prior to your contracted drop-off time if your child will not be coming for the day or if you will be late in arriving. In the event you do not call me by your contracted drop-off time, I reserve the right to fill your space with a last-minute drop in, leave for a scheduled field trip or errand, and/or close child care for the day if no other children are coming. You will not be notified if this occurs; it is your responsibility to call. If you do not notify in advance and any of these situations occur, no tuition refund will be issued.

There will be no refunds or adjustments made to your child care fee for your time missed for any reason, including, but not limited to, illness, holidays, and work days off. My operating expenses and hours of work are the same whether you bring your child or not. You are not only paying for the care of your child, you are also paying for their "space" in care.

I require a minimum of 3 days (72 hours) notice if you decide to bring your child after you've told me your child will not be in attendance on any particular regularly contracted day. If notice is not given, you may not bring your child and there will be no tuition refund.

Except in the case of illness, Parents will give Provider a minimum of three-week's notice for any absences in excess of 2 concurrent days. Examples: vacation, maternity leave, etc.

Internet communications including, but not limited to, emails and/or Facebook messages, are not an acceptable method to make requests or inform me of absent days, appointments, or other required notifications specified in this handbook. If I lose Internet service I will not receive your message.

Weather-Related and Other Unanticipated Closings

I reserve the right to close my childcare early or for the day without notice in the event of unanticipated situations such as, but not limited to, power outages, no water, widespread illness, and/or extreme weather conditions. Extreme weather conditions include, but are not limited to, tornado, blizzard, hurricane, flood, and/or earthquake.

These closings will be with pay, limited to 3 per calendar year. The remainder, if they occur, shall be unpaid days. My paramount concern is the safety of the children. If I deem it unsafe for children to stay in my home and/or for parents to get to my home, I will close my childcare.

Holidays, Personal/Sick Days, and Vacation Days

The center will close 12 paid holidays,

Holidays include New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and the Day After, and Christmas Eve, Day and the Day After. When a Holiday falls on a Saturday, 1 2 3 Step By Step Child Care will be closed the preceding Friday with pay. When a holiday falls on a Sunday, 1 2 3 Step By Step Child Care will be closed the following Monday with pay.

Health and Illness Policy

I must provide a healthy environment for the well being of all of the children. I accept children with MILD colds or other MINOR ailments only. Use your good judgment and, if in doubt, please call me in the morning. An ill child requires extra care and close attention and is best cared for at home. Do not send your child if he/she has shown any of the following symptoms during the previous 24 hours:

Communicable Diseases: Not permitted by law in childcare. Some of these illnesses are, but not limited to: Infectious Conjunctivitis (pink eye), Impetigo, Hepatitis A, Scabies, Ringworm, Infectious Diarrhea, Chicken Pox, Scarlet Fever, Lice, or Strep Throat. If your child is thought to have a communicable disease, you will be notified and asked to pick him/her up. Your child will be accepted back into care when no longer contagious. All other

parents will be notified of the possibility of a communicable disease and what symptoms to watch for. I may require a doctor's note, at my discretion, for return to childcare.

Fever: Not permitted. Any child with a fever \geq 100 degrees Fahrenheit will be sent home immediately. Your child needs to be fever free for a minimum of 24 hours without the aid of any fever reducing substance before returning to childcare. Administering medication to reduce your child's fever so that you can bring him/her to child care is grounds for termination.

Diarrhea: Not permitted. Infants and toddlers with fevers and/or diarrhea pertaining to teething will only be accepted into care with a doctor's note stating that these symptoms are due to teething.

Vomiting: Not permitted. Any child who vomits while at child care will be sent home immediately and must stay home until 24 hours have passed with no vomiting episodes.

Runny Nose & Cough: You may bring your child to care if he/she has a common cold (slight occasional cough, clear runny nose, occasional sneezing). Discharge from the nose of any color other than clear is not acceptable in childcare. A constant runny nose, which needs wiped continually is not acceptable even if clear. A constant daytime cough that is causing your child to gag and be uncomfortable and/or a constant naptime cough that would disrupt the sleep of the other children will require you to keep your child at home. If you suspect your child's runny nose/cough may be due to allergies or teething, I will require you to bring a doctor's note stating the same.

Rashes: Not permitted. If your child has any rash other than a mild diaper rash, you must bring a note from the doctor stating it is not contagious before returning to care.

Runny and/or Crusty Eyes: Not permitted. Watery, matted, and/or red/pink eyes are not acceptable in child care under any circumstances. A period of 24 hours must pass after symptoms before returning to care.

Excessive Crankiness: If your child is irritable, excessively whining or crying, wants constantly held, or requires more attention than I can provide and still give adequate attention to the other children in my care or disrupts the routine of the other children in my care, you must keep your child home regardless of the presence of other symptoms. If this occurs during childcare hours, you will be called to come pick up your child.

Lice: Not permitted back to childcare until after the second hair treatment and no nits are present. I will inspect your child upon arrival at childcare before you leave.

If I become aware of any of these symptoms during care, you will be asked to return for your child immediately. You will be expected to arrive within one hour.

Please notify me at once if you find that your child has a contagious illness so I may notify the other parents. If your child is on medication for something contagious, do not bring him or her until they have been on medication long enough to not be contagious any longer (usually 24 hours). Please remember that just because your child has been home or on

medication for 24 hours, does not mean that they feel well enough to take part in the daily activities at childcare. In that event, they must stay home an additional day. If your child has been given prescription or over-the-counter medication before arriving at childcare, please inform me when dropping off.

The one drop-off, one pick-up rule applies. If you are called to pick up your child who becomes ill during the day, you must also take your other child with you. In most cases of illness, I require siblings to remain out of child care with your ill child. More often than not, if one child is ill, the other soon will be.

Field Trips and Transportation

We may occasionally go on a field trip. Some field trips we have enjoyed in the past are trips to the park, zoo, library, and restaurants. All of the children will be placed in safety-approved car seats as required by Florida State law. You may be requested to provide a car seat for the day.

If I plan a field trip, I will ask you to sign a permission form. I will carry that with me as well as the other emergency records that I keep on file for your child. In the event of an emergency away from the childcare home, your child will be cared for and you will be notified. If you do not wish for your child to attend our field trip, your regular childcare fee is due like for any absence, and it is your responsibility to obtain alternate care for the day. No half-day childcare will be provided.

We also occasionally take walks away from the childcare home. Smaller children will be restrained in a wagon or stroller and older children will walk with extra guidance regarding safety. I do not transport children to and from school or activities.

Medication Administration

Please take every measure possible to administer all medication at home. I will not administer prescription medications or breathing treatments. If needed, I will administer the nonprescription medications, ointments, and creams you provide. The nonprescription medications must be in their original containers and labeled with your child's name. I will not exceed the manufacturer's recommended dosage unless you provide me with a written physician's note with instructions.

Emergency Procedures

During childcare hours, scrapes and bumps are inevitable. In the event of serious injury, illness, or emergency, I will take the appropriate first aid action and, if necessary, will call the Stow Police Department or Paramedic Unit. You will be notified as soon as it is feasibly possible.

I will make a conscientious effort to locate you or your designated emergency contact before taking any action in an emergency. If I cannot locate you or your designated emergency contact, I will call your child's doctor, dentist or hospital if emergency, medical or surgical care is needed. In addition and if needed, I will call an ambulance at my own discretion. All costs involved in emergency treatment and/or the cost of an ambulance are your responsibility.

Fire safety lessons are taught as a regular part of my program. It is very important that children know what to do in the case of a fire, not only in the home, but theirs as well. In addition to having a fire safety plan, I also have a tornado plan in place. Since my home has no basement, in the event of a tornado we will immediately go to a neighbor's basement. If that is not possible, we will sit on the floor of my interior hallway with a mattress propped over us for protection.

In the event of an unexpected blizzard with children already in attendance, plenty of food and water will be on hand and children will be taken care of until conditions allow pick up.

I am required by law to report any suspected abuse or neglect.

Meals and Snacks

I serve breakfast, lunch, and snacks throughout the day. You are responsible for feeding your child at home if you will arrive at childcare after a mealtime. Our meal times will vary according to seasonal schedules. Please ask if you are unsure of a current mealtime.

I require parents of infants to provide formula or breast milk until the child is drinking milk. I will begin the transition from a bottle to a cup at the same time as finger foods are introduced.

I encourage healthy eating habits. Children are offered a variety of foods and are encouraged to try new things. Nutrition lessons are taught as a regular part of my program. Except for special occasions and when requested, you are not permitted to send any food, drink, or candy with your child. Please inform me of all allergies in advance, as, in some cases, you may need to provide appropriate foods.

Discipline and Guidance

I require acceptable behavior, by my standards; from the moment your child exits your vehicle until they are safely buckled back in later that day. My expectations of your child will probably be higher than your own due to the number of children I care for on a daily basis. The children are explained the rules of the child care frequently, so they are all familiar with the guidelines.

Childcare Rules - No running, jumping, or screaming permitted inside the house. We use "walking feet" and "inside voices." No walking around the house with food, cups, or bottles. No going out the door or gate at pick up time without an adult. No shoes in the house. No name calling, teasing, swearing, bad language such as 'shut up', tattling, or potty talk. No gun or violent play allowed.

We Respect Each Other and Keep our Hands to Ourselves - No roughhousing, hitting, pushing, biting, grabbing, kicking, pulling, pinching, spitting at others, including household pets and your parents. Lifting, carrying, climbing, or sitting on other children is not permitted.

We Respect our Belongings and our Environment - No standing on, hitting with, pounding with, and throwing toys or other household items. No climbing on, standing on or jumping off of furniture.

I believe that children thrive on consistency, routine, and loving guidance and that it is very important to teach children empathy and to take responsibility for their own actions. Children in my care will be taught and expected to share with others, play cooperatively, express themselves verbally, clean up when asked, follow directions and, most importantly, to treat themselves and others (including yourself) with respect. I use praise and positive rewards for good behavior.

I will discuss with you any behavioral problems as they arise. The following methods of discipline will be used: Encourage children to solve problems themselves, intervention, discussion, re-direction to another play area, loss of privileges, logical consequences, and/or time out. Please show your child that you respect me and my rules by reminding them and enforcing the rules while you are in my home and on my property.

Parents are expected to repair or replace any item your child may break (other than normal wear and tear) in or around my home, including but not limited to: infant equipment, toys, electronics, landscaping, windows, doors, etc.

Quiet Time

Quiet time is an especially important time of the day in a childcare situation. The children need rest to enable them to have an enjoyable evening at home with their family. I need this time to allow for the regeneration of the patience and mental attitude it requires working with

young children full time. This is also my best opportunity during the day to clean up, do paperwork and plan activities.

All children will lay down to rest. Even older children need a break from the day to rest and rejuvenate. Infants and young toddlers will be provided their own port-a-crib or pack-n-play, and older toddlers and preschoolers will be provided a flip-open sofa bed. I will provide a blanket for your child or you may bring one from home if you prefer. You may also provide a small pillow if you wish. Children are permitted to bring a small soft friend from home to sleep with as well. If you provide a pillow, blanket, and/or small soft friend, I prefer that these items be left in the childcare rather than go back and forth between your home and mine on a daily basis.

All children will be monitored either by sight or sound at all times during quiet time. Please do not ask me to keep your child up at this time. If you do not wish to have your child participate in a quiet time, my childcare may not fit your family's needs.

Belongings and Supplies

You are expected to keep spare clothing at the childcare (including socks and underwear) at all times appropriate for the season. While your child is toilet training, you will be expected to keep two sets of spare clothing at the childcare. Any soiled clothing will be sent home in a plastic bag and you will be expected to replace the items with new spare ones the following day.

In May you will need to bring a bathing suit that may be kept here for the entire summer season for water play days. If your child is not fully toilet trained, you are expected to provide swim diapers.

From September through May your child should bring a book bag each day Monday through Thursday for our Preschool Program. This should be at least large enough to hold a letter-sized sheet of paper without having to fold it.

No toys from home are permitted except on designated special activity days.

Children may bring a blanket, binky, small pillow, and/or small stuffed friend, to be kept at childcare, for our daily Quiet Time.

You are expected to supply diapers (and Pull-ups during toilet training) as they are needed. You are expected to supply any diaper creams or over-the counter ointments and medications you wish me to use. I will supply baby wipes.

Please label all items with your child's name or initials. Keep in mind that if you do not supply a needed item, your child may not be able to participate in an activity or it may prevent all of the children from enjoying an activity. I reserve the right to purchase needed items for your child if you do not supply them in a timely manner. You will be billed for the cost of the item(s) and my time if this should occur.

I will identify on a routine basis any recalled toys, equipment and furnishings and remove such recalled items from my home. I am owner of a large child care email group as well as a member of another large child care group where providers share this information on a routine basis.

Toilet Training

Children generally achieve toilet training between the ages of 2 1/2 to 3 years old. If toilet training is begun when your child is ready, the task is easy and quick and can often be achieved in a few days. Some signs to look for include appropriate language skills to communicate the need to use the potty, staying dry for long periods of time, the ability to dress and undress self, and an interest in staying dry or clean. I take a very relaxed attitude towards potty training. Please realize this should be your child's accomplishment and not yours or mine. Children should not be compared to how others are doing. Children train easily when they are ready.

Parents must begin the toileting process at home. If successful and I'm in agreement that your child is ready, I will follow up with toilet training here. During this time I require that children wear pull-ups for health and safety reasons while in my child care setting. Please keep in mind that the activity level here can distract your child from responding to an urge to use the potty, more so than at your home. Therefore, I will continue to use pull-ups until your child can and will announce that he/she must use the bathroom (not just at home, but here, as well) and can control his/her bladder and bowels for a few minutes beyond that announcement. It will be at my discretion when you may bring your child in big girl or big boy underpants to child care.

While your child is learning to use the potty my rule is: No overalls, onuses, belts, buckles, snaps, buttons, or zippers. A second set of spare clothing is required. In addition, I require that the Pull-ups your child uses have Velcro sides.

Dress Code and Hygiene

You are expected to bring your child clean and in comfortable, weather-appropriate clothing unless there are extenuating circumstances. Examples: Pajama Day or an extra-early drop-off. When dressing your child, please keep in mind that we sometimes do "messy" activities. Please do not dress your child in clothes you would not like to be soiled. Though I try my best to keep the children's clothes free of mess, sometimes I lose this battle.

You are expected to provide outerwear appropriate for the weather on a daily basis. This includes hats, mittens, warm jackets, and boots for cold or snowy days. Please do not ask me to change your child into special or different clothing prior to pick-up time as in most cases I simply do not have the time to do this. You are expected to bring your child in appropriate and comfortable play shoes on a daily basis. I do not permit sandals, crocs, or any type of open-toed shoe. And any shoe laces. Any shoe that would fall off easily is also not acceptable. This is a safety precaution. You may keep a pair of play shoes in your child's cubby if you wish.

From time to time I may paint your child's fingernails and/or toenails as a fun activity. From time to time I may clip your child's fingernails and/or toenails if they are such that they are

causing a problem. On a rare occasion I may need to give your child a quick sink (if infant) or tub bath or shower. Examples (but not limited to): A potty incident, slipping in mud, spilling a large amount of a food or liquid. If you do not wish me to do any of the above, please let me know and I will mark it as such in your child's file.

Preschool and Special Events

Preschool: When the overall age group of my children warrants, I will provide a hands-on, theme-based preschool program for children ages 2 - 5 at no additional cost to you. Letter, shape, color, number recognition, concepts (such as big and little), science, math, literature, and more will be taught as a regular part of my program. We will also enjoy arts & crafts, music, and special fun days. Normally I teach preschool on a daily basis Monday through Thursday mornings from September through May. My goal with my preschool program is to provide stimulating activities for each child's social, emotional, physical, cognitive, and language development and to prepare each child for Kindergarten and to instill in each child a love of learning.

Birthdays and Parties: Each child's birthday is his/her "Special Day." You may bring a special treat for all of the children on your child's special day if you'd like. If your child's birthday falls on a weekend, I will choose another day to celebrate their special day in child care. I also have small holiday parties for the children occasionally throughout the year. I typically will request treat donation on a volunteer basis for these parties.

Christmas: The children do not exchange gifts. Instead, I ask you to purchase and wrap a toy gift (one per each of your enrolled children) of your choice for our Christmas party. I ask that the toy be "sturdy" as it will get lots of use and that it contain no small pieces or parts. Items suitable for ages Infant through 5 years of age are best. This item will remain in the childcare home for continued year-round enjoyment by all of the children.

I keep a Treasure Box in the child care. From time to time children will be allowed to 'pick a treasure.' I use this as a method of rewarding, especially when we've been working on a specific behavioral issue. I also use it as a thank you for participation in special activity days.

Withdrawal

I appreciate the opportunity to provide childcare services to you and sincerely hope that you are satisfied with my services. If not, please tell me, as most problems concerning childcare can be resolved.

In the event you decide that your child may need to leave my care at any point after the trial period for any reason including, but not limited to, a job/schedule change or a pending relocation, written notice is required as well as full advance payment of the final weeks of care.

I require three week's written notification for any termination and this time period will begin on the first Monday after notice is received. I require your final three-week's childcare payment at the time written notification is presented to me. This full payment is due regardless of your child's attendance and/or if the childcare is closed for any reason. Unpaid child care closing days will become paid closing child care days if: 1) You give written notice on an unpaid child care day, and/ or 2) An unpaid child care closing day or days falls within your final three-weeks of child care.

If you have met all contract requirements, your one-week's security deposit will be applied towards your final week of care. This amount could feasibly be a little less than one-week's child care payment due to subsequent rate increases, should they occur during your child's enrollment.

Termination

I appreciate as much advance notification of withdrawal as you can give and in return, will give you the same courtesy with a three-week's notice of my intent to terminate our agreement.

If I terminate this contract for any reason and there are any outstanding fees due, a bill will accompany the termination notice. If I do not receive those fees in a timely manner, legal action will be taken. You will be billed \$5 per day in late fees beginning with the payment due date specified in the termination notice, until our court date and beyond if necessary. You will be responsible for all court, filing, and mailing fees in addition to the amount due. You will be charged for the total loss of my income when I have to close to attend court. You will be responsible for any fees associated with a judgment for payment and/or for any fees associated with a garnishment of wages.

No refunds of any pre-paid child care fees or deposits will be given in the event I issue an immediate termination.

Photographs

Photographs of the children's participation at the activities in the center may be taken from time to time. The photos are displayed for children to enjoy, used in various arts and craft projects, and given to parents periodically. I also have a website link with the Facebook page where photos may be displayed. If you wish for your child not to be included in pictures for any reason, please make that request in writing.

Confidentiality

All information provided to 1 2 3 Step By Step Child Care & Preschool will be kept confidential and released only to authorized persons including, but not limited to, State licenser, police dept. and health and social services if required. This information will also be available to back-up providers if needed to care for your child.

Policy Changes

I will review and revise my Handbook of Policies and Procedures and my Contract annually. Renewals will go into effect the first of January each year. However, I reserve the right to make any policy or financial changes at any time when it is in the best interest of my child care business. I will give a minimum of two-week's notice of any these changes.

I/We have read, understand, and agree to abide by the terms and conditions set forth in this parent handbook for 1 2 3 Step By Step LLC.

Parent/Guardian Signature

Date

Provider Signature

Date
