

PARENT HANDBOOK



Infant Home Daycare
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Welcome to Lullaby Baby Home Nursery LLC!

I am excited to have your little one participate in a beautiful Infant program! A home away from home. The following is a list of rules and regulations governing our childcare agreement. Please read this handbook thoroughly, as it contains many essential policies and procedures for your baby's care. If you have any questions or need clarification, please ask before signing. The contents of this contract and all forms required for enrollment are non-negotiable.

GOALS

The primary goal of my nursery program is to provide a loving, safe, and stimulating environment for your baby while in my care. I also aim to help parents adjust smoothly to my nursery program from home. I accomplish this by providing the support needed to help you and your baby have a home-away-from-home childcare experience. It is essential that we work together as partners and that we feel comfortable discussing your baby's needs.

ENROLLMENT PROCEDURES

The enrollment process is as follows: initial contact with me, a meet and greet meeting/home tour, enrollment forms will be emailed to be completed, and an enrollment fee is due upon receiving the application to hold your child's spot. All necessary forms must be completed and returned to me before I assume the responsibility of caring for your Baby. All forms must stay up to date. Please inform me immediately of any changes.

Below is the list of forms that you need to return to me before or on your Baby's first day.

- ✚ Completed online registration application for Birth Certificate
- ✚ Recent Health Appraisal/Physical
- ✚ All registration and tuition fees (before the 1st day)

AGES SERVED

The children I serve are six weeks up to 15 months old. The child must be enrolled in the program three months before turning 15 months old. Enrollment stays at five or less to ensure your Baby gets the attention they need.

ENROLLMENT FEE / HOLDING FEE

A registration fee of \$175 is due once you have completed the online application. Upon enrollment, a deposit of last month's payment of \$2580 is due to hold your baby's spot. The deposit will be applied to last month's care with Lullaby Baby Home Nursery LLC. Tuition of \$1290 is on the 15th and 30th of each month. The first payment of \$1290 is due before your baby's start date. Tuition is not based on full-time or part-time care but on high-quality services provided for your baby.

BILLING

Because services are PREPAID, your entire first payment is due three days before your baby's start date, regardless of the day you choose to start your baby. All future payments will be due on the 15th and 30th of each month after that. Invoices go on the 10th and 25th of each month.

You may pay your tuition by cash, debit/credit card, or ACH through the Daily Connect app. If you are using a debit or Credit card, you will be required to cover the processing of the merchant charges, which is 2.9%, or you can also use the ACH option for free.

LATE FEES

Payments must be made by 4:30 p.m. on the 15th and 30th. If payment is not received by 4:30 p.m., this will result in a late fee of \$80 each day you are late for up to 3 days. Suspension will occur the following 4th day if fees are not paid in full. Continuing to pay your tuition late will terminate your contract, and you will lose your spot at Lullaby Baby Home Nursery LLC. Late pick-up fees are \$20 for the first ten minutes past 5:10 PM and \$5 for each additional minute late.

DAYS AND HOURS OF OPERATION

Baby Lullaby Home Nursery LLC has hours of operation Monday, Tuesday, Wednesday, and Friday, 7:00 a.m. – 5:00 p.m.

COMMUNICATION

I look forward to a long and rewarding friendship with your baby and family. There may be updates to this parent handbook occasionally. I will give you a separate supplement as the deed arises. Communication is the key. Please feel free to discuss your concerns with me. You will receive important information via the Daily Connect app and email. You are responsible for checking for updates, changes, notices, etc. You will find your child's daily activities in the Daily Connect app. Feel free to call me directly or message me through the app.

SIGN-IN/ SIGN-OUT

You must sign your Baby in and out daily via the Daily Connect app using the provided tablet in the Nursery's hallway.

ABSENCES / LATE ARRIVALS









If your Baby will be absent, please call 630-362-3469 or inform me in the app to let me know. This will help me plan out the day. Your Baby's absence will **NOT** reduce the tuition.

AUTHORIZED PICK-UP PERSON

If you use a backup person to pick up your child, please call me in advance and instruct this person to show me their photo ID upon arrival.

HOLIDAYS

Lullaby Baby Home Nursery LLC is open year-round except for holidays, days, and vacations. The following are observed holidays:

-  Memorial Day
-  July 4th
-  Labor Day
-  Veterans Day
-  Thanksgiving Day (and the day after)
-  Christmas Eve until after New Year's Day
-  Martin Luther King Jr.
-  Columbus Day

Please arrange for backup care if needed. These are paid holidays, and tuition is still due in full regardless of closures, child absence due to sickness, and the baby's family vacations. You will get a discount on tuition for December. Fee will be reduced to 50%. You will not receive an invoice for December 30th Tuition.

VACATIONS

Lullaby Baby Home Nursery LLC is closed four weeks out of the year:

- ✚ April 1- 7
- ✚ July 4- 10
- ✚ December 24- January 2
- ✚ October 16-23

PROVIDER ILLNESS AND EMERGENCY TIME OFF

Emergencies and sickness may arise with staff, and you must provide backup care if needed. Parents will be notified as soon as possible, within 24 hours before drop off, and immediately for sudden emergencies or sickness if your baby is in our care and needs to be picked up. Caregivers will remain with all babies until parents arrive for pick up. Tuition will be refunded based on the number of Days the home nursery is closed due to emergencies and or sickness the following day. The refund rate is \$75 each day the nursery is closed due to emergencies or staff sickness.

WEATHER-RELATED AND OTHER UNANTICIPATED CLOSINGS

I reserve the right to close my nursery early, for the day, or longer timeframes in the event of unanticipated situations such as, but not limited to, power outages, no water, widespread illness, extreme weather conditions, pandemics, epidemics, or outbreaks, per state regulations or mandates. Extreme weather conditions include, but are not limited to, tornados, blizzards, floods, and or earthquakes. My paramount concern is the safety of all infants in my care. If I deem it unsafe for children to stay in my home and for parents to get to my home to pick their children up, I will close my nursery. Be mindful that inclement weather may cause you to get stranded, have an accident, or be unable to pick your Baby up at all, which is why I may follow recommended travel closures. Your spot is always based on enrollment and never on attendance. These closures do not reduce or waive your tuition fee in any way, and payment is still due as usual.

BABY FOOD AND TABLE FOOD

Lullaby Baby Home Nursery LLC will provide puree and table food to infants in our program. Little Spoon Organic, Amara Organic, and Else will provide our food. Happy Baby Organics, Gerber, and Earth's Best will provide snacks. Babies eating table food will have breakfast, lunch, and snacks. Babies eating puree will eat according to their parents' guidance.

All meals are nutritious and are served according to federal nutrition guidelines. Older and younger Babies are never expected to clean their plates or finish all their food but are encouraged to explore food favors. If your Baby has any allergies, please let me know. If your baby has a special diet outside of Vegan, you will need to provide food for your Baby. I can accommodate food allergies and vegan food. If you require a special kind of Milk, you will be responsible for providing it.

I will also provide infant formula; however, you can supply your own. The brand of formula I will provide is called. "Similac Advanced Infant Formula with Iron." I will coordinate with you when to start your Baby on solids. If your baby is taking breast milk, there are a few extra steps that you will need to follow.

- ✚ Please ensure your child has transitioned to a bottle before their first day.
- ✚ Send more than enough breast milk for us each day.
- ✚ All breast milk should come in tightly sealed bottles and be labeled with the milk's name, date, and content.
- ✚ All breast milk/supple bottles will be sent home with you each evening.

SAFETY

I will always provide a warm, loving, and safe environment where your Baby can explore, learn, and experience many different things. Some features that help ensure your child's safety are:

Adequate ventilation throughout the home.

- ✚ No guns or firearms in the daycare
- ✚ Gates are used
- ✚ Fire extinguishers are maintained properly
- ✚ Toys are age-appropriate and in a safe manner. Electrical outlets are covered
- ✚ Pens, pencils, and office supplies are out of reach
- ✚ Cameras will be available for parents to live-stream and watch their babies throughout the day.
- ✚ Cleaners and chemicals are out of reach.
- ✚ Medications are out of reach.
- ✚ A well-stocked first aid kit is kept near, and expiration dates are observed. Provider is CPR and First Aid certified.

ACCIDENTS AND INJURIES

If your Baby becomes injured while in care, emergency action will be taken to protect your child from further harm, and you will be notified immediately. An accident/injury report will be completed and kept in your baby's file. If your Baby receives a severe injury, you will be notified immediately, and an accident/injury report will be completed and kept in your baby's file. The Daily Connect app will immediately notify you of less severe accidents or injuries. An accident/injury report will be completed and kept in your baby's file.

MANDATED REPORTING

I am required to report suspected child maltreatment and abuse to an appropriate agency, such as child protective services, a law enforcement agency, or a state's toll-free child abuse reporting hotline.

RELEASE OF INFANTS

- ✚ Your baby will only be released to the people you authorized.
- ✚ Infants must be signed in and out daily in the app.
- ✚ Authorized people not known to Lullaby Baby Home Nursery LLC will be required to show a state-issued ID.
- ✚ Infants will be released to only custodial parents unless previous arrangements have been made. Court documents detailing custody arrangements are to be provided.
- ✚ If an authorized person appears intoxicated or under the influence of drugs or alcohol, an emergency contact will be called. The police will be notified if the person tries to depart with the baby after being denied pick-up.

ILLNESS AND SICK CARE

The health and well-being of all infants are of utmost importance. For the protection of your baby, if you present your child with any of the conditions listed below, they will not be admitted for care. Please read it carefully. If you have any questions or doubts regarding the statements it contains, please discuss them with me. If your baby cannot participate in the usual routine or needs more care than I can provide without neglecting the others, your baby must stay home.

Several immunizations are required by law before your baby may attend childcare. You will be asked to bring your child's immunization record upon enrollment application. You will be informed of any immunizations that will be needed before your child starts childcare. Children with minor illnesses may attend childcare at the provider's discretion.

COMMUNICABLE DISEASE POLICY / HEALTH EXCLUSION POLICY

By Law, your child will **NOT** be permitted to attend if they have any of these symptoms or illnesses until the proper time has passed or a doctor's note is obtained, as shown below:

<ul style="list-style-type: none">• Temperature of 100°F or higher without medication, even if no behavior change has occurred. Cannot return for 48 hours after fever has resolved without medication.
<ul style="list-style-type: none">• Uncontrolled or Excessive coughing; Exp: coughing multiple times within 15-30 minutes. Cannot return until cough has been controlled and accompanied by doctor's note.
<ul style="list-style-type: none">• Symptoms of possible severe illness, such as unusual tiredness, uncontrolled or excessive coughing, unexplained irritability, persistent crying, difficulty breathing, wheezing, or other unusual signs;
<ul style="list-style-type: none">• Diarrhea: two or more times of loose stool during the past 24 hours, OR One Loose stool if diarrhea is accompanied by fever, exclude for 48 hours after the symptoms end;
<ul style="list-style-type: none">• Blood in stools not due to change in diet, medication, or hard stools;
<ul style="list-style-type: none">• Vomiting: two or more times in the past 24 hours, or one time if accompanied by a fever until 48 hours after the symptoms end or until a health care provider determines the vomiting is not contagious and the child is not in danger of dehydration;
<ul style="list-style-type: none">• Ongoing stomach pain (more than two hours) or off-and-on pain due to a fever or other symptoms;
<ul style="list-style-type: none">• Mouth sores with drooling; cannot return until sores have completely healed and are accompanied by a doctor's note.
<ul style="list-style-type: none">• Rash with fever or behavior change;
<ul style="list-style-type: none">• Pink eye (with white or yellow eye discharge) until 24 hours after starting antibiotic treatment;
<ul style="list-style-type: none">• Scabies, until 24 hours after starting treatment;
<ul style="list-style-type: none">• Head lice until 24 hours after starting treatment;
<ul style="list-style-type: none">• Tuberculosis, as directed by DPH;
<ul style="list-style-type: none">• Impetigo, until 24 hours after starting antibiotic treatment and sores are dry;
<ul style="list-style-type: none">• Strep throat until 24 hours after starting antibiotic treatment;
<ul style="list-style-type: none">• Chickenpox, until all sores have crusted and are dry (usually six days);
<ul style="list-style-type: none">• Shingles, only if sores cannot be covered by clothing or a bandage; if not, exclude until sores have crusted and are dry;
<ul style="list-style-type: none">• Pertussis until completing five days of antibiotic treatment;
<ul style="list-style-type: none">• Mumps, until five days after onset of glandular swelling;
<ul style="list-style-type: none">• Hepatitis A virus, until one week after onset of jaundice, or as directed by DPH;
<ul style="list-style-type: none">• Measles, until four days after arrival of rash;

Rubella, until seven days after the arrival of the rash;

- **Cold sores** until sores have completely healed.
- Unspecified illness: if the child cannot participate in activities or the facility cannot provide care for this child and the other children.
- COVID, RSV, and any other infections COVID related virus cannot return to the Nursery for 11 days

This is a ZERO tolerance policy. If you must have your baby seen by a doctor, you must submit a signed note from their doctor before your child can return to childcare. This ensures that an infant does not return to childcare when they may be in danger of exposing someone to an illness. Some illnesses are no longer contagious after the child has been on medication for 24 hours. Please do NOT attempt to cover up your baby's fever with Motrin or Tylenol so they can receive care, as you will still get a call to immediately pick your child up as soon as you become aware of a fever of 100°F or higher. While taking off work may inconvenience you or your employer, it will be even more inconvenient to everyone if I have to close for an unknown time due to not following this policy. Habitual disregard of this policy will result in termination.

MEDICATIONS

Suppose your baby is on medication that must be administered at childcare. In that case, the medicine must be in the original container and labeled with the child's name, doctor, name of medicine, dosage, and when it will be taken. I will also have a form for you to sign permitting me to administer the medication to your child. Medication will be given at the time or with the specified meal, and a written record will be kept.

DIAPERING

The diapering surface is waterproof and free of cracks. After use, the changing table is cleaned with a non-toxic disinfectant and cleaning solution. Soiled diapers and wipes are immediately thrown away. The hands of the child and caregiver are washed thoroughly and dried with a paper towel. Diapers are changed as needed and are checked often.

INFANT SLEEP ARRANGEMENTS

To reduce the likelihood of sudden infant death syndrome (SIDS), the following practices are used and required by the State Child Care Regulations:

- ✚ Infants must sleep on their backs.
- ✚ Soft mattresses, pillows, sofas, and water beds are prohibited as sleep surfaces
- ✚ Blankets, comforters, quilts, pillows, or stuffed animals are prohibited in cribs
- ✚ Infants shall sleep only in cribs.

SUPPLIES NEEDED FOR YOUR CHILD

A COMPLETE change of clothing for each child (please label all clothing that will be kept in your baby's draw).

BOTTLES, DIAPERS AND TOILETRIES

Parents must furnish bottles labeled with name and date. I Will also provide Diapers and wipes for babies in my care; however, the family may provide diapers and wipes if you wish. Both diapers and Wipes are for sensitive skin. If your baby requires a particular formula or must be on formula past one year of age, you must also provide that.

TERMINATION

If you decide to remove your baby, I require a 30-day written notice. I will give you a 30-day written notice if I can no longer care for your family.

If this agreement is violated, you may be terminated immediately from Lullaby Baby Home Nursery LLC and will forfeit all fees. Examples of why I would terminate your child's care include but are not limited to:

- ✚ Failure of parents to pay fees or are consistently late
- ✚ failure to complete and sign the required forms
- ✚ Lack of parental cooperation
- ✚ My inability to meet the child's needs without additional staff
- ✚ Gross misconduct on the part of the parent