



Parent Handbook

General Information/Operations Policy

Children ages newborn to 12 years are accepted in our facility and parent supervised visits are also welcome. Parents are not charged a fee to stay with their children. Our center is unique in that children may be brought in anytime during business hours and within center capacity. We operate on a first come first serve basis.

Hours of Operation: 8:30 a.m. – 7:00 p.m. Monday – Friday; 8:30 a.m. – 5:00 p.m. Saturday; Sundays will be reserved for birthday parties. These hours are subject to change once demand requires them to ☺

Holiday Closings: Christmas Eve, Christmas Day, Easter Sunday, Thanksgiving Day.

Admission/Release Policy

Our main goal at Dew Drop-In is to provide a safe, healthy and fun environment for all children. To ensure the safety of your children, all visits to our center require:

- Parents must provide the name of person(s) they designate to have their child released to. All names will be listed on the child's file in our computer.
- Proper photo identification will be asked for upon the release of a child.
- All parents or authorized persons are required to sign their child in and out at each visit.
- At all times, an adult must escort the child into the facility when dropping off and out of the facility when picking them up. Please use the lobby entrances to the Dunbar building when bring your children to Dew Drop-In. Please refrain from using the entrances to the other business located on the Main floor of the building as an entrance.
- If your child is to be released due to health concerns, misbehavior, or emergency reasons and you cannot be reached, other authorized persons on the information sheet will be contacted for immediate pick-up.
- All efforts to contact the parent/guardian will be made at closing hours. If no direct contact is made, authorized contacts for your child will be called for pick-up. **There will be a late fee of \$1.00 per minute after closing hours.**

Attire

A top, bottom, and clean socks must be worn at all times. Socks may be purchased for \$1.00 at our center. Please no shoes or bare feet when visiting the center.

Meals/Snack Time

Complimentary snacks are provided at 10:00 a.m. and 3:00 p.m. Snack will be a choice of either, Animal Crackers, Vanilla Wafers, or Graham Crackers along with a choice of Apple Juice or Water. Dew Drop-In does not provide lunch, but we are happy to provide a place for your child to eat lunch. We ask that if your child will be at the center at lunch time, 11:30-12:30, you please provide a lunch for him/her. No Fast Food Please!

Personal Belongings

Each child will be provided with a daily temporary cubby intended for shoes, coats and small personal items. **It is required that children under the age of 4 be sent with an extra change of clothes.**

We are not responsible for lost or stolen items. Therefore, please do not allow your child to bring personal items to the center.

Diaper Service/Toilet Use

If your child is in the transition of being potty trained, please send him/her in and with extra pull-ups or diapers to prevent an accident where other children play. We will do our best to accommodate your efforts with consistent “potty breaks” and reminders. Toilet trained children will be allowed to use the restroom at any time and will be monitored depending on their age and ability level.

Naptime

At Dew Drop-In, we understand that a parent’s busy schedule often conflicts with a child’s naptime. We do have an area designated for napping and soft sleeping mats and portable cribs are available. Please inform us if your child requires a nap during their stay. Your child will not be forced to nap if he/she is unhappy. Please bring a sheet, blanket and pillow if needed. We will be happy to provide a place for your child’s bedding, however we ask you take them home to launder them weekly.

Illness and Medications

At Dew Drop-In, we want children to be happy and healthy. This is a place to come and have fun! Therefore, we have a very strict sick policy. If your children are sick, please don’t bring them! We are also not a facility to bring children to who are too sick to attend their regular care.

Medication will NOT be administered by anyone at Dew Drop-In. If your child needs medication for an illness, they should not be here. If your child needs medication for any other reason, please administer before they come or after you’ve picked them up.

These policies are in place to ensure a healthy environment at Dew Drop-In!

Accident/Emergency

In the event of an accident, first aid will be administered and an "Ouch Report" will be completed, signed by staff and parent, and filed. In case of an emergency, the center will call 911 and contact the parent/guardian. Information from the child's records will be used to obtain necessary emergency information. Dew Drop-In will document all information pertinent to the emergency.

Discipline Procedure

One of our goals is to develop self-esteem in each child. The staff will use positive reinforcement whenever possible to accomplish this goal. In our facility, clear rules will be posted in a prominent place for all kids and parents to see. These rules will be routinely provided to parents and staff. When inappropriate behavior occurs, we will first give a verbal warning. After the verbal warning, a time out is used. Time out is taking the child away from the situation for a short period of time (typically 1 minute per year of age) and redirecting the child's behavior when they return. The staff members will talk with the child about his or her behavior and discuss positive alternatives.

If unmanageable, disruptive, or unacceptable behavior occurs, the Center reserves the right to contact the parent/guardian or authorized persons for immediate pick up of the child. The third time this behavior takes place, it will be necessary to terminate service to that child.

Parents will receive documentation of this behavior in their child's cubby.

Payment Procedure

All services require full payments. Dew Drop-In Childcare Center requires payment at the end of each visit. Pick-up will be assessed in 15 minute increments. All efforts to contact the parent/guardian will be made at closing hours. If no direct contact is made, authorized contacts for your child will be called for pick-up.

(Please detach at this line and return to Dew Drop-In Childcare Center)

Parent Handbook: Policies and Procedures

I, _____ have read and understand the policies and procedures outlined in this Handbook and agree to comply with each so long as I am a registered user of Dew Drop-In Childcare Center

Signature

Children _____

Date