

Early Learning Childcare (ELC)

(We provide care for children around the age of 2 1/2 years old - 12 years old)

50850 Justin Dr, Macomb, MI 48044

6:30am-5:30pm

Owner/Educator:

Bianca Alayan

Phone Number:

(586) 405-5111

Email:

earlylearningbybianca@gmail.com

We appreciate your interest in Early Learning Childcare (ELC)!

The purpose of the *Parent Handbook* is to outline the policies and procedures under which we operate as licensed childcare providers. We have the right to update or change policies at any time, but will always keep families updated when anything has been changed.

Please take some time to become familiar with the information given and our *Enrollment Agreement*. This will be your child's home away from home! I provide a safe, caring, home-like atmosphere for your children while at the

same time providing for their physical, intellectual, emotional, and social development. Please read the policies of my daycare carefully and sign the last page stating you have read and understood the policy.

All About Me

My name is Bianca Alayan-Sanitate, I am 28 years old, and I have my Child Development Associate's. I have been working with children for 9 years as a Lead Preschool/Pre-K teacher. Helping little hearts grow is my lifelong passion. I thrive to make a positive impact in my students' lives and contribute to their growth and development. A few fun facts about me, I'm very adventurous and I love exploring, traveling, and hiking. My favorite hobbies are weightlifting, reading, and going on nature walks. I really love animals and caring for them. I recently got married to my husband Shaun Sanitate, who was also my high school sweetheart and best friend.

State Licensing Requirement

ELC is licensed and complies with all applicable licensing regulations and standards. These standards relate to my home, staff, health, safety, procedures, nutrition, caregiver to child ratios, and record keeping. I believe that these standards are in the best interest of the children. My home is subject to inspection by the state and city health, fire, and licensing officials.

Pets

In our home we have a total of 6 loving pets. We have a long hair domesticated cat named Leo, a Bengal named Stick, two Sphinx cats named Kenny and Lila, and we have two dogs—one Aussiedoodle named Marley and a small Yorkie Poodle named Mia. My pets are welcomed to be seen by any concerned family members as they are all well maintained, groomed, and friendly. All medical vaccinations required by the government are done by state standards and they are seen at least once a year for a checkup. They all love kids and company.

Pets will be in my basement while children are attending school to avoid distractions from learning. I may allow them to come say hello and let the kids play with them occasionally. The cat litter boxes are only located in the basement and my upstairs bathroom. No child will be let around any fecal matter, animal fluids, litter, or pet food. The backyard will be free of dog feces and cleaned up immediately. No child will be left unattended with any pets.

Termination Policy

The first two weeks will be regarded as a trial period, in which case either party may terminate the contract without notice. After the two weeks of enrollment, a two-week written notice from the parent is required to terminate the contract, Please keep in mind that there are no refunds or discounts. If we see we are not a good fit for your child's needs we reserve the right to terminate our contract at any time.

I also ask that you respect my privacy and that of my family by **not sharing any information** you learn about my family without my written permission. For example, the contents or layout of my home, vacations schedules, routines, etc.

I **do not** discriminate based on **race, color, gender, disability, national origin, sexual orientation, or public assistance status.**

Smoking

This is a non-smoking facility. **Smoking is strictly prohibited** on the premises. Please inform spouses or those on your pick-up list about the policy.

Weapons

Absolutely **no weapons or firearms allowed.** This is a firearm-free school.

Vacation/Holidays

I realize your need for reliable daycare and will attempt to give as much notice as possible whenever I must close for any reason. To spend quality time with my own family, I will be closed for the holidays: **New Years Eve, New Year's Day, Easter, Fourth of July, Memorial Day, Labor Day, Thanksgiving, Christmas Eve and Christmas Day.**

If a holiday should land on a Saturday, I reserve the right to **close the Friday before** and if the holiday should land on Sunday, I reserve the right to **close on the Monday after.** In addition, I also take a two-week vacation. I will give a minimum of two-week notice before any closure when possible, so you

have time to arrange alternative care for that period. I'll be off the week of December 22-26, 2025 and the week of August 25-29 2026 for my vacation.

Working with exposure to many families and children it is expected that I will become ill occasionally. Therefore, I **reserve the** right to take up to **five sick/personal days** per calendar year. We also use these days for our continuing education classes (CPR, Pediatric First Aid, etc.) to keep our childcare license in good standing. Of course, we will give you as much advance notice as possible.

Enrollment/Registration Fees

A **non-refundable** sign up fee of \$50.00 is charged upon registration per child. Weekly payments are due regardless of attendance. You will pay for the days your child attends care. Payments are due on Friday's. If payment is not made by Friday midnight, without prior arrangements, you will be considered late and a fee of \$25.00 will be applied for everyday payment that is not made. If this should occur payment with late fee is expected to be made by drop off time the following Monday or child care services will be suspended until such payments are made.

Payments will be made on Brightwheel.

The child will not be permitted to stay in care until all fees are paid in full.

Full time: \$225 for 8 hour care 5 days a week

Part Time:

\$200 for 8 hours Care 4 days a week

\$180 for 8 hour care 3 days a week

\$165 for 8 hours 2 days a week

(\$80 for 8 hours 1 day a week or 10 dollars an hour drop in care)

Drop in care requires immediate payment to reserve spot due to numerous cancellations and no call no shows.

Over-Time Fee:

A late fee equal to \$25.00 per child shall be made per 15 minute intervals for drop-offs and or pick-ups outside of contracted hours. "Example 1 to 15 minutes

late, you owe \$25.00 per child, 16 - 30 minutes late you owe \$30.00 per child. If prior notice of early drop-off or late pick-up is arranged late fees may be waived, but regular over time charges may occur.

Social Media/Pictures

When you sign this contract all children will be posted online on my social media, unless told otherwise. If you do not want your children posted online please let me know asap!

Emergency/Back up

If for any reason I need to leave for an emergency, I will have my assistance substitute for a short period of time until you or someone else arrives to pick up your child/children. In case of an **emergency, daycare** will be **closed for the day(s)**. I will make sure parents are notified as soon as possible. You will always need to make sure you have arrangements in case of any kind of emergency and daycare must close.

Holidays Parties

You are welcome to bring in birthday treats/ holiday treats; it is not mandatory. However, due to allergies restrictions I do ask that nothing is homemade and instead comes prepackaged with the ingredients label provided. Also, if you are bringing in a treat, please ensure they are labeled **“Nut Free”** as we are a **nut free school**. We do celebrate all holidays with a small party, a parent sign-up sheet may be posted on the Brightwheel App if you would like to donate.

Birthdays

I like to make every little one's day feel as special as possible. For birthdays I make a special card for the families, and I provide a small gift bag to take home. I will also **provide an allergy free dessert** that will be passed out as an afternoon snack.

Food/M meal Time

We are a part of the Mid-Michigan Food Program. I provide healthy meals and snacks throughout the day to ensure your child is receiving nutrition to keep them healthy and energized. We eat family dining style and practice basic table etiquettes. I like to encourage the children to try new foods, however no child will ever be forced to eat something they don't like and other options will be provided. Children will not be forced to eat if they are not hungry.

For safety reasons, I do ask that no outside food is brought to school. If your child has a breakfast or snack on the go please have them finish it in the car or we will have to ask you to take it home or throw it away.

During meal times all children must remain seated until they are done eating, children may not walk around with food in their mouths and may only eat in the dining area. This is to ensure everyone is eating safely and to make sure no one is going to choke on their food.

Please make sure you check our daily schedule to ensure you arrive before meals are served as I can not interfere with our daily routine to provide random meals throughout the day.

Medical and Dental Emergency Procedures

Emergency information is kept on file at the daycare. In case of illness or injury this information will be used to notify you or the person designated by you. If your child is injured while at daycare, first aid will be administered. If treatment by a doctor is necessary, we will make every effort to contact you or the doctor you have chosen to treat your child. In all cases, an injury report is completed, and a copy is given to the parent as well as the Department of Social Services.

Authorization for **emergency treatment must be signed** at the time of enrollment to ensure that in the event of an emergency, we can ensure your child receives the necessary emergency treatment he or she needs. It is very important that all emergency **contact information is kept up to date and correct**. Please inform us immediately of any changes to keep your information current. Parents are responsible for all costs involved in emergency medical treatment, including emergency transportation if required.

Note: In case of a serious accident or sudden illness requiring immediate medical attention, the following procedures will be followed:

- 911 is called.
- Child's parents (or emergency contact) are called.
- Child is separated from the other children and appropriately cared for.

- Parent, provider, or ambulance takes the child and the child's health record to the doctors or hospital.

Evacuation Procedures

ELC has written policies and procedures for dealing with emergencies and natural disasters. Evacuation plans are posted in the daycare. In the unlikely event, the children will be evacuated to an emergency location, and you will be notified as soon as possible. Our emergency location of choice is the **Elementary School Bus Stop 18999 Calypso Drive**. A notice will be posted here at the daycare with all information on the alternative sights.

Toys From Home

Please **do not** bring your child's toys to daycare **except** on designated sharing/show and tell days. As much as we try to encourage sharing, this seldom works when it's the child's own personal toy. It only causes problems between them and the other children. If a child is sent to school with toys, they will be asked to keep it in their cubby until pick up. Children are welcome to bring a favorite book and a stuffy to cuddle with during naptime. **Never send your child to daycare with toy weapons.**

Pacifiers

Pacifiers can be used only for nap time. I highly encourage parents to work with me to reduce pacifier use, especially around the age two and a half or three years old. I would like my students to learn how to self-regulate and learn coping mechanisms on their own. We ask that the pacifiers provided have no damages, holes, or tears. We will notify you if replacements are needed. No attachments for pacifiers are allowed (cords, ribbons, or clips) due to choking or strangulation. When children are not napping their pacifiers can be stored in their cubby.

Miscellaneous

Understand that your child may be included in classroom evaluations by State Licensing officials, the USDA Food Program, and other parents observing their right to our open-door policy. Understand that your child may be included in pictures connected with our daycare program, unless otherwise specified by you the parent.

Behavior Management & Discipline

We believe that the discipline of a child is achieved through patience, consistency, and positive reinforcement. We try to teach the children in our care manners, kindness and to be respectful towards others. One of the ways in which we do this is by the example we as providers set. We understand that our actions and reactions speak louder than words.

The children are explained the rules of the daycare frequently, so they are aware of what's expected of them. Once a child is old enough to understand the rules and disobey them by exhibiting inappropriate behavior (hitting, aggression, etc.), hurting others, or property, the following developmentally appropriate guidance techniques will be used.

These techniques are as followed:

- **Positive Reinforcement:** The child will be encouraged when he or she is demonstrating acceptable behavior.
- **Redirection:** The child is redirected to another activity and given an opportunity to try again at another time.
- **Time-Out:** The child is separated from the group for an age-appropriate amount of time (one minute per one year of age). This technique is only used when a child repeatedly will not follow our directions or listen to our words, is exhibiting temper tantrum type behavior, or hurting oneself, others or equipment. When the child shows that he or she is ready to demonstrate acceptable behavior, they are encouraged to join the rest of the group to try again. No child under three years old will be placed in timeout.
- **Last Resort:** When a child's behavior is continually upsetting or dangerous to others, a conference will be called with the parents. If the problems cannot be resolved, arrangements will have to be made for the child to go elsewhere for care.

Note: Sometimes if both a parent and a provider are both in the same area (example would be during drop-off and pick-up times) a child may forget the rules or test the boundaries. Please help show your child that you respect us, the rules of our daycare, and our property by reminding them that the rules still apply when you are around. We will also remind them of the rules and correct them if needed.

Cleanliness

We take the well-being of your child very seriously and work hard to provide an environment that is as healthy as possible. We are committed to keeping our daycare and the children in it as clean as possible, to help minimize and /or prevent the spread of germs.

Our daycare keeps clean surfaces that children come in close contact with using soap and water, or bleach, etc. The toilet is cleaned between each use, and toys are cleaned and disinfected often, and water-play tables are cleaned and disinfected before being filled with water and carefully supervised when in use.

Hand washing is the single most effective practice in preventing the spread of germs. We wash our hands many times throughout the day, as well as the children's hands before and/or after engaging in a thorough list of activities.

Staff washes their hands:

- Before beginning work.
- Immediately before handling food or feeding children.
- After using the toilet, helping a child use the toilet or after changing soiled clothing or diapers.
- After encountering any bodily fluids, such as wet or soiled diapers, runny nose, spit or vomit.
- After handling a pet or pets' equipment.
- Whenever hands are visibly dirty.
- After cleaning a child, the room, toys, or bathroom.
- Before giving medication or applying ointment.
- After work.

Children wash their hands:

- As we enter each morning.
- Immediately before and after eating.
- After using the toilet or having soiled clothing or diapers changed.
- Before and after using water tables.
- After using playdough or other substance.
- After playing on the playground.

- Whenever hands are visibly dirty.
- Before going home.

Illness

Please keep your child home if they are sick. If they are brought to school sick, we in turn may become sick making it difficult to care for the children at the high standards that we have set for ourselves. We can only care for children with mild cold-like symptoms that are otherwise feeling and acting well. Mild cold-like symptoms are a clear runny nose, slight cough, and a slight or no fever. If you are unsure if your child should be brought to daycare, then please call and check with us. If a child becomes ill during prescription and prescription given daycare hours the parent will be contacted to pick up their child. Parents need to pick up their children within one hour of being notified. If parents are not available, the emergency contact person will be notified.

Note: Once the child is removed from daycare due to illness, they may not return to daycare until symptoms requiring removal are no longer present for 24 hours. The child must also be void of any contagious disease, unless accompanied by a doctor's note stating the illness in question is not contagious, and the child is otherwise feeling well enough to participate in our daily schedule.

A child with any of the following illnesses, must be completely free of any symptoms before returning to daycare. If the child is taking antibiotics for an illness, the child may return to daycare after the initial 24 hours of beginning antibiotics if he or she has a slight to no fever (under 100°F under the arm), no longer contagious, and is otherwise feeling well enough to participate in our daily schedule.

Signs of illness include the following: unusual lethargy, irritability, persistent crying for no reason, runny nose (more than clear), cough (more than slightly), difficulty breathing, diarrhea, vomiting, mouth sores, rashes, (note from doctor stating non-contagious is ok), pink eye, chicken pox, mumps, measles, roseola, hepatitis A, impetigo, lice, ringworm, scabies, strep throat, scarlet fever, tuberculosis, shingles, and any other contagious disease or rash.

Any child with a fever of 100°F or above, orally (in the mouth), or axillary (under the arm), may not attend daycare. State law requires that we notify parents of children who have been exposed to certain contagious diseases. Please notify us if your child becomes infected, so a note can be posted.

Note: A fever itself is not all bad (given that it is not too high). A fever is your body's natural way of trying to protect itself against whatever virus or bacteria is attacking it. Illnesses that cause fevers cannot live in our bodies — an abnormally hot indicator that the child is sick and possibly contagious, therefore requiring exclusion from daycare.

Medication

- ☐ Nonprescription and prescription medications, ointments, and creams may be given to your child by myself if needed. Parents are **required to fill out the proper form** and to **supply all medications in their original container**. Medications **must be labeled** with child's name, weight, and dosage amount. However, depending on the medication I will ask that a parent come in and give the dose of medication if I'm not comfortable giving the medication myself.

Child's Absences and/or Vacations

If your child will not be attending daycare due to illness or other, please let us know as soon as possible so we are not waiting for your child to arrive to start the day's activities. We Need to know how many children are attending to prepare meals for. **No discounts will be given for your child's absences due to illness or vacations. Please remember you are also paying for the spot.**

If your child will not be attending daycare for whatever reason, you are still required to pay.

Diaper Policy

It is the parent's responsibility to provide diapers, wipes, and diaper cream for your child. It is also the parent's responsibility to check periodically

to see if or when your child needs more diapers, wipes, and cream (not the providers). However, we will send friendly reminders if your child is running low on diapers.

Each child has his or her own clearly labeled diaper spot. Diapers are checked frequently and changed every two hours or more often if required. Diapers containing feces are changed immediately. We change the kids standing up, and hand washing of the childcare provider and child is performed after each diaper change.

Toilet Training

Communication between parents and the daycare provider is imperative for a successful transition from diapers to underwear. I encourage that once your child is enrolled, we start potty training immediately. I ask that every child at least practice sitting on the toilet for at least 30 seconds between each diaper change if the child wants to. I will never force a child to sit on the toilet or force potty training. I talk about the potty, read potty books and sing potty songs. The child is always **asked** to sit on the potty, but if they refuse that is okay. We want the child to go at their own pace and not develop a fear of using the bathroom.

For a **child ready to be in underwear**, please talk to me first and **do not** send them to school in underwear without notifying us. The initial start needs to be done at home for at least two-weeks with success before it can be effectively started at daycare. Children potty training in underwear will be

asked to use the potty every 30-60 min and will nap in pull ups. Please bring plenty of extra clothes because accidents will happen and that's okay, it's all part of the learning process. **We are a team**, and we are here to help your child be successful.

Television

Children are not allowed to watch TV in ELC. I want to encourage imagination, creativity, and development. TV does not fit my educational beliefs and standards as a child development educator. The most I will allow is an educational YouTube video no more than 5 to 10 minutes long that relates to our circle time or curriculum, to bring a visual input in our learning activities. I will also play stories to listen to during lunch time as we transition to naptime.

I like to provide different teaching methods as all children have different interests and learn differently. We may also do yoga or guided exercises videos to help with our large motor development, especially if the weather isn't fit for us to play outside.

Tablets/Electronics

School age children may bring in their own electronics or tablets to play with **during nap time**. School age children must bring in headphones and make sure their electronics do not interfere with the other children. They must only play school appropriate games/videos.

Any failures to follow rules, I have the right to take away electronics until parents come to pick up. We are **not responsible or liable** for any electronics or tablets brought to school, please talk to your child about responsibility and have everything labeled.

Arrival and departure

Parents/ guardians we love your company at our school, however we ask that drop off/pick up are quickly done to ensure the children safety and not disturb their daily routine. Make sure you arrive and pick up at your scheduled pick up and drop off time. It's really important not to be late because it can interfere with our student to teacher ratio and we don't ever want to be out of ratio as it can be a huge safety issue.

Please make your goodbye brief (no more than a couple minutes); the longer you prolong departure the harder it is for parents and especially for your child. Never leave without telling your child goodbye or see you later. If your child is having a hard time I will communicate through brightwheel once they calmed down and send a picture.

We also want to make drop off/pick off quick because we are in the suburbs and it will upset my HOA if the streets are blocked off.

Please send your child clean, dressed (no pajamas, unless you don't mind your child wearing their pajamas all day), fed if arriving after 8am, and ready for the day, as well as all your child's necessary supplies needed for

that day's care. Please do not send food (i.e. half eaten breakfast, breakfast bars, candy, etc.) or gum with the children.

Please be in control of your child during drop-off and pick-up times. Do not allow your child to run out to your vehicle while you are still inside or in the play yard. The safety rule is **"No one goes outside without me or a parent with them."**

Drop off and pick up times are usually hectic times of the day, so it is not the time to discuss problems. If there are any problems you feel need to be addressed, please feel free to set up a time that is convenient for the both of us to discuss these matters. Parental communication is vital, it is the key to a successful childcare arrangement and encourages any feedback you may feel relevant.

No one other than the parent or person designated by you will be allowed to pick up your child without advanced written permission indicating the person's name and relationship to your child. If there is a court order keeping one parent away from the child, we must have a written note from the custodial parent in our file to that effect. Otherwise, we cannot prevent the noncustodial parent from picking up the child.

Naptime

All preschool age children are required to lay down for naptime. Children will be napping from 12:00 PM to 3 PM. Children may bring a book from home

and a stuffy for rest time. If children are sleeping, they will not be woken up earlier or have rest time taken away from them.

Children will **not be forced to nap**; they may quietly lay on their cots with a book or a sensory toy. If your child is disruptive during naptime they will be sent home and if this behavior continues it may lead to **termination of our contract and disenrollment**.

A crib sheet and a blanket are used. If necessary, a comfort object for rest time and anything else your child may need. A supply list is provided for your convenience. All bedding will be sent home every Friday to be washed.

Supplies Needed at Daycare

Parents are responsible for supplying the following items: diapers, wipes, pull-ups, creams, weather appropriate clothes and a change of clothes, jacket, and shoes that's laced up or Velcro and/or stay on feet (no flip flops), and pacifier (if needed).

I will provide sunscreen for the children, I just require you fill out a non prescription medical form. If you prefer your own please let me know!

There is a good possibility your child will get dirty throughout the day because of food, paint, markers, dirt, bubbles, etc., **please dress your child accordingly for play**. We are very **VERY** big on sensory and messy play, so please don't bring your kids in clothes you don't want to get dirty. If your child should require a change of clothing, we will send home the soiled clothing.

Furthermore, we suggest that you write your child's name on the tags of their clothing (especially socks and underwear) to prevent any clothing mix-ups.

Note: Please periodically check to make sure they still have all their necessary items needed at daycare. Furthermore, as the weather changes throughout the year, so do your child's items needed at daycare. We greatly appreciate your adherence to this.

Children have a strong disposition to explore and discover. It is my desire to create an environment where children can play with purpose, discover, create, explore, develop and celebrate. Children learn the sounds of the alphabet and advance phonemic concepts through an easily understood, concrete method of presentation. We encourage participation, but the **child will not be forced to participate**. Most importantly, our goal is to make learning for all ages fun, and non-intimidating. It is our hope that both you and your child will be as enthusiastic as we are about our program.

Activities

We know that children learn through play, because of this, we don't underestimate its importance on a growing child's mind, body and spirit. Therefore, the children under our care receive lots of both free-play and structured-play throughout each day.

During structured-play we primarily have only one group of toys or activities at a time to allow the children to concentrate fully on each thing they

do. Age-appropriate activities will be scheduled with the flexibility allowed to respond to the needs of each individual child and their various ages.

Activities that we and the children participate in, include, but are not limited to the following:

Indoor activities:

- Books and story-time.
- Legos, blocks, play-dough.
- Music, dancing, musical instruments, sing along.
- Dress up, dolls, play kitchen and food.
- Interactive stuffed animals.
- Cars, trucks, planes, animals/dinosaurs, trains, balls, puppets.
- Various learning toys and games.
- Coloring, painting, arts and crafts, puzzles, flash cards, Simon-says.

Outdoor activities:

- * Outdoor play structure coming soon*
- Balls, riding bikes, racing, catch, digging, etc.

Climbing, sliding, jumping. running.

We will be starting our construction for our new playground structure some time next spring.

As you know, children play hard and will incur some bumps and bruises from time to time. We do our best to limit the number of times this occurs with constant supervision and watchful eyes. Due to the safe environment/toys we have surrounded ourselves with, we hope to prevent any injuries before they can happen.

During the summer months (June, July and August) we allow for more outdoor activities and creative art projects. Weather permitting, we play outdoors every day.

So we can provide the best possible care, please **feel free to communicate** any needs, wants, and/or concerns regarding your child. It is only through good parents/provider interaction that good quality nurturing care can be achieved.

Transportation

We will not be offering transportation at this time.

Field Trips

Since we will not be offering any transportation at this time, instead of bringing your child to the field trips, we bring the field trips to ELC. Please regularly check your newsletter for fun events happening at ELC!

Authorized Release:

The child will ONLY be released to the parent/guardian with legal custody or persons over the age 18 who are designated by the parent on the Emergency Contact Form. The provider will refuse to release the child to anyone not on the list. The provider will require photo identification from anyone that it is recognized. The provider will not release the child to anyone including the parent/guardian if they suspect the person is under the influence of drugs or alcohol, or any substance that they feel may pose a threat to the child.

Sign In/ Sign Out:

Parents/guardians are required to sign their child in each morning and out each afternoon. This serves as a record of attendance in the case of an emergency. Every time someone brings in a child or picks up, he or she must sign in/out. Please advise anyone who is dropping off or picking your child up of this policy. To ensure that the provider is in compliance with any court orders pertaining to the custody of the child, the provider requires a certified copy of the custody order. The provider will keep this information confidential and solely for the safety and well-being of the child. If a new custody order is issued or if a restraining order is issued against either parent, the provider will also need this information on file. It is the policy of the provider to remain neutral in all custody matters and the facility may not serve as a visitation site.

Reporting Child Abuse:

I am required by law to report any suspected incidents of possible child abuse or neglect. Your child can be questioned by child protective services at any time without your consent. As a licensed/unlicensed child care provider, I am a mandated reporter. All providers must report

suspected physical abuse, sexual abuse, or neglect of a child to the agency or police as required by Michigan State Law. This is simply listed to make you aware.

Privacy

I will abide by the state privacy law. All records and information about your child and family will be kept confidential.

Contract Adherence

This is our home and our business, so please **be respectful** of our family and home by adhering to the policies and procedures outlined in the *Policy Handbook*.

Please talk to us with kindness and respect. Any threats, yelling, screaming, swearing, or rude remarks can lead to termination of our contract. We will work hard to provide the best care and customer service. Any issues can be resolved with communication, please don't be shy to let us know if there's any problems we will gladly listen and help.

We realize this is a lot of information to absorb. Because of this, please keep your *Policy Handbook* accessible so you can periodically review our policies and procedures as necessary.

We reserve the right to amend any portion of the **Parent-Provider Contract/Enrollment Application**, and the *Policy Handbook* at any time. If we do make any changes to the contract, you will be given a copy.

A Final Note

Please remember that although I chose this profession because of my love for children, it is also my job. My family depends on my income as I am sure yours does as well. Prompt payment, adherence to drop off and pick up times, consideration of your sick child, and consideration of my personal time is very much appreciated.

I take my career very seriously and am committed to the very best care of your child. I consider it a privilege to have been entrusted with the care of your child, and I will always treat him or her with love and respect. It is important that you feel comfortable with our policies and procedures.

If you do not understand something, have a concern, or you feel uncomfortable with one or more of our policies and/or procedures it is important that you **express that to us before enrolling your child in our daycare**. We are always open to suggestions and feel communication is a very important part of a quality daycare.

If there are any problems or concerns in the future, we **encourage you to talk to us** about them. If a lengthy discussion is needed, a time that is convenient for both of us will be scheduled, as the other children still need our attention during business hours.

Thank you for the opportunity to work with you and care for your little one. We look forward to a future of keeping your child smiling and safe!

Parent-Provider Contract/Enrollment

By signing the Parent-Provider Contract/Enrollment Application, it is understood that all the policies and procedures of Early Learning Childcare (ELC) *Policy Handbook* are understood and agreed upon.

Thank you,

Bianca Alayan - Owner

Early Learning Childcare (ELC)

Signature: _____

Date: _____