

**Welcome to Robin's Nest  
Home Preschool  
Parents Handbook**



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## WELCOME

Thank you for trusting and choosing Robin's Nest Home Preschool. The following is a list of rules and regulations governing our child care agreement. Please read this handbook thoroughly as it contains many important policies and procedures that pertain to the care of your child. If you have any questions or need clarification, please ask prior to signing this contract.

## ENROLLMENT PROCEDURES

All necessary forms must be completed and returned to me before i will assume the responsibility of caring for your child. All forms must be updated atleast every year, sometimes sooner according to need. Please also inform me immediately of any changes in address or emergency contact.

## HOURS OF OPERATION

Child care hours are from 6: 00 a.m. to 5:30 p.m. Monday thru Friday. Tuition is based on enrollment not attendance. **\*\*We are closed on Major Holidays (see me for current Holiday schedule if not provided to you at enrollment. Generally, these holidays are the same National holidays and the holidays followed by Suffolk Public Schools)**

## LATE PICK-UP POLICY

One minute after your child's scheduled pickup time is considered late and a \$3.00 late fee will be due for every minute that passes until you pick up your child. LATE FEES ARE DUE THE SAME DAY YOU ARE LATE (NO EXCEPTIONS).

## SIGN-IN SHEETS

There is a sign in sheet. Please sign your child in and out every day.

## PRESCHOOL PROGRAM

ROBIN'S NEST is proud to offer a preschool program from September to June of each year. This program targets children ages 2 to 5 years old. Activities include Pledge of Allegiance, ABC's, 123's, Days of the Week, Months of the Year, Spelling of first and last names, circle time, calendar time, weather chart, group activities, group discussion, 1-2 crafts per week, etc.

We also incorporate morning and afternoon outside play when the weather permits. Children will not be permitted to play outside when temperatures are below 40 °F. However, there are

many learning stations in our playroom. There is a housekeeping area, Blocks and trucks, puzzles and books, dress up items and much more.

### ACTIVITIES/CLASS SCHEDULE:

Time	Activity Description
8:00 am	Breakfast
9:00 am	Pledge of Allegiance
	Lesson (Weekly lesson plan has been developed, where I teach colors, shapes, senses, math, science, and basic recognition of letters and numbers for individual age)
9:45 am	Morning Clean up (to include diaper changes and hand washing)
10:00 am	Morning Snack
10:30 am	Play time (inside or outside when weather permits). Activities are based on a child's age and include activities such as drawing, crafts, and dramatic play. I also include daily a form of physical fitness to include exercise such as yoga and stretching.
11:00 am	Story Time
11:45 am	Hand washing to prepare for lunch
12:00 pm	Lunch Time
12:30 pm	Lunch Clean up
1 - 3:00 pm	Nap Time
3:15 pm	Naptime Cleanup (Cots are and covers are sanitized and put away)
3:30 pm	Afternoon Snack
4:00 pm	Review Lesson of the Day
4:30 – 5:00 pm	Supervised Free Play time/Cleanup
5:00 pm	Dinner
5:30 pm	Closure

This schedule is just an example of our day and is followed as closely as possible. In the event that your child needs to be picked up or dropped off at Nap Time, please make arrangements beforehand so we do not disturb the other children. Also, if you will not have your child here for the scheduled meal, please let me know so that I can plan accordingly.

**NOTE:** In the event that your child isn't here in time for a scheduled activity, their schedule will start at the time of their arrival and proceed throughout the day with the rest of the group.

## ABSENCES/LATE ARRIVAL

If your child will be absent or late, please call or text to let me know. This will help us plan our day and is especially helpful in planning field trips and meals.

Your child's absence will **NOT** reduce your weekly fee or any makeup time days or extra hours for being late or absent. Tuition is based on ENROLLMENT NOT ATTENDANCE.

Also, please be considerate of my personal family time. I have children of my own and they are very busy with school and activities, and I need to be available to them each day after business hours. If you suspect that you may be late in picking up your child, you will need to arrange for a backup person to come in your place. Please do not assume that I will be available to stay with your child. Also, in the event that you use a backup person to come for your child, please call me in advance and instruct that person to show me their State/Military Identification upon arrival.

## HOLIDAYS

**ROBIN'S NEST** is closed all major holidays. **These are paid holidays, and your fee will not reduce during preschool closure.** Depending on the day of the week that certain holidays fall, I may also close the day before or the day after. If any normally observed holiday is on Saturday or Sunday, I will take off the Friday before or the Monday after. Generally, these holidays are the same National holidays and the holidays followed by Suffolk Public Schools

Also, in the event that I must leave for an appointment, my substitutes will fill in for me. In the event that this happens, I will do my best to let everyone know that I will be absent for a short period of time and who will be working in my place.

## PROVIDER VACATIONS

Each year I will take 1 Paid vacation during Spring Break (vacation paid and covered via tuition paid by the enrolled child's parents). You will be notified in advance and provided vacation dates.

## PAYMENT TYPES ACCEPTED

Check  
Cash  
Cash App  
Money Orders  
Navy Federal  
Zelle

## RATES

You may pay your child tuition weekly, biweekly, or monthly by cash or check. Payments must be paid in advance each Friday by 6:00 pm for the upcoming week. ***If payment is not received by 6:00 pm on Friday, this will result in immediate suspension until all fees and late fees are paid. The late fee is \$50.00 and is due on Monday Morning. Continuing to pay late fees will result in immediate termination of your contract and you will lose your position at ROBIN'S NEST.***

## NSF CHECKS (Insufficient Funds)

Checks are always an acceptable form of payment until you present me with a bad check. You are responsible for all charges I may incur from my bank as a result of your bad check. You will also be charged a \$50.00 late fee and an additional \$5.00 per day for being late on payment.

Childcare will also be halted until you reimburse me the amount of the check and all expenses that have been incurred. Reimbursement will be ***cash only!*** Future payments will also be required to be made in cash.

**IMPORTANT NOTE:** In the event you do not pay for the NSF check, you can expect to be taken to small claims court to settle the dispute.

## MEALTIMES

Breakfast	8: 00 am
Morning Snack	10: 00 am
Lunch	12: 00 pm
Afternoon Snack	3: 30 pm
Dinner	5:00 pm

All meals are nutritious and served according to federal nutrition guidelines. Children are never expected to clean their plates but are asked to try everything just once.

If your child has any allergies, please let me know. At no time should your child bring food from home unless there is enough brought for all children in care. With that being said, please allow your child time to finish all uneaten food prior to arriving inside ROBIN'S NEST.

If your child wishes to bring an occasional treat (i.e., Birthday Celebrations), please call me to verify quantity and approved foods. All treats etc., must arrive in sealed packages.

We practice manners here at ROBIN'S NEST. We use Thank you, please, You're Welcome, and many more. All children join us at the dinner table and learn proper seating and table manners. Children will help set tables and prepare the table and mean when possible. Children will also unset the table and clean up afterward. Menus are posted on the bulletin board weekly.

## REST TIME

We have Nap Time each afternoon between the hours of 1:00 pm and 3:00 pm. Children are not required to fall asleep, but many do.

Please understand that no child is allowed to be excluded from rest time. Children are awakened early and have a very active day. Quiet activities are provided for those that wake early from nap time.

Cots/Mats are supplied for the children. Blankets or sleeping companions may be brought in to allow for a more comfortable rest. If you arrive for pickup during nap time, please quietly enter and keep your child quiet on your way out so as to not disturb the other children.

## PROPER ATTIRE

All Children need to be fully dressed and hair style completed upon arrival (No Exceptions). We will only change and dress your child if they have an accident.

We will be cooking, painting, playing on the grass and sand, and various other activities, therefore please dress your child appropriately to the weather and ensure they wear closed toe shoes.

Please also remember to replace your child's clothing in their cubbies at least every 3 months to ensure we have a garment that fits. **NOTE:** It also helps when your child has easy on/off shoes that they can put on and take off themselves.

## TOILET LEARNING

I am always willing to assist a child with toilet learning, however your child must be ready, and you must be ready as well. There is a \$10/per week additional fee for Toilet learning.

Please note that training takes both day care and at home participation.

Toilet learning must first begin at home, once your child has shown enough readiness and willingness, we will begin the training at preschool as well. Pull ups and wipes will still be needed as the parent responsibility until 100% trained.

## TOYS AND PERSONAL ARTICLES FROM HOME

No Toys should be brought from home. They create problems with sharing, as well as broken hearts when that toy gets lost or broken. Small toys also create a hazard for smaller children.

Robin's Nest is not responsible for lost, broken, or stolen objects that are brought from home.

## SAFETY

I pride myself in having a warm, loving and safe environment in which your child can explore, learn, and experience many different things.

## EMERGENCIES

In the event of an emergency with your child, you will be called and if necessary, the child will be transported by ambulance to the nearest hospital. You will be responsible for all medical treatment necessary for your child's well-being. This is not limited to emergency room care, ambulance visits, and co-pays to your insurance company.

## ILLNESS AND SICK CARE

The health and well-being of all the children here are of the utmost importance to me. It is for the protection of the children that I must insist on strict adherence to my Health Policy. Please read it carefully. If you have any questions or doubts regarding the statements, please discuss them with me now. Do not wait until your child is sick to think about what would be best for all concerned. At that point, you may be making decisions based on emotion instead of logic.

Even with every precaution taken, children still get sick and may sometimes get hurt. Due to my concern for all children in my care there may be cases where your child will need to be seen by a doctor and you will be required to submit a signed report from your doctor before your child is



permitted to return to childcare. This is to ensure that a child does not return to childcare when he or she may be in danger of exposing someone else to an illness. Some contagious illnesses are no longer contagious after the child has been on medication for 24 hours. There are also some illnesses that by law exclude the child from attending childcare. Some of these illnesses are but not limited to:

- Infectious Conjunctivitis
- Infectious Diarrhea
- Impetigo
- Chicken Pox
- Hepatitis A
- Scarlet Fever
- Scabies
- Lice
- Ringworm
- Strep Throat
- Fevers above 101 °F

#### **FEVER**

A fever is a sign that the body is fighting some problem. The importance of a raised temperature depends on what is causing the fever. There are times when a fever means a child should stay home. These include:

- A child with a temperature of 101 °F  
In the event of this type of temperature, the child should not return until the temperature has been gone for 24 hours without the aid of fever reducing medications such as Tylenol. *(If your child wakes up with a high temp and you administer a fever reducer, this generally only lasts a few hours, and I will have to call you when you arrive at work to come and pick up your child. In the meantime, the other children have possibly been exposed to an undiagnosed illness.)*

#### **VOMITING OR UPSET STOMACH**

A child who has been vomiting can easily spread germs through vomit. The child may also need my help and the added time to clean up after the instance takes my attention away from the other children.

If your child vomits while at childcare, you will be expected to come immediately to remove your child from Child Care. If you are not able to come as soon as you are called, please arrange for someone else to come and pick up your child. The child must stay home until 24 hours have passed with no vomiting episodes.

## **DIARRHEA**

When a child has a single loose stool, he or she does not need to be at home. However, if a child has very runny stools that cannot be contained and the child may not be able to reach the toilet in time, the stool may contaminate the childcare setting and this child must remain at home.

Sometimes a child may get diarrhea from antibiotics or eating something different or too much of something. If they feel well and do not need extra attention and are able to participate in normal daily activities, they do not need to stay at home.

Children with diarrhea, who look or feel sick, or have a fever along with their diarrhea, need close attention. They should stay home until 24 hours have passed with only one bowel movement.

## **RUNNY NOSE/SNEEZING**

Children with constant runny noses AND sneezing that are not caused by allergies may spread germs everywhere (Any discharge other than clear will not be permitted). They may wipe their noses on their hands, then rub them on their own and others clothing and on surfaces and toys. This is a difficult one to call....

Please keep in mind how you would feel if another child's parent brought their child to care and exposed your healthy child to an unknown illness.

These instances will be handled on a case-by-case basis and your cooperation in these matters will be greatly appreciated.

**IMPORTANT NOTE:** Other symptoms of illness that will cause some concerns are:

- Grey or white stools
- Infected skin patches
- Difficult or rapid breathing
- Pink Eye
- Severe Itching
- Sore Throat
- Severe Coughing
- Yellowish Skin or Eyes
- Spots or Rashes
- Dark Urine
- Headache/Stiff Neck
- Unusual Behavior

## **MEDICATION**

If your child is on medication and it must be administered while at childcare, the medication must be in the original container and labeled with the child's name, doctor, name of medication, dosage, and when it is to be taken.

I will also have a form for you to sign giving me permission to administer the medication to your child.

Medication will be given at the time or with the meal you specify, and a written record will be kept.

# COVID 19 FACILITY PREPAREDNESS GUIDELINES

Requirements for Licensed Child Care under Phase II of the Governor's Reopening Plan mandates that all providers develop and keep a written plan that addresses the prevention of and response to COVID-19.

## PLAN

- My facility will encourage staff to practice every day preventative measures such as frequent hand washing, refraining from touching your face, covering a cough or sneeze with an elbow, and practicing social distancing (keeping at least 6 feet of distance between you and another person).
- My facility will post signage recommended by the Division of Public Health.
- My facility will follow the current requirements for cloth face coverings. For childcare providers, these practices include:
  - o All childcare providers and/or staff working in childcare facilities must wear cloth face coverings while at work.
  - o Providers must follow DPH (DEPARTMENT OF HEALTH) guidance regarding face coverings for children.
  - o Business owners must provide these cloth face covers to staff if staff do not already have them.
  - o Business owners must provide access to hand sanitizer for staff.
  - o Business owners must deny entry to anyone over the age of 12 who is not wearing a face covering, if one is not available to be provided to that person.
- My facility will have a plan for staff absences.
- My facility will encourage staff who may be at higher risk for COVID-19 to contact their health care provider to determine whether they should stay at home.
- In the event that my facility experiences a positive case of COVID-19 in a staff member or child, my facility will contact the Division of Public Health within one business day of learning of the illness to discuss next steps and cleaning guidance specific to my facility.

## Arrival/Drop-off and Screening Procedures

- My facility will remind staff to stay at home if they are sick and remind parents to monitor children for signs of illness and keep them home if they are sick.
- My facility will stagger arrival/drop-off times and pick-up times to limit direct contact with parents as much as possible.
- My facility will adhere to the following screening practices for adults and children entering the facility:
  - o Adults who drop off and pick-up children must do so at the entrance to the facility.
  - o Providers must ensure that staff and children do not have an elevated temperature before entering the facility.
  - o If a staff member or child reports or is noted to have body temperature at or above 99.5 degrees Fahrenheit, they must be sent home.

- Providers must also ensure that each incoming staff member and child (or the child's parent may answer on their behalf) is screened with a basic questionnaire each time they enter the childcare facility. The questionnaire shall include at least the questions below:
  1. Do you have any of the following symptoms: fever, cough, shortness of breath/difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, sore throat, or new loss of smell or taste?
  2. Have you been in close contact (e.g., within 6 feet for more than a few minutes) with a person with confirmed COVID-19 infection?
- My facility will suspend the use of all outside contractors, programs, and entertainment.
- My facility will ensure that children's naptime mats or cribs are spaced out as much as possible. When a 6 feet distance cannot be maintained, children sleeping on mats or in cribs should be placed head-to-toe and follow current Virginia regulations for spacing.

### **Sanitation and Cleaning Practices**

- My facility will adhere to the following additional cleaning and sanitizing practices:
  - Suspend use of sand and water table play
  - Suspend use of play-doh or other clay-like materials
  - Suspend use of toys that children wear on their faces such as masks and goggles, except masks or goggles that are worn by an individual child and stored separately for that individual child.
  - Staff and children must wash their hands upon entering the classroom and upon leaving.
  - All hard surfaces must be sanitized twice a day and as needed.
  - Toys should be separated for sanitization immediately after being placed in a child's mouth.
  - All frequently touched surfaces (doorknobs, light switches, faucets and phones) should be sanitized frequently throughout the day.
  - Access to food preparation areas should be restricted to only staff who are essential to food preparation.
- My facility will clean all toys at the end of each day following CDC recommendations.
- My facility will ensure that meals, if served, are individually plated.
- My facility will minimize the use of soft toys or other toys that cannot be easily cleaned or laundered.

### **Payment in Event of Pandemic/Public Health Emergency**

- In the event of closure relating to a Pandemic or any public health emergency resulting in a closure, payment is still due in order to maintain an open placement for your child.

## PROVIDER ILLNESS AND EMERGENCY TIME OFF

Please have back-up care available to you. I can never know when to expect an emergency or when I may become ill. The amount of notice that I can give you is never known therefore, please be prepared so less conflict occurs.

In the event of emergencies and unforeseen circumstances requiring the day care to be closed, I am also allotted 5 paid (Paid by Parent) personal days (including Bereavement) per calendar year.

## TRIAL PERIOD

The first two weeks of your child's enrollment are on a trial basis. During those first two weeks either parent or provider may terminate this agreement at a moment's notice. The important topic here is that both parties feel this is the best situation for the children involved. After the initial two weeks, a two-week written notice by either party is required to terminate this agreement, unless there is a violation of this Parent Handbook or other required forms.

**THE PRIMARY GOAL** of my day care program is to provide a loving, safe, stimulating environment for your child and to give the parent peace of mind, being confident knowing that your child is being taken care of while you are at work. It is important that we work together as partners and that we feel comfortable discussing your child's needs. I look forward to a long and rewarding professional friendship with your child and family.

As a provider, I reserve the right to make changes in the learning environment without advance notice to parents as long as any change remains within state licensing requirements and regulations.

There may be updates to this parent handbook occasionally. I will give you a separate addendum as the need arises.

Communication is key! Please feel free to discuss any concerns with me.

Thank you for your interest in finding the best possible care for your child!



# Welcome to ROBIN'S NEST!!!!

## AGREEMENT

I have read and fully understand ROBIN'S NEST Parent Handbook (Revised June 2023). I now agree to enter into this agreement with ROBIN REID of ROBIN'S NEST. I understand that payment is due every Friday by 6:00 pm for the upcoming week. The contents of this contract may be changed at any time by ROBIN REID providing I give her two weeks written notice. Anytime a change is made, I will be given a new contract if I intend on continuing childcare at ROBIN'S NEST. I \_\_\_\_\_ (Parent Initials) have received an exact copy of this Parent Handbook for my records.

Child's name \_\_\_\_\_

Child Start Date \_\_\_\_\_

Child drop time \_\_\_\_ : \_\_\_\_ am/pm

Child pick up time \_\_\_\_ : \_\_\_\_ am/pm

Friday Weekly Tuition \$ \_\_\_\_\_

Child's Yearly Registration \$ \_\_\_\_\_

Child's Immunization Record Provided \_\_\_\_\_

Child's Birth Certificate Provided \_\_\_\_\_

Child's Physical Examination Record Provided \_\_\_\_\_

Parent Signature \_\_\_\_\_ Date \_\_\_\_\_

Provider Signature \_\_\_\_\_ Date \_\_\_\_\_