



License Number: 336300506
Moreno Valley, CA 92553

Hours of Operation

Our hours of operation are Monday thru Friday 7:00am-5:30pm.

Enrollment Information and Requirements

We must receive the following information in order to begin the enrollment process:

- Application + Fee-Application must be filled out and turned in prior to the child attending Ollie Pollie Kids Daycare. The application fee is \$40 per family and it is non refundable and non transferable. NO exceptions. Prices are subject to change.
- Photo Consent
- External Application Form
- Transportation Consent
- Certification of Immunization Records ([BLUE FORM](#)) obtained from a child's physician (within 30 days).

Please inform Ollie Pollie kids of any changes in address, phone number or other information listed in enrollment packet. The first two weeks will be used as a trial period in order to determine whether the child/children are suitable for the program.

Tuition/ Payments

Tuition is paid every week. Tuition will be due every Friday for the upcoming week. A late tuition payment fee of \$10 will be applied each day tuition isn't paid. Late fees will start to be applied on Friday at 10 pm if tuition is not received. After 3 consecutive late payments have been allocated, services will be terminated. Tuition is never prorated. There will be no tuition adjustments, credits, or refunds due to sickness, holidays, vacations, closing due to natural disasters, or any other act of nature. **As a reminder you are paying for your child's enrollment spot not attendance.**

NSF FEE

In the event that your check is returned to us due to insufficient funds, an additional fee of \$35.00 will be applied. Enrollment will be suspended until full tuition payment and additional fees have been paid in full. After two returned checks, you will no longer be able to pay by check. The main form of accepted payment will be through **Brightwheel app**.

Absences

We understand that there are times that your child will be absent due to illness, vacations, holidays, etc. We ask that you please notify **Ollie Pollie Kids Daycare** if your child will be absent. Tuition will not be waived or prorated due to absences of ANY kind. If tuition is not paid for any type of absences, enrollment will be suspended and your child will not be able to attend our program until the balance is paid in full.

Arrivals & Departures

Upon arrival and departure, parents are required to sign their child(ren) in and out everyday. Please ensure your child is dressed and ready to start their day at **Ollie Pollie Kids Daycare** upon arrival. We will not accept children after 9:30 am to ensure we follow our schedule. Children are also required to remove shoes upon arrival.

Authorized Pick-Up

All children will only be released to parents, guardians, or any other person listed on the children authorized pick up form. If someone not listed on the authorized pick up form is picking up your child, he or she will not be released from our care without direct permission from the parents in writing or via telephone. Identification will be required upon pick up.

Before and After Hours of Operation

Hours of operation are 7:00 am-5:30 pm, no exceptions. If you will be arriving late for pickup please notify as soon as possible, and a late fee will apply. If a child is left at **Ollie Pollie Kids Daycare** after closing hours, we will attempt to make contact with the parents first. If we are unable to reach the parents, we will proceed to contact the people listed on your children's authorized pickup list. If unable to reach anyone to arrange pickup, we are required to, by law, to report to the department of children and families services. There is also a fee of **\$5.00** charged for picking up after hours. This fee will apply for every minute of being late. Please be prepared to pay applicable fees.

Daycare Closings and Holidays

Ollie Pollie Kids Daycare will be closed on selected holidays (see Holiday Closing Form). If we are closed for a holiday, we still require tuition in full. Tuition will not be waived or prorated. Holidays closings are included in our tuition price. Therefore, there are no adjustments made in weeks where there is a closing due to a holiday. Parents will be informed in advance in order to adjust their schedules. **We will also take two weeks of vacation each year. 1 week will be paid and 1 week will be unpaid** Once your provider has determined the weeks of their vacation, they will be reported to all parents in advance. If we have to close the daycare due to illness within my own family or natural disasters or any other acts of nature, tuition will still be due and is not prorated or waived due to closings. I will be allowed 7 personal days per year that I can use at my discretion. Any days that I use over that you will be refunded for care at a rate \$54/day which will be taken off your next month's fees.

Medication

Medication will ONLY be administered to the children while in care at Ollie Pollie Kids Daycare if medication form is filled out.

Illness Policy

The health and well being of all children and staff attending Ollie Pollie Kids Daycare is extremely important to us. It is for the protection of all the children that we must insist on strict adherence to the following health policy.

Even with all these health precautions, children do get sick and/or hurt. In some cases, if your child needs to be seen by a doctor, you will be required to submit a signed report from your doctor before your child can return. This is to ensure that your child does not return when he or she may be in danger of exposing other children and staff to the illness. Some contagious illnesses are no longer contagious after the child has been on medication for a 24 hour period . **Children with the following symptoms may not attend daycare.** If your child develops any of the following symptoms while in attendance, you will be notified immediately and your child will need to be picked up. Symptoms that require immediate pick up are as follows:

- Temperature of 101. 3 degrees or higher
- Diarrhea
- Vomiting
- Conjunctivitis, commonly known as "Pink Eye"
- Head Lice
- Severe Coughing
- Difficult or Rapid Breathing
- Stiff Neck
- Exposed or open lesions
- Unusually dark urine and/or white stools
- Yellowish skin or eyes

- Severe Pain of discomfort
- Communicable disease that is still in the contagious stages (ringworm, chicken pox, measles, mumps, flu, strep throat, etc.)
- Any other unusual signs of symptoms of illness.

Children with any above listed symptoms may not return until they have either seen a doctor and provided a doctor's note for safe return or have been symptom free for a total of 24 hours without medication. Please do not drop and dose. Being at Ollie Pollie Kids Daycare is a home daycare, there may be occasions where a resident gets sick. Parents will be notified immediately. If we need to close the daycare due to illness, you are responsible to seek alternative care and your tuition will not be waived.

Medical Emergencies

We make every effort to ensure the safety of your child while they are in our care with proper supervision and child proofing the home daycare. Unfortunately, accidents still may occur. Minor injuries, such as bumps, bruises and scrapes, will receive the appropriate first aid treatment. In the event that there is a serious injury or illness, 911 will be called and your child will be transported to either the nearest hospital or the hospital listed in your child's file. You will be notified immediately. Your personal insurance will be responsible for any costs that may arise from the medical treatment including emergency transportation is required.

Codes of Conduct

The following actions are not permitted: hitting, pushing, biting, kicking, spitting, pinching, and use of inappropriate language or behavior. We encourage all children to use manners and respect everyday. We ask that as a parent, you work with us to continue to stress these standards of conduct to your child. Our rules have been set to ensure safety for all children and staff. These rules will be discussed and taught to all children enrolled and will be expected to be followed. Repeat behavioral problems could result in termination. Respect of property and other children and staff is expected at all times. Willful destruction of property by any children will be charged to the parents.

Discipline Policy

We have found that the most effective form of discipline is to redirect children in a positive manner. If any behavioral issues occur with any child, we will work with that child in a positive manner. The following are our methods used for positive guidance:

- Redirection: When a behavioral issue occurs, we will provide alternatives to the child. For example, we may suggest a different toy, a new activity or encourage independent play in order to redirect the child.
- Acknowledgment: Sometimes, negative behavior can be a result of the need for individual attention. The behavior often discontinues

when it does not produce the desired effect. Unless safety is involved, we will ignore such behavior.

- Verbal Intervention: We will explain to the child why his or her behavior is inappropriate and model the appropriate way to handle the situation.
- Calm down area: When all the above seems to not help the child. The child will be given a space in which they can calm down. This will only be utilized for children ages 2 and up. The time to remain in the calm down area will depend on their age. For example: 2 year old= 2 minutes, 3 year old=3 minutes, and so on.

These procedures will be followed if the above methods do not resolve the inappropriate behavior.

1. Observation and documentation of the child's behavior and the steps previously taken to alter the inappropriate behavior.
2. A conference will be held to determine a specific plan to address the behavioral issue. This plan will include procedures for both staff and parents.
3. Consideration of outside resources
4. Suspension from the program for a determined period of time
5. Dismissal from the program if the above procedures are ineffective

After all other methods have been ineffective; **Ollie Pollie Kids Daycare** staff members may request immediate removal of any child whose behavior creates a significant risk of harm to the health and safety of other children and staff, following the above outlined procedures.

The following forms of discipline are NOT permitted for use by staff members at **Ollie Pollie Kids Daycare**:

- Corporal Punishment
- Punishing a child for lapse in toileting habits
- Withholding food, warmth, light, clothing, or medical care
- Ridicule, embarrassment or humiliation
- Physical restraint, other than the necessary restraint required to protect the child or other children or staff from harm.

Personal Belongings

Please do not allow your child to bring personal belongings to our program. These items can be disruptive and can easily get lost or damaged. In the event that personal items are brought, we will kindly ask parents to remove the toy from their child prior to them entering the program. **Ollie Pollie Kids Daycare** will not be responsible for the cost of any personal items that have been brought to our program and have been damaged or lost.

Lunches and Snacks

Lunch and snacks are provided by Ollie Pollie Kids Daycare. We ask that you refrain from packing lunches for your child as it can cause distractions from the other children.

Evaluations

Children enrolled in our program will be evaluated throughout the year to monitor their overall development. Our written evaluations are helpful to both the provider and parents in assessing your child's level of development. These evaluations are merely to act as a communication tool between parents and teachers so that we may work together to enhance your child's strengths and further develop weaker areas. Please be sure to take time to review the evaluations that are sent home to you.

Communication

Here at Ollie Pollie Kids Daycare, we utilize the app Brightwheel. This app is free for parents and is a great tool for us to provide you with updates/pictures of your child during their day.

Birthdays

We encourage all children to celebrate their birthdays with their friends. If you would like to bring in treats, cupcakes, cookies, juice boxes, goodie bags, etc., for your child on their special day, please coordinate with the provider to ensure there is a specific time set aside for this event.

Rest Time

There will be a two hour period for all preschool children to rest during the day. Please provide one crib sheet and one blanket to use. Please make sure to take them home every Friday and bring them back washed on Monday. We ask that you refrain from doing early pickups during naptime as it is disruptive to the children's rest time.

Potty Training

We are more willing to work with parents on the potty training process with the understanding that this is a joint effort between home and daycare. Your child can not be successful in potty training if you do not put in the effort between home and daycare. If you are not emotionally or physically ready to begin potty training your child, it is best to put off until you can give it your full attention. Potty training is not an easy process, but with a little patience, love, humor, and setting good examples, it can easily be accomplished.

Withdraw Policy

In the event that you choose to withdraw your child from our program for any reason, please notify us two weeks prior to his or her last day of

attendance. If two weeks' notice is not provided, you will be required to pay two weeks worth of your child's tuition prior to their withdrawal. No documents will be released to you until your balance is cleared with Ollie Pollie Kids Daycare.

As a provider, I came up with all of these policies to best fit my business. My policies are strict and non negotiable. If I feel that you are having trouble following or understanding my policies, I will sit down with you and verbally go over the policy you are unclear of or have trouble following. If I feel that you are still contesting and/or violating my policies, your child's enrollment may be at risk for immediate termination depending on the circumstances.