

Robin's Nest Learning Center Inc.

Nationally Accredited Learning Center through NAC

A Quality Star 3 rated program

Robinsnestlearningcenter.com

Ages 6 weeks-12 years of age

Open at 6:00 am-Close at 12:00pm

Updated Copy Summer 2011

Robin's Nest welcomes all children of all race, religion and background to be loved, understood and educated in our program with no discriminations of any sort.

Dear Family,

We want to welcome you to our classroom community. Our school philosophy is one that places a great deal of value on the formation of parent-teacher partnerships. As a staff at Robin's Nest we define our family with the following definition borrowed from Boston Children's Museum:

Families:

- We may be related by birth or adoption or invitation.*
- We may belong to the same race or we may be of different races.*
- We may look like each other or different from each other.*
- The important thing to remember is **we belong to each other.***
- We care for each other.*
- We agree, disagree, love, fight, work together.*
- We belong to each other.*

Please share your family with us so that we can include, validate and celebrate each child's family relationship as part of our ongoing interactions with your child and all of our children. We welcome you all and look forward to developing a rich and supportive relationship with you and your child and to learn from and with each other throughout the year!

Welcome to Robin's Nest, you are now invited to be a part of our family!

Robin & Lori

What I need to start care for your child:

(Please refer to check List)

- Child enrollment packet . The packet must include the 35.00 file fee to hold a spot and be entered into our computerized system & web cam.
- Current immunizations and medical form on state form that has been provided in this packet. The form can be faxed to 618-996-2515.
- Certified birth certificate.
- **A non-refundable deposit of one week's pay, which will be your last week of tuition with a two-week notice.**
- **If you are CCR subsidized the deposit will be the amount of your parental co-pay.**
- **Potty training agreement if enrolling in that classroom with the needed items outlined in that document.**
- **A change of clothing for your child in a zip lock bag with your child's name on it.**

Personal Items:

Robin's Nest is not responsible for any personal items brought into the center. Please leave that special toy in the car! Please do not bring ANYTHING valuable into the center that could be lost or taken home by mistake. (money, game systems, ipods...) Please be sure all coats, clothing, shoes are labeled with your child's name on it many look alike. Please label everything! We have over 400 people coming in & out of our building daily. Mistakes happen, but if things are labeled well, less likely to be taken by the wrong family.

Robin's Nest License

Robin's Nest boasts the largest infant toddler center in Southern Illinois! We take great pride in our program and love to share it! We have 36 infant spots and 27 toddler spots. Please share the excitement with friends!

Robin's Nest is licensed for 163 children, with a ratio of 1-4 for our infants, 1-5 for our toddlers, 1-8 (potty training 2 yr olds) 1-10 (Ages 3 & 4) and 1-20 (school aged kids)

Robin's Nest take special needs children on an individual basis. If your child has special needs we can address those before the enrollment process has begun. Please have all special needs written and signed by your attending physician for us at the time we go over orientation, so there is no misunderstanding of what is required of us here at Robin's Nest.

Parent Volunteers:

Robin's Nest encourages parent support, input and guidance while providing care for your child to provide the ultimate level of care expected from a nationally accredited center like Robin's Nest. All parent & family members are welcome to participate in our classrooms as helpers, party coordinators, guest speakers and a field trip volunteers. Upon request you can view your child via internet on our secure web cam system with a secured password and ask that you limit that time to 10 minutes per visit. We ask all of parents to share praise, concerns, and suggestions at anytime. There is a 24 hour number you can call or leave an anonymous note in our locked tuition box. Robin's Nest participates in formal evaluations of our program in the fall and spring and we ask you to take the time to fill the evaluations out and give us your very important input. It is with this information that was structure the following year's goals for the center which include improvements, staff changes or curriculum development. It is your participation in our program that will enrich your child's pre-school experience and allow us to exceed your expectations.

Parent Resource Center:

Do you have questions about recent recalls, list of sexual predators in Williamson County, childhood illnesses, challenging behaviors, potty training, community resources, and family resources? Check out our Parent Resource Center located in the office. There are informational handouts available. There is also a list of **parent education classes with dates and locations!** Check it out! It's a great resource.

Robin's Nest Academic Program & Evaluations

Many of our families have skills that we can put to work in our program. Please note on the contract any activities, services, equipment that you may have to offer the center. We love our parent volunteers! **Please note that if you plan to work in the center more than twice a year we will need you to obtain a back ground check. Please ask the director to provide you the form to obtain this clearance at no cost to you.**

Handwriting without Tears Curriculum is introduced in our two-year old class and pre-school classes. For more information go to **Handwritingwithouttears.com**

All of our classes are based on my favorite children's books, which convey a love for reading we promote here at Robin's Nest.

Look at calendars posted at the front door as you enter the center and by the classroom door. This calendar will inform you what theme is being taught, book of the week & the song of the month.

Robin's Nest evaluates each child in our center on a daily basis through ongoing observations and assessments. Robin's Nest uses " Pocket" to evaluate infants and toddlers and " Work Sampling" to evaluate Pre-school aged children. Robin's Nest provides ongoing parental feed back through "we thought you should know sheets, daily communication weekly curriculum and semi-annual evaluation folders.

We also look for information on each family's child rearing practices; religious/traditions shared in the culture and your child's strengths to better meet the needs of our family's. Please take the time to fill out our information sheet.

Robin's Nest also hosts a quarterly "Open House" This is a great opportunity for parents and teachers to talk about concerns, set goals and sees the fun things the kids have been doing.

May/November we have our annual parent teacher conferences and encourage all parents to be involved in these various opportunities to communicate about your child's academic progress in our program.

Robin's Nest offers annual hearing and vision assessments. Look at parent board for times available.

Robin's Nest does developmental screening of all children birth to age five. By signing the back page of this contract you give us permission to do these screenings. If you do not want your child to be screen just check "no" and we will follow your directive.

At Robin's Nest our goal is have one staff on the floor interacting with the children at all times in our infant & toddler rooms. With this direct supervision, we have found there fewer accidents, bites and more one on one interaction between your child and the teacher. Robin's Nest company policy requires a teacher to be seen on the web cam at all times to ensure that direct supervision and peace of mind. Pre-School-School aged kids have direct supervision with some distance to provide privacy and quiet play. These age groups are directly supervised by a teacher, but not in as close of a proximity as the younger age groups. A teacher can be seen by the doorway of each classroom and 80% of the time through the web cam. Potty facilities cannot be seen via web cam.

- Our program is very academic and socially rich. Support from our families is imperative to nurture that growth. We separate our classroom based on **SKILL** rather than age.
- School aged kids have a program that runs during the summer & all in-service days. The program offers math skills, reading & social studies. Last year we learned about land marks & states/countries they were located in.
- Pre-school kids are between the ages of 2-4. We focus on self help skills like potty training, getting dressed, snaps, and putting coats/shoes on. The class time activities are: Circle time, songs, stories, alphabet, letters in their name, numbers 1-10, cutting skills & writing their name.
- Pre-K kids are between the ages of 4-6. These kids will learn the alphabet by recognition upper and lower case, numbers 1-100, number concepts such as more or less, counting objects out and adding them together, sounds of letters, pre-reading 100 words using phonics, following 5 step directions, operating in a classroom as a school aged child, fine motor skills, first and last name and many science related lesson themes with a strong literature base.

Complaints, Concerns, Questions

Robin's Nest takes parent questions, concerns or complaints very serious. Please **do NOT** hesitate to call us anytime. The issue is discussed with ALL of the staff and we use the concern to "learn from each other's mistakes." We address the parental concern in writing; we outline proper procedures, and licensing standards that apply for complete compliance. After the staff has all read the concern, they sign acknowledging the proper procedures and the parent is given a copy of the written documentation. A copy is placed in the child's file, a copy in the staff's file and a copy is forwarded to licensing as required.

Staff of Robin's Nest & Company Policy

Robin's Nest takes great pride in hiring quality staff and provide education & training to further employment advancement in Early Childhood Education field. Per our company policy that our teachers sign at the time of employment **Robin's Nest prohibits staff to provide childcare services outside of our center and is NOT liable for any services provided outside what has been agreed upon on the contract agreement. Robin's Nest charges a 1500.00 finder's fee for any staff person who leaves our center for a job opportunity that is initiate by a parent of our center.**

Robin's Nest prohibits staff/parent relationships. Please do not ask our staff out for a love type of relationship date. I have found over the years the relationships don't work out, there is someone who is hurt, and I lose a staff member or a family. Please help us keep our center professional.

Robin's Nest discourages after hour relationships on facebook, myspace, and other public forums that have resulted in concerns and complaints by parents who are viewing these sites. Please do not request teachers as "friends" in these public forums. Inappropriate conversations, jokes, pictures have resulted in termination of staff. Please help us maintain a level of professionalism that is lacking in these public forums. **E-mail types of communication are secure and an acceptable way to communicate day to day information.** If you ever have a concern, please come in and talk directly with the teacher or the director. Too many times words that are typed are misconstrued and taken out of context.

Discipline Policy

- We teach consideration, good manners and appropriate behavior. We use positive reinforcement for good behaviors and time out and redirection for not-so appropriate behaviors. We use the stop light in our class. Red is 3 redirections and a note home. Yellow is 2 redirections no note home. Green is a good day. When you pick up your child you will be able to look at our stop light and see what kind of day your child had. We aim to work through behavior problems together. We will address your concerns and hopefully provide insight, understanding, and mutual consent in what we are doing with your children.
- Robin's Nest kids are expected to treat the staff with respect and may never use profanity or aggression toward a teacher. If this event occurs, we will call the parent to help us. If my staff feels threatened, or physically assaulted by a child Robin's Nest; services may be terminated with no notice and deposit will be forfeited.
- If a child runs from the daycare and we cannot restrain the child with reasonable attempts, we will call the parents and police if the child has left the center.
- Our goal is to work through behavior problems, but we need parental support and a written behavior modification plan in place. This is a social service regulation. Behavior plans would include but would not be limited to: biting, aggressive play, hitting, kicking of other children/teachers and foul language.
- A behavior modification plan would also be used if a child vandalizes Robin's Nest property, vans, buses or any other person personal property located at Robin's Nest. Vandalism could also result in termination of field trip rights for 1 or more days with no refund.
- There is no age limit associated with a behavior modification plan. Biting would be another place we would put a behavior modification in place. This is

an agreement between parents, child and teachers at Robin's Nest and is all written to change the behavior.

- Robin's Nest has a no tolerance policy for corporal punishment.

Contract agreement & Scheduling

When I receive your contract agreement, we enter that schedule for your child to participate in our program. This schedule enables us to plan meals, curriculum and our staff schedule. If you vary from your agreed schedule we could potentially be out of ratio, especially early in the morning. If you need to change your hours, just ask for another contract agreement. That contract will take effect 2 weeks after the Monday we receive it.

Contracts expire December of each year and will be renewed January 31st. Your signature is not required to maintain a current contract and its changes. The new contract is located at parent information board.

Authorization to Pick Up Forms & Visitors

All visitors are required to show identification and sign in at our visitor's log. A copy of the identification is made and kept on file.

- At the time of enrollment, you are given a form called the "Authorization to Pick Up". This form will be filled out by you with individuals who can pick up your child and their address and phone number. We will release your child to these people without proper identification.
- If you need someone to pick up your child who is NOT on the list, we will need to make a photo copy of their identification to add to our book and have your verbal authorization.
- If you send someone with no identification, we will not release your child. We are sorry for any inconvenience this may cause you.
- We love to show off our school, but please notify us in advance to when visitors are coming. All visitors must sign in & out show identification, and explain the reason for their visit.
- Please do not leave your children unattended in the center. **Please walk your child to their class.** Please do not leave your children in the car, let them walk to the car by themselves or leave your car unlocked. These are licensing violations and the parent could be cited.

**If your child has not been picked up by 6:00pm there is an additional

\$ 1 per minute after 6:00 per child fee assessed to your account. We will try to call you and let you know that your child is still here at Robin's Nest.

We will then go through the emergency contact information to have someone pick up your child. If we cannot get a hold of you, Robin's Nest staff may opt to take your child home with them leaving a map on the door. Robin's Nest staff is listed first on authorization to pick up forms for this reason.

Attendance & Emergencies

- Please be sure to sign your child in and out every day. You will be issued a family code to sign your child in. Anyone outside your family will need to have another code for identification purposes.
- We do hourly head counts and match these counts to our computerized sign in & out counts. Each staff person knows how many kids and who is in their classroom based on a manual attendance list for emergency purposes. Please be sure to sign in/out your child and walk them to their classroom. This procedure is essential for accurate and expedited emergency evacuations.
- At Robin's Nest we take great pride in our friendly staff. Each person who enters our building should be greeted and children should be welcomed into their classroom by their teacher to make that transition easier. We will ask your name and hopefully get to know each of you personally. Our goal is to be a family, not another "number".
- *When you enter the building: we ask you sign in your child and walk them to their class. Please do NOT let your child walk themselves. Per licensing standards someone must directly supervise the children at all times. Please walk your children to their class.*
- Please set your time to the Robin's Nest computer to ensure out times match. Robin's Nest has the clocks set to the schools time. All billing is based on Robin's Nest time clock.
- We are computerized and will a day end report to be sure all children have been signed out. Failing to sign out your child will result in a 7:59pm sign out by the computer automatically.

Payments & Fees

Your rates are based on the current rate sheet. Please see rate sheet for specific rates as they apply.

- **Payment is made by the evening of the first day your child attends.** If you have special circumstances, please talk to me. We can add to the contract agreement to allow for special payment arrangements if needed. **All special arrangements need to be written on contract agreement to be valid.**
- There is a 20.00 per week late fee assessed. Late fees will accrue every week after that at 30.00 per week until a signed payment agreement has been turned in, tuition is paid in full or a collection account has been filed with Capital collection agency adding an additional collection fee of 150.00.
- There is a 5.00 rebill for accounts that have a balance under and a 50.00. Invoices will be printer bi-weekly and place in your child's file folder.
- **We ask that all payments are made by check.** Please label your check for amounts paid outside your normal rate. Guessing is dangerous and **NO CREDIT WILL BE GIVEN FOR UNLABELED CHECKS OR CASH. Put your child's name in the memo area for better accounting.**
- I do my book keeping on Monday evenings. Payments received after Monday at 6:00pm will be applied to that following week of book keeping. Receipts follow Monday dates.
- *Robin's Nest is not responsible for any lost payment. We accept cashier's checks, & checks. This is for your protection and Robin's Nest cannot be liable for cash of any sort.*

Potty Training:

See potty training agreement when your child is ready for this adventure!
 There is a 5.00 per week potty fee for carpet cleaning etc...
 Consistency is the most important aspect of potty training!

Holidays & Vacation Time

- The holidays in which Robin's Nest is closed and do not provide care are: Christmas day, New years day, Labor day, Memorial day, Fourth of July, Thanksgiving and we close early on Christmas Eve (4:00pm) New Years Eve (4:00) & Halloween at 5:00pm. There will be written notice of closures on the monthly calendar and posted at the front doors. If contracted daycare falls on any of these holidays, *full payment* is still due. Thank you in advance. If there is ever a problem, call me and let me know...I have others that can help fill in when needed with a week notice.
- Vacation time is available after 3 months of care with a written two week noticed placed in the tuition box and your account has a zero balance.

- Vacation is eligible yearly based on date of enrollment.
- Vacation time is defined as time your child is not at the center; it is not a vacation from payment.
- Vacation time is determined by the contract agreement that has been place for the previous three months of the vacation time.

Vacation time as outlined in Robin's Nest policies:

A vacation week is defined by how many days are on your contract agreement. The vacation time then can be used as follows:

1. Discounted two weeks of vacation at half pay
2. One free contracted week.
3. Separate these days over time also for example: you are full time and Have 5 days that can be used anytime with proper notice.
4. Sick days do not need a notice but are eligible only at half rate credit.

Sick days need to be submitted in writing the week being used that was missed.

- We ask that you let us know two weeks in advance in writing when your child will be on vacation. Just drop the note in the tuition box and I will log your time in the computer.
- **Please do not tell a staff member to write it down.** I keep your notes on file for future reference of vacation time used.
- ***All other subsequent vacations, full payment is due to maintain your child's place.***
- Vacation time requested cannot be a part of a two-week notice.
- Vacation credit cannot be requested when there is an outstanding balance due.

Tax information & Monthly Receipts

- Monthly receipts can be requested, just ask at the office.
- Tax information will be available to you at the center by January 31thru April 30th. After April 30 all tax information is archived to close up the tax year and will only be available through our book keeper. There is a 25.00 fee to obtain tax information after April 30. Please note that your signature & tax information will be required to get a copy of this form. If you terminate care before that time, a tax form needs to be filled out and signed by the family receiving the tax credit and Robin's Nest.
- No tax information will be given over **the phone.**
- **There is a 25.00 copy fee for all lost tax information that needs to be redone by the book keeper.**

Collections & Unpaid Balances

Returned Checks

- There is a 40.00 return check fee. The \$20 per week late fee will apply on top of the return check fee if the check is not paid within 24 after it has been returned

to me and I have notified you. I will provide you with a copy of the check for your reference.

- After the second returned check, cashier's checks will be needed to continue care.
- If your check has been returned to me and you do not return to daycare, face value of the check, weekly late fees, a two-week notice, and the return check fee will be assessed to your account.
- Post dated checks are considered late and are assessed the 20.00 per week late fee. (if there is a problem, let me know, I try to work with you.)

After two-weeks of nonpayment for child care services, your child care will terminate. A payment plan maybe signed allotting for an extra payment on top of that current weeks child care to continue care and stop late fees. However, failure to pay as agreed in payment plan will result in a 30.00 per week late fee and terminate care.

- All collection costs will be assessed to account at a minimum charge of 150.00 dollars when turned over to collections.
- Robin's Nest uses Capital Collections to follow up on collection accounts. This collection company does report to all credit companies.

Health and Safety Issues:

Hand washing & Sanitization

Proper hand washing is essential to keep illness down in any school. We teach the children to start washing hands at infancy. Infants have their hands washed after diapering and before meals. Pre-school aged kids start learning the hand washing song and wash hands after potty, playing outside, petting animals, before taking medication, after sneezing/coughing, before meals and any other time hands look dirty. **The staff at Robin's Nest have taken additional training in proper health and sanitization procedures and Universal Precautions before entering a classroom.**

All toys, play surfaces, tables, chairs, window sills, etc...are bleached daily to cut down germs. All bedding is washed weekly or anytime moisture is found on a sheet in all classrooms.

The children in our center are taught how to cough & sneeze in the bend of their arms to avoid the spreading of germs on hands. We wipe noses, clean faces and teach self help skills in the classroom. Runny noses are our greatest challenge. **Due to DCFS standards we can not use hand sanitizer. Research has shown that hand sanitizer is killing the good bacteria on our hands and could be more harmful than helpful.**

Diapering

Robin's Nest diapers infants every other hour and toddlers every two hours or as needed in the case of a bowel movement. If you would like your child's diaper

changed more, please provide the teacher your requests for your child and we will meet those needs.

Please remove all diapers from children that are potty training. We use cloth underwear for potty training.

Mandated Reporters

We are mandated reporters. If we suspect child abuse & neglect we are required by law to file a report with the state. If your child falls or gets hurt at home, please inform the staff person what happen so a note can be made and no presumptions are made. Kids get hurt, we know that. They will get hurt at Robin's Nest. That is a part of kids being kids.

We strive to have the healthiest, learning environment for children. This can only be done through constructive criticism and parental feedback. Please talk to us before calling the Department of Human Services and we do the same.

Accident, injury & We Thought You Should Know Sheets (WTYSKS)

If your child is hurt and requires medical attention, the parent will be notified immediately. If the parent cannot be contacted, the child's doctor will be called and medical treatment will be handled by that doctor's recommendation.

- All other accidents are documented on a "We Thought You Should Know" sheets or an " Ouch Report". This would include skinned knees, bumped heads, minors abrasions & behavior issues. If your child has any head injury we will call you and suggest medical attention. Head wounds could take a turn for the worse without any warning.
- Please check your child's file folder located at the sign in/out board for daily events that would include documentation of accidents, behavioral issues, medication given and daily curriculum. This includes school aged kids.
- If you have any concerns about any accident, note, or anything at the center, please call Lori at 618-922-8445 or Robin at 303-358-6725. A simple explanation is better than a night of sleepless questions. Please do not hesitate to call us. We are here for you.

Sick policy: Please see separate sick policy

Medications given at School:

Please do not bring in personal purses or leave diaper bags into the classroom or out in the hallway. Medications and other hazardous items can be found in our purses, coat pockets and even diaper bags. A pill can fall out of your purse and onto the floor for a child to pick up thinking it is candy.

- If your child needs medication, please give the pharmacy note/doctor note & the medication to the staff in charge in the office. Be sure to sign in medication DAILY by the sign in & out clock.
- **We are required to have a doctor's note for any medication that is given to children under the age of 2. Please refer to bottle instructions "consult a physician" in most cases.**
- All medications are stored in a locked cabinet located in the office or in locked boxes in the classroom. Refrigerated medications are located in a separate container within the refrigerator.
- Please do NOT put medications in a diaper bag. All medications need to be handed to a staff person to be dropped off in the center and picked up daily.
- In the case of a medication that needs to stay in the center, we are required to get an emergency action plan to keep the medication on the premise. Otherwise all medication are required to go home daily per licensing standards.

Food & Meal times

We have death allergies in our center. Please do not bring outside food inside the center with your child.

Robin's Nest takes great pride in serving hot nutritious meal that meet 2/3 of a child's daily guidelines set by the state food program. You will be required to fill out state food paperwork that has personal information. This is confidential and stored in a safe place and is NOT in your child's file.

There is a menu posted at the sign in & out screen for the current week's meals. There is a clip board posted in the Parent Resource Area for the past month's meals. We have a 6 week rotating menu that offers a large variety of yummy fruits, vegetables and whole grains.

Robin's Nest has a policy of "healthy choices" that we teach the children every day and set the example by not allowing soda, outside fast food or fast food cups in the classrooms. The staff eat lunch with the children in our lunch room getting them ready for the elementary cafeteria process they will need to learn when they enter school.

- **Please do not send your child in with candy, gum, or chapstick.**

We serve all meals free of charge to all children who attend Robin's Nest.

- Breakfast is served from 7:15-7:45
- Lunch is served from 11:00-12:30

- Snack is served from 2:00 until all schools get back to the center.
- ***If you are running late and need a meal saved, please call us. We let the children eat until all of the food is gone, so extras may not be available if you come in outside these times.*

Robin's Nest has an open door policy at any time you can come in and see your child. We ask that no one drops off during our quiet time which is observed 11:30-1:30. It is very hard on the teachers to get a *child to take* a nap or not be disruptive when the other kids are sleeping when they arrive late in the day. Please help us.

Weather and Outdoor Play

- In the event of a major snow storm and we have to close our daycare, you will be able to get that information from our phone system 24 hours a day. We will give an additional vacation day for days you are scheduled to be here and the center was closed. This vacation time will be issued in the form of a voucher and will be given only to families who were scheduled to be at the center. The voucher will be turned in with a written 2 week notice to use vacation time to be credited.
- Fire drills are done once a month. We evacuate the building and line up behind the school. Tornado drills are done every monthly and we move into the main hallway. Our school is the neighborhoods storm shelter. Robin's Nest is actually a very safe building.

Emergency Evacuation Plan Away from Robin's Nest

In the event that Robin's Nest was damaged in a storm or fire and was inhabitable for the children we care for, we would use our vans and buses to evacuate to the STEEL HORSE SALOON in Carterville on Division going toward Colp. We own that property out there and would move the children there until parent contact could be made and pick up could be arranged. The vehicles are equipped with all emergency contact information for every child in our care and first aid kits. We have cell phones that we would have on us to contact parents immediately in the event of an emergency.

- In the event of extreme weather conditions, we may limit the amount of time spent outside with the children. Extreme weather would include 32 degrees or below and 95 degrees and above. We always look at the well being of the kids first, if they are hot and sweaty, we come in.
- Please be sure your children have proper clothing and sunscreen on when they come to daycare.
- Please apply sunscreen on children **before** they come to daycare and before all summer field trips.
- Absolutely, NO FLIP FLOPS. We will call you to bring new shoes for your child. There have been many injuries with unsafe footwear.

- Please be sure your children have shoes everyday at school. This would include all walking children. We go outside and use the gym daily.
- We play outside a lot and encourage kids who like to stay inside to play at least 30 minutes per day out doors.

Activity Payments

- Please pay for all field trips separately from tuition.
- If payment is not made by due date, we will not take your child on the field trip.
- Year end receipts reflect tuition payments that are tax deductible.
- Activity fees need to be paid for by due date or Robin's Nest will be unable to send your child on the outing.
- There is a 50.00 summer camp fee for all school aged children. This fee pays for arts, crafts, some field trips, cooking, summer end party and other fun things the kids do.

Field Trips , Transportation & Parent Involvement

- We do take the kids on field trips. We use our bus, vans and personal vehicles depending on where we are going, what we are doing and how many kids.
- If you would like to check our driving records you have the right to ask for our information at anytime.
- Robin's Nest staff are required to obtain: CPR, Universal Precaution & First Aide trained. Additionally, each staff that drives our vehicles goes through additional training of procedures and safety in our vehicles. There is a signed check list when completed in their file.
- Parents are welcome to join our safety classes, look for sign ups at parent board.
- There are many classroom parties & events we welcome our families to participate in. Watch for events in your monthly calendar. If there is ever a day you just want to come in and play...talk to the teacher and we will arrange for some fun!
- We welcome parent helpers on all of our trips. Just let us know! We notify parents of field trips on monthly calendar update and at the front sign in/out board. There are extra fees associated with these field trips and the due date is noted on the front board. Again please read over your monthly sheets & sign in board to be well informed.

Please look at specific field trip sign up for ages and requirements.

- Robin's Nest staff reserves the right to request parental supervision on field trips if we feel the child poses a safety issue while on the outing. In the event the parent cannot attend, Robin's Nest reserves the right to serve the best interest of the group and not take that child on a field trip.

- Before we leave the center, role is taken from the field trip list generated from the parents who gave written permission for Robin's Nest to take their child on that outing. A copy of that list is left at the center of who went on that field trip. That same list is used to do attendance of the children on that field trip periodically and also BEFORE returning on the bus. The director on the floor then checks in the children upon return by matching face with name and taking field trips shirt from the child to be washed. **Please be patient when we are checking kids back into the center. Do not take a child from the teachers until all children are accounted for to avoid confusion.**
- Robin's Nest staff understands and is trained in safety for the children during these field trips. There is great exposure on field trips and we need the children to act appropriately on these excursions. Failure to comply with Robin's Nest safety procedures may result parental attendance for future field trips.
- Robin's Nest reserves the right to decline going on a field trip, route, or anything that may pose a danger to the children or staff.
- State law does not require car seats or seat belts in school buses, however all children must remain seated and keep their hands etc... inside the bus at all times. The bus rules are gone over before every field trip with the group leaving that day.
- There are no refunds on excursion fees or ANY REASON. We will reschedule the trip or do something else if a field trip does not work out for whatever reason. Robin's Nest reserves the right to change any field trip at anytime for any reason.
- Robin's Nest requests that no money be sent on field trips or brought into the daycare by the children. Robin's Nest is not responsible for any lost money or personal belongings.
- Please be sure to put your child's name on anything brought into the daycare. **This includes car seats.**
- Robin's Nest does the best they can to be back by the times noted. Please understand if we are late. You can call to see if the staff person I charge has left. The staff has been trained to call when all the children are accounted for and are leaving the field trip and are in route to the daycare.
- In case of an emergency, we carry medical information on each child and emergency phone numbers. We follow the same emergency procedures on field trips as we do in the daycare with the exception that we may opt to return the child/children to the daycare if not life threatening. Parent phone calls will be made then.
- Please be sure to update emergency medical forms yearly for accurate information. This is very important in case of an emergency.

- If you are late making it to school on the day we have an excursion planned you can call us and meet us at our destination.

School Runs & Transportation

** There is a transportation fee for all schools \$2.00 per day per child.

- Robin's Nest expects that children behave on the bus/van/personal vehicles and remain seated with their seat belts on. If a child poses a danger to themselves or the other children, the parent will be notified in writing. The third time we may opt not to pick up that child from school.

Very Important***

- If we go to pick up your child at school & we cannot find them because ***someone forgot to call us & tell us, or we need to send a staff back to get your child there is a \$10.00 fee.*** When a staff is looking for a child, we need to send a second staff out to finish the school run in order for us to be on time. Please instruct your child to go directly to the van.
- The van driver will leave if we cannot find your child within 10 minutes. The van driver will call the school and then back to the staff person in charge at the center to make phone calls to home & work.
- The van driver needs to get to the next school to stay on time. If your child was held back in class or late getting to the van we will send someone back to get your child and we will charge the 10.00 for the extra staff needed.

School Aged Programs

- When there is no school there is full day care available with reservations. Please look at monthly calendars and sign in/out board for deadlines. If you sign up for care, full payment is needed even if you change your mind. I do my staffing based on these full day reservation sheets.
- If you forget to sign up or things change and you need care, you can call and see if we have room. You will be charged at the drop in rate if and there is no guarantee that we will have a spot.
- There are daily field trips on no school days. Please look at sign in and out board for more info.

Violation of any part of this contract gives Robin's Nest Learning Center the right to terminate daycare immediately resulting in the forfeiture of your deposit. If you have any questions or concerns about the contract, please ask me. I'll be happy to explain or change with requests that are reasonable.

Robin's Nest parental paper work can change with a month notice that does not affect rates. No additional parental signatures are required. Look at parent board for the most recent contract.

Please sign all the lines below & date. Please return all signature pages & I will provide you with a copy of the contract agreement for your reference.

Thank you for choosing Robin's Nest, we look forward to exceeding your expectations,
Robin & Lori

These are the highlights of the contract. If you would like additional copies of the contract please let us know. There is a copy of the contract posted at the parent board for your reference.

Child's Name _____

I was given a parent orientation to procedures, policies and how the program works on a day to day basis. I have signed the parent orientation check list and I have no questions. If you have questions, special contractual needs I need to note those here:

If my child is ill or is not coming to the center I will call and let RN know. _____

I have been shown where the tuition box is located and will put all medical forms, CCR paperwork, vacation requests, termination of child care, questions, evaluation forms, food paperwork, missing file info or anything I do not want to get misplaced put inside the tuition box. _____

Robin's Nest showed me the location of the schools menus and the lunch room.

I understand the meal times at Robin's Nest and will bring in only packaged food for parties. All allergies are posted in each classroom, lunch room and office. _____

I understand there is a quiet time at RN that is 11:30-1:30 in all of the rooms except the infant room. I will not drop off my child during these times without advanced arrangements made. _____

I understand that all accident reports and other pertinent information is located in my file folder and it is my responsibility to check that file folder daily. _____

I understand there is a posted contract at the information board. I understand that a one month notice is needed to change my written contract and I will be informed of that change in writing. I also understand that I do not need to sign anything to enforce that contract as long as it does not affect my rate. _____

I have been walked through the sign in/out procedures, file location, manual sign in/out board, tuition box, parent information board and have been given a guided tour of the center. _____

I understand the importance of signing in & out at Robin's Nest. If I forget to sign in or out, Robin's Nest computer will sign in my child at 12:00am or sign my child out at 7:59pm. There is a 15.00 fee for not signing in/out. _____

This is a state regulation and only an adult of 16 years or older can sign my child out and accept responsibility of my children/child. Robin's Nest staff cannot sign in/out your child. **Please do not let kids sign in or out or pick up paperwork from file folder.** _____

I relieve Robin's Nest of any responsibility of the care, supervision, or liability after I have signed my child out. I understand the kids come back to Robin's Nest and play at the park and the staff at Robin's Nest supervises on a commitment level only. The children who are signed out are not a part of our ratio or liability insurance. _____

I will walk my child to and from their class to ensure safety and supervision of child in the center. _____

I understand that Robin's Nest cannot give ANY medication without signing that medication in daily, **providing a doctor note to give the medication** and provided to RN in the original bottle. _____

I give Robin's Nest staff permission to give my child Tylenol in the case of a high fever or Bendrayl in case of a bad allergic reaction. In both cases the parent will be called to pick up the child to continue further medical attention as needed. _____

I understand the sick policy. _____

I give Robin's Nest staff permission to apply whatever brand sunscreen we have on hand to my child as needed. If my child has an allergy I will provide sunscreen to the center.

I also agree to apply sunscreen on my child before they come to daycare.

I have been given a copy of Robin's Nest discipline policies and I understand the Behavior modification plan. _____

I give Robin's Nest permission to take pictures of my child, display on the web site those pictures and put their hand print up on the daycare wall. I also understand that there is a live web cam at RN that I can participate in _____

I give Robin's Nest permission to take my child outside the gate, on walks in our buggies and use the parks within walking distance. _____

I agree to send my child in proper foot wear and NEVER flip flops. _____
I also agree that I will come and bring my child shoes if I forget within one hour. Robin's Nest suggests tennis shoes & socks as the safest foot wear for your child.

I have been invited to contribute in my child's educational experience here at Robin's Nest through volunteering in the classroom, providing services that I have to offer the community, be a guest speaker, attend parties/events and any other contribution that the director and I can arrange that meets the needs of the class/center. _____

Robin's Nest provides screening of all children enrolled in our program from ages birth to five. I give Robin's Nest permission to do these screenings _____
I do not want my child screened. _____

I have the opportunity as a parent to attend various conferences, workshops, and "Meet the Staff" quarterly open houses that help me as a parent better understand my child's development, progress in class and how evaluation's of my child are being done. _____

I understand the importance of evaluations and parent conferences and will participate in the program as much as my work schedule allows. Formal conferences are held May & November _____

I understand that Robin's Nest has an open door policy to discuss concerns, needs, or issues I maybe having. There is an opportunity to evaluate the center annually in October. _____

There is a comment box located in the office for any suggestions I may have that I do not feel comfortable discussing. _____

I understand the television/media policy and give my child permission to participate.

I understand the diapering policy for Robin's Nest. Infants will be changed every other hour or as needed. Toddlers will be changed every two hours or as needed. When you come to pick up your child, a Robin's Nest staff will check your child before you leave to ensure a clean diaper as you leave. _____

I understand there is a potty training agreement to be signed in order to start the potty training at Robin's Nest. Please fill out potty training agreement, pay \$5 per week potty fee and provide 5 separate outfits in a individual zip lock bags labeled with your child's name. I agree to pay \$1 for each ziplock provided by the center in the event I forgot. _____

I agree to remove any diaper or pull up from my potty training child before bringing them to the class. There is a changing table in the hallway bathroom. _____

I understand that my child naps on nap cots (if under 15 months in a crib) and RN provides all nap essentials. RN is responsible for washing and all bedding is washed weekly or as needed if soiled. _____

I have read and understand Robin's Nest contract. I am leaving a non-refundable 35.00 administrative fee to have my child's file and web cam information entered into a computerized system. _____

I have no questions about payment requirements. ***Payment is due the first day of drop off. After that time a 20.00 late fee will be assessed. After the second week of non-payment the late fee is 30.00 per week and will be assessed every week thereafter until a payment plan has been received with a payment. Please checks & money orders only.***

I am enclosing my contract agreement which specifies days and times that my child will be attending RN and the private pay rates for that schedule _____

I have left a nonrefundable deposit that will be applied to my last week of a two-week notice. _____

I understand that Robin's Nest is not responsible for any cash brought into the center. Please pay all tuition, field trips and co-pays by check or cashier's check in case lost or misplaced. _____

I understand there is a 5.00 supply fee due the first of the month for each child enrolled. This money is spent on activities, supplies, holiday gift for parents, party supplies an anything extra the teacher in that class needs for that month. Receipts are provided monthly and posted at the parent board. If this additional fee creates a

financial hardship for your family, please put a written request to have this fee waived.

I understand the importance of signing in & out and failure to do so will result in a billing fee of 15.00 per day. If the time clock is not working I will sign in/out on clip board by time clock. _____

I understand that Robin's Nest clock is the time that we are billed at and I will set my clock to reflect that time for no misunderstandings. _____

I understand that book keeping is done Monday nights at closing and payments received after that time will be considered late. All bookkeeping is done Monday to Monday. _____

Copies of receipts/yearend tax forms that were lost & are needed for yearend will be charged at 25.00 after May of that tax year. Tax forms are available Jan 31-April 30 at no charge_____

A copy of file items can be obtained for \$1.00 per page. RN is required to maintain a file for 3 years. _____

I have been given a copy of this contract & understand that failure to give a two-week notice will forfeit my deposit & will make me liable for 2 weeks of tuition plus collection costs starting at 150.00 plus attorney & court costs.

I understand that I must provide Robin's Nest a copy of my child's birth certificate to be in compliance with the Missing & Exploited Act of 2010. Failure to provide that birth certificate could result in action from the state. _____

I understand that my rate will never change as long as I have a valid contract. If I need to change my hours, number of kids, or days it may change my rate. There needs to be a written request placed in Robin's tuition box for that notice to be valid. At that time Robin will fill out another contract agreement and give to me for my signature to start a new contract. Phone calls or a note written on parent sheet is NOT a written notice. _____ All notices pertaining to my contract will be put in the tuition box for proper credit.

I understand Vacation time used needs to be submitted in writing two weeks in advance & put in the tuition box to get vacation credit. Vacation time cannot be used as part of a two-week notice and it is time that my child will not be in attendance at RN. Vacation time is good 3 months after my child starts and annually based on enrollment date_____

A two week-notice and contract changes starts the Monday after notice was received. Please put all notices in tuition box. Both need two weeks and will be verified in writing by myself. _____

I understand that drop in care needs to be paid for when reserved. If my child ends up not coming, I understand I will pay for that time reserved. Robin's Nest keeps one spot open in each class for drop in care. Drop in care is due the day care was used to avoid the 20.00 per week late fee assessed. _____

I understand that if I am part time and would like to switch my days, I can do so as long as the notice is put in writing two weeks in advance and in RN tuition box and is based on availability. If I do not give proper notice, drop in rate will apply. _____

I understand all holidays noted in contract are paid in lieu of my free week of vacation or two half weeks. _____

I give Robin's Nest permission to take my child on any field trip that I have signed my child up for. I will pay for my activity fees separately so there is no confusion. If I do not pay for my child to go on that field trip, my child could be removed from the list to go. _____

I understand there are no refunds on excursions. _____

I agree to pay for all extracurricular activities such as swim lessons, field trips, haircuts, etc... on a separate check and will label it. I understand no credit will be given for unlabeled checks. _____

There is a 40.00 return check fee. I will pay the face value of the check plus return check fee within 48 hours or pay the 20.00 per week late fee on top of that total. Post dated checks are considered late. _____

I understand RN closes at 6:00pm and there is a 1.00 dollar per minute per child late fee assessed for late pickups. If I am running late I will call the center to let them know. _____

I understand that my school aged child will need to place a 50.00 summer deposit to ensure a spot for the summer. Those fees are applied to science projects, year-end party, art projects, cooking and so much more! _____

I understand there is a 10.00 fee if we go to pick up your child from any school & the child was not called in absent to Robin's Nest by 10:00 am pickups; 2:00 pm pickups. Please be sure to call & let us know if your child was picked up from school early or did not attend at all. VERY IMPORTANT! Robin's Nest will ALWAYS pick up your child unless that call is made. _____

I understand that Robin's Nest and staff are not responsible for any lost money, toys, or other personal items brought into the daycare. I will put my child's name on all personal belonging for easier identification. _____

I understand that is my child participates in the Child Care Assistance Program CCAP that I will pay my parent fee by the first of every month or I can pay my co-pay divided into 4 weeks due on Mondays. I understand that if I don't pay by the agreed time, my account will accrue a 20.00 per week late fee. I have signed a contract that outlines my payment responsibilities in the event that CCR does not pay for my child care. I understand that CCR is a bonus payment, not a guaranteed payment and I will pay for childcare at the private rates that I signed at the time of enrollment for any care not paid for by CCR. _____

I understand that I have needed paperwork for CCR to receive CCAP for my child. I will turn these in to RN in the tuition box for proper tracking. _____

CCR approvals have termination dates that are located on certificates of approval. I agree to submit required paperwork **2 weeks prior to termination date to avoid cancellation.** In the event that I do not have approval by termination date I agree to pay private pay rates until approved. _____

I will pay 25.00 per week until CCR has approved my childcare with a complete application and the last 2 pay stubs required for CCR approval. _____

After two-weeks of no approval from CCAP you will be billed at private pay rates and a payment plan will be needed to continue care. If CCAP pays, the amount of the check paid will be applied to your account. Applying for CCAP is not a guarantee for payment from the state a certificate from the state is. _____

Robin's Nest highly recommends that all CCR paperwork be turned in to us at the center, so we can follow up on it daily. _____

I understand that I need to give a 2 week notice even as a CCR/CCAP client. I will provide that in writing. I understand that I will notify CCR of my termination on child care services after that 2 weeks or I may be charged at private pay rates _____

I understand that is I have CCAP/CCR that I will notify Robin's Nest of any changes immediately. _____

I understand there is a behavior code at Robin's Nest that needs to be followed to ensure the safety of the other children and staff. I understand if a behavior continues to escalate, I will be contacted to pick up my child. At this point a behavior modification agreement must be signed by Robin's Nest and the parent's of the child

to continue care. If any staff person feels threatened, physically harmed by a child, child care could be terminated immediately with no refund on deposit or childcare that was pre-paid. Behaviors such as: profanity, vandalism, physical or verbal threats and running away from teachers in charge can result in behavior modification or termination. I agree to work with Robin's Nest Staff & the local public school in any way to help my child succeed. _____

I agree to Robin's Nest professionalism policy with staff and understand that Robin's Nest prohibits staff to be "friends" in public forums to preserve the confidentiality of children, families & our school. There have been many complaints and hurt feelings in the past. _____

I will not approach a staff of Robin's Nest for a love (date type) relationship or employment opportunities. I understand this is a violation of the Robin's Nest employment policies and the staff involved could lose their job. _____

Where did you hear about Robin's Nest? _____

Parent Signature _____ date _____

Questions, comments, additions to contract needed for family:

What was your opinion of the orientation process? Do you have any unanswered questions?

What are some of your child's strengths?

Where is your child developmentally?

Can you share your family's child rearing practices? Is there anything we can do at

Robin's Nest to be an extension of those practices?

How do you discipline your child/children?

Is there any behaviors we may need to know about?

Are there any techniques to defusing situations before they happen?

Would you be interested in helping out in the classroom?

