



Queen B's Infant & Childcare Handbook

MISSION

Our mission at **Queen Bee's Infant & Childcare** our intent is to serve families and to provide quality education for their children. We believe that children, their families and society all benefit from a high-quality early childhood program and that children's early experiences are tied to later success in life. The mission is to provide a model program responsive to the changing needs of children, parents, staff and community.

Vision

Queen Bee's Infant & Childcare envisions a nurturing early learning environment where each child has enjoyable high-quality learning experiences. We are committed to empowering young learners' healthy development, academic knowledge, unique identity, and self-confidence through an active, child-centered, culturally relevant, inclusive curriculum. We believe that quality learning experiences reflect the unique development of a child supported by qualified educators to help them reach their full potential.

Parking

Parking is restricted to 5 minutes, there are two parking spaces that's allowed for parents it labeled as 17C. If either of these two parking spaces aren't available, please park on the street Gregory Street close to Peppertree Lane or where there is available parking, and you can walk to drop off and/or pick up your child. If these regulations for parking isn't followed by whoever is dropping off or picking up the child or children, your childcare contract will be **terminated**.

Philosophy

Queen Bee's Infant & Childcare provides learning experiences from the research-based, cognitive foundation that children learn best through active exploration in an environment that is rich in materials and opportunities to socialize, work, play, learn about themselves, and have positive interactions with adults (Curtis and Carter, 2017).

Curriculum Focus

We ensure every child is receiving the creative learning experiences they require and that they are developing physically, intellectually, socially, and emotionally. Our curriculum is formulated to engage your child's natural curiosity and provide a foundation for lifelong success. Preparing your child to succeed in school and in life is the core of our childcare curriculum. In our classrooms, we include daily instruction and activities targeted toward these essential developmental areas:

Physical, Cognitive, Language, Social-Emotional, Literacy, Math, Science & Technology Social studies, Arts, Music

Transitions

Transition refers to the children engaging with a new classroom or program level at **Queen Bee's Infant & Childcare**. Many of the children transition into a new program level in June (some newly enrolled children may be accepted throughout the year as space becomes available.) When it comes to children and transition, be patient. In the group setting where age groups may be mixed, teaching staff individualizes instruction according to each child's age and developmental level. At **Queen Bee's Infant & Childcare** regularly observe each child and utilize developmental screening tools, they will adapt instruction to meet their developmental/academic needs. Teachers-parent daily communication and conferences will discuss child transitions, achievements, and new developmental stages.

Nutrition

Queen Bee's Infant & Childcare provides children **6 weeks-12-year-old** meals and nutritious snacks in the morning and afternoon:

Children are responsible for washing hands, sitting with feet on the floor, using a sippy cup or a cup, and trying new foods.

Staff will sit with children to model courtesy and proper use of tools.

Staff will encourage every child age 12 months and older to attend snack, but children are not required to do so.

Children are required to wash their hands and join the lunch table. Children are encouraged to try each food. No child will be forced to eat.

We recognize that mealtime is an optimal curricular activity to reinforce children's small motor skills, language development, and pro-social engagement as they identify as part of a community.

Food Allergy

If a child is allergic to any food (or develops an allergy after enrollment) parents are required to take the following steps:

Inform the Supervisor by email (you will be provided with any necessary forms required by DHS licensing.)

Notify classroom staff immediately, verbally, and in writing.

Food-Related Conditions

Parents must meet with designated staff and provide supporting medical verification (a signed and dated note from your child's pediatrician) identifying the condition (e.g., food allergy, Celiac Disease, Diabetes) and listing specific foods your child is not allowed to eat. Without documentation, staff will not withhold any item from the snack or lunch service. Families may provide an alternative lunch for their child only if their dietary restrictions (vegetarian, vegan, dairy-free, halal, kosher) are not accommodated by the published menu.

Sharing Food From Home

Due to food allergy management, parents may not bring in or order food for their child's classroom to be shared with peers.

Child Illness

Queen Bee's Infant & Childcare prioritizes the health of all children and staff. We ask that parents assess their child's health and wellness based on the child's behavior at home as a first indicator of ill health before arriving at the childcare center. If upon arrival staff identify that the child is not well enough to attend, the child will be sent home with the parent. If the child becomes ill while at school, they will be isolated from the rest of the children as able. Parents will be notified and asked to come and pick up the child as soon as possible and within one

hour. Children may return to **Queen Bee's Infant & Childcare** after they have been symptom-free 24 hours without the aid of fever-reducing medication.

Parents may not bring a child to school if they exhibit any of the following symptoms and until the child symptom-free for 24 hours:

A fever of 100 degrees or higher

A clogged or runny nose with green or yellow mucus. The only exception is if the child was seen by a pediatrician and has a pediatric release note.

Conjunctivitis/Pink Eye, this condition is highly contagious. Symptoms include itchy, watery eyes or discharge

Diarrhea

Vomiting

Unexplained Skin Conditions/Rash (i.e. patterns of small bumps, blisters and blotches, Chicken Pox, Fifth's Disease, Hand-Foot-Mouth Disease, Impetigo, Measles, Rubella, Scarlet Fever).

Medication

Queen Bee's Infant & Childcare will not administer medication to young children. This includes pain relievers for teething or muscle soreness. Parents may choose to provide their child with pain relievers by administering these at home if the medication does not mask symptoms of contagious illness.

Queen Bee's Infant & Childcare recognizes that some children live with certain chronic conditions under consistent pediatric management (i.e. asthma, diabetes, Epi-Pen for severe allergy.) In these rare instances, **Queen Bee's Infant & Childcare** will compassionately partner with parents to ensure needed emergency medication is on-site and may be administered in a true emergency. However, parents are expected to manage routine medication administration in non-emergencies. The procedure for administering medication requires parents to:

Communicate directly with the Supervisor to request an exception, providing supporting medical documentation as requested

Provide the medication in its original container with written directions on the dosage and frequency, with a signed and dated pediatric note listing the diagnosis and instructions

Maintain medication and inventory it regularly to ensure it is replaced ahead of expiration. Designated staff are required to discard expired medication on the date of expiration

****Please note**** Medication will not be administered to the child in any manner or for any reason except as stated on the pediatric note on file

Immunization

Upon enrollment, parents are required to submit their child's current immunization record. If a parent has opted out of immunizations for their child, they are required to provide a signed letter documenting that their child is not immunized that they are knowledgeable on the possibilities of an outbreak, and that they are knowledgeable on how to maintain the health of a non-immunized child (i.e. naturopathic doctor).

In the event of an outbreak, parents of non-immunized children will be asked to remove their children until it has been determined by **Queen Bee's Infant & Childcare** that their health is no longer at risk.

Diaper/ Toilet Training

Toilet training is a developmental process that children begin when they are healthy, nurtured, and not pressured to achieve at a level above their capability. Parents and staff maintain close communication during this time, sharing strategies to keep the process coordinated and consistent. The following are required to assure a smooth successful process:

Parents are required to provide all diapers

Parents are required to refill inventory when stock is low

Parents will provide any cream and lotions with the appropriate completed DHS forms before staff can administer

Parents must replace all expired products as staff will not apply expired products. Expired products will be discarded Parents must bring child in a clean diaper Staff will check diapers and/or encourage children to use the toilet at least every two-hour time block of waking hours. A child will be changed as soon as possible once a teacher realizes the diaper is soiled. Diaper checks and diaper changes are documented.

Please provide an extra set of clothing including socks.

Personal Belongings

Queen Bee's Infant & Childcare cannot assume responsibility or liability for any items brought from home that become lost or broken. Please check first with your child's teacher to see if there is a day designated for sharing such items. As home materials can enhance classroom learning, please check first with your teacher if you would like to share a personal belonging that could enhance children's understanding. Please label all items brought from home to school. **Queen Bee's Infant & Childcare** does not allow candy, cosmetics, gum, money, or toy weapons at school.

Please provide an extra set of clothing including socks

A throw blanket and/or two towels.

Children aren't allowed to have cellular phones, iPads, tablets, cameras or any wireless or electronic devices brought into the daycare at all.

Attendance

Queen Bee's Infant & Childcare is a 24-hour provider that is open twelve months a year, Monday through Friday. Please inform the staff by **5:45am** if your child will not be attending due to illness or unforeseen absence. Please communicate planned absences to your Site Director Aquilla Milton via email or by phone and verbally. **Queen Bee's Infant & Childcare** is closed on the following holidays: **Memorial Day, Juneteenth Day the Monday after or the Friday prior Juneteenth, Independence Day, Labor Day, Veteran's Day, Week of Thanksgiving, New Year's Day, the week of Christmas.** I will also take a 2-week paid vacation and 5 days of paid personal/sick time, I will communicate this to the parents prior to scheduling vacation and/or sick time. It is the parents' responsibility to obtain back up childcare.

Sign-In/Sign-Out Sheet

To ensure the safety and supervision of your child, sign your child in and out each day, and you must notate in the remarks section if the child has any marks or bruising on his or her body incurred outside of daycare. Once the child is signed out for the day the parent is responsible for the child.

Queen Bee's Infant & Childcare must be on the child's Emergency Information and Authorization form. A government-issued photo ID is required for anyone other than the biological parent of the child – please have it ready to show to the staff on duty as requested. The authorized person must visually and verbally connect with the staff member on duty and sign the child out with the accurate time and date they are being picked up. **Queen Bee's Infant & Childcare** has the responsibility to refuse to release a child to any person (a) who appears to

be incapacitated and/or under the influence of a controlled substance that may impair their judgment to safely care for a child, or (b) whose behavior may, as deemed by a reasonable person, place the child in imminent risk. In the event of such an occurrence, staff will suggest that another authorized person come to pick up that child.

The parent/guardian must notify us in advance for alternate or late pick up.

If your childcare services are terminated in the middle of the day or you fail to pick up your child in the appropriate designated time law enforcement and/or DCFS will be notified, and you will run the risk incurring child abandonment charges.

Tuition

Tuition is payable in advance for childcare services to be rendered. Payments must be made by the **ZELLE, CASH APP, CHECKS, OR CASH**. There is 50 dollar returned check fee. Parents will be notified when payments are past due and charged an additional **50 dollars fee** after the 5th of the month. If an account is one month past due, parents will be asked to dis-enroll their child.

Families enrolled in Childcare Subsidy are responsible for fulfilling all requirements to maintain the subsidy. If not eligible for the full subsidy, the family is responsible for full tuition fees.

Tuition is based on enrollment, not attendance, and tuition is not reduced for sick days, missed days, or statutory holidays.

Three or more days of childcare you will be charged the weekly rate.

One to two days will be charged a daily rate.

Tuition is paid in advance and nonrefundable. However, unused days will be credited to the next week of childcare service.

Tuition should be paid the Wednesday before Thanksgiving and parents will be notified in advance for tuition payment if the week is shortened due to the holiday.

Fees For Late Pick Up

If in the event parents are unable to pick up the child and depart on time, the child's account will be charged a late fee of **\$15 dollars** for every five minutes (or portion thereof) which is due and payable within 24 hours per child. It is recommended that parents arrive on-site no later than their allotted pick-up time to manage their child's transition. Please understand the impact caused by parents that are late picking up their children: this negatively affects the child's sense of security and impacts the personal and professional lives of the staff.

Enrollment

There is a year administrative fee in the amount of \$300

Applications will be accepted throughout the year. **Queen Bee's Infant & Childcare** actively manages a Wait List to accomplish full program enrollment organized by child's date of birth and date of application. A separate Sibling Wait List is maintained; siblings are prioritized as a space appropriate to their age becomes available. To enroll, families will be contacted and offered placement and have two business days to secure their spot or the family will be placed back on the Waiting List and the next family contacted.

Disenrollment /Withdrawal

Parents are required to provide a minimum of 30 days' written notice or the financial equivalency. Children eligible for kindergarten (turning age five years by August 15, 2021) last day at **Queen Bee's Infant & Childcare** will be August 30th, unless earlier written notice is provided. If parents of kindergarten-eligible children choose to stay an additional preschool year parents need to communicate their decision to their Site Director in writing by April 1st to ensure space availability.

Communication

Queen Bee's Infant & Childcare makes strong efforts to work with families in crisis, to find real and reasonable solutions that will support children and parents. It is a DHS licensing requirement to state that **Queen Bee's Infant & Childcare** reserves the right to terminate enrollment without notice for the following reasons:

Non-compliance with policies and procedures, including late drop-off and pickup

Parents aren't allowed to drop off any child during nap time unless prior approval is discussed by Aquilla Milton.

Failure to submit required documentation, including updated immunizations (the child will be suspended from care until documents are received) phone numbers and addresses

Failure to cooperate with the Wellness policy

Adults that choose to exhibit behavior that threatens the physical or emotional safety of the children, administration, and staff on site.

Queen Bee's Infant & Childcare prioritizes family partnership and requires parents to stay informed about their classroom and center to ensure compliance with updated policy and procedures. **Queen Bee's Infant & Childcare** communication policies are as follows:

Open-Door: Parents are welcome to drop in and observe the program at any time. If a consultation with the Supervisor or teacher is desired, an appointment must be scheduled in advance to ensure you are given undivided attention.

Parent Conferences: Parents meet with their child's teacher for a 30-minute conference two times each year. This important opportunity to discuss the child's growth and learning directly with the teacher is foundational to establishing a respectful and effective partnership. Parent-Director's communication is the primary responsibility of families and Directors and strengthens their relationship and understanding and additional conferences may be scheduled.

Electronic Flyers, Newsletters, and/or Daily Notes

Queen Bee's Infant & Childcare regularly sends families flyers regarding program activities (i.e. trips, family events, parent education events, group family meetings etc.) and newsletters regarding educational early childhood information, community resources, and regular opportunities for program/policy feedback

Child Abuse

Maltreatment of a child is prohibited by **Queen Bee's Infant & Childcare** policy and the law. Staff are held to a high standard to assure children under their care are safe, and are required to report concerns of maltreatment by others. Training is provided to all staff on identifying and reporting child abuse. All **Queen Bee's Infant & Childcare** personnel adhere to Illinois state law on mandatory child abuse reporting.

BIRTHDAYS

Please discuss your child's birthday celebration in the center with the staff in advance of the day of the event to create a special activity in honor of the child. Many of our children have varying nutritional needs and therefore snacks including sweet treats are not allowed during school hours. Any treats will be packaged and sent home with the child. The parent can decide if the child may have the treat.

Behavior Modification

The overall goal of the teaching staff of **Queen Bee's Infant & Childcare** is to maximize the growth and development of all children enrolled, as well as keep them safe. We all must instruct and demonstrate appropriate behavior for children rather than reprimanding inappropriate behavior. To do this we will redirect children as needed when unwanted behaviors are displayed.

It is the policy of the school and the law to neither spank nor physically punish a child. A constructive technique for managing behavior and maintaining a child's self worth will be applied. The supervisor will provide guidance in these skills. The goal of behavior management is to teach the child self-control and self-correcting techniques.

Illegal drugs or weapons of any kind aren't allowed on the premises

Suspension and Expulsion Policy

Queen Bee's Infant & Childcare understands that children, especially pre-verbal children, use physical expression to share their feelings and needs. An undesirable behavior indicates an opportunity for the child to develop an important skill and certainly does not deem a child "bad" in any instance.

Discipline is an ongoing process embedded in the child's experience and relationships. It is possible that some children may exhibit consistent behaviors that are detrimental to the ongoing safety and security of the other children in the classroom. This may include aggression toward peers, such as biting, spitting, hitting, and kicking. **Queen Bee's Infant & Childcare** will handle these situations discreetly with compassion and in partnership with the family.

If a child's ongoing behavior at school poses a risk to themselves or to the other children in the program, the following steps will be taken:

The director will meet in person with the parents within 48 hours of the school's documented concerns being communicated to them. There we will determine how to best support the child; however, if we are unable to accommodate the needs of the child we may explore the options of a referral, suspension or expulsion.

Illegal drugs or weapons of any kind aren't allowed on the premises. Expulsion can also be based on parental misconduct. At **Queen Bee's Infant & Childcare** we don't allow profanity, threats or violence against staff or children. Your childcare services will be terminated immediately, and law enforcement will be called.

Inclement Weather Policy

We strive to make decisions on delays and closings as many hours in advance as possible, in consideration of families who require time to make arrangements. The decision will be made the night before, or in uncertain conditions, not later than 4:30 a.m. on the morning of the closing. Please remember that communications will be sent as quickly as possible following a decision,

Inclusion

Queen Bee's Infant & Childcare will create an environment in which all our children, families, and staff can feel valued and are empowered to participate in our community and learn from one another. In compliance with federal law, **Queen Bee's Infant & Childcare** does not discriminate against individuals on the basis of their race, sex, sexual orientation, gender identity, religion, color, national or ethnic origin, age, or disability in its administration of educational policies, programs, or activities.

Parents complete the ASQ tool <https://agesandstages.com/about-asq/forparents/> twice annually to support teachers to better understand the individual development of the child

IEP/IFSP POLICY

Your child's growth and development are measured with developmental assessments. If your child current has an IEP/IFSP, it is beneficial to share a copy of this plan with us to collaborate and provide the continuity of care that will support your child in reaching their plan's goals. You do not have to provide this information if you do not wish to do so.

_____ I am providing a copy of my child's IEP or IFSP

_____ I am not providing a copy of my child's IEP or IFSP and/or this is not applicable to my child

AGREEMENTS

I have read **Queen Bee's Infant & Childcare** Family Handbook and agree to comply with the policies and procedures contained therein. (Please initial)

___ I have thoroughly read **Queen Bee's Infant & Childcare** Handbook,

___ I read and understand and agree to comply with the policies and procedures which inform the services providing licensed childcare.

___ I understand and agree to provide **Queen Bee's Infant & Childcare** with 30 days written notice of my child's disenrollment or the financial equivalency. Children age-eligible for kindergarten will be automatically dis-enrolled by August 30, (unless parents provide written notice by the prior April 1st of their intention to stay another preschool year).

___ I understand that my child's image will be used in photographs within **Queen Bee's Infant & Childcare** classroom's documentation of learning (e.g., anecdotal notes, bulletin boards, newsletters).

___ I understand that **Queen Bee's Infant & Childcare** has the right and the responsibility to modify practice to conform with changes to **Illinois State** Department of Human

Services licensing regulation.

___ I understand that **Queen Bee's Infant & Childcare** reserves the right to update this handbook at any time, to ensure compliance with DHS and **Queen Bee's Infant & Childcare** policies and procedures.

(Optional)

___ I give permission for my child's image to be shared on **Queen Bee's Infant & Childcare** Daycare classroom electronic updates (including **[CHILD CARE SOFTWARE USED]**)

___ I give permission for my child's image to be used on **Queen Bee's Infant & Childcare** social media, websites and publications.

_____/____/____

Parent Signature

Date

