



Happa Baby Daycare

Parent Handbook

Sign-in/sign-out procedures

All children must be signed in and signed out every day using the provided parent portal. Parents will be provided with their own password to log in and access their child's page. Remember, we cannot release your child to anyone other than those authorized on the Child drop-off and pick-up authorization form without written consent. Please introduce anyone authorized to pick up your child to the staff. If our staff does not recognize the person coming to pick up a child, he/she will ask for identification, call the parents, and check with the child.

Community Care Licensing requires parents to sign their children in and out of school every day with a full signature. We are required to provide these daily attendance records to Community Care Licensing upon request of inspection. Community Care Licensing can issue a fine to the Daycare for as much as \$50.00 or more if it is found that a parent has not signed in/out correctly. If this occurs, that fine will be charged to the applicable parent. Please take the time to sign your child in/out each day. It is the parent's responsibility to inform any person dropping or picking up your child of this requirement.

Drop-offs

Regular drop-off time is 8am or after (early drop-off available. If your child is going to be absent or more than an hour late, please message us on the parent portal before 9am.

To help your child transition into the daycare, HBD encourages parents to adhere to the following steps (where applicable):

Have your child walk inside through the front doors with you (instead of carrying them or letting them run ahead of you).

1. Place your child's belongings in their cubby.
2. Greet child's teachers together and you may hand your child off to them.
3. Sign your child in on the parent portal.

We are also happy to arrange a custom schedule with your family on an as-needed basis to help ease your child's transition to a full-time daycare.

Pick-ups

Your child's pick-up time is designated according to your enrollment agreement. Please be on time and let us know if you plan to pick up your child prior to their regular departure time. To encourage a punctual pick-up time, we reserve the right to charge a late fee of \$1.00/minute until the time you leave the building; for example, if you arrive at 5:10 and depart by 5:15 your late payment would be \$15.00. When you are late, please gather your child's belongings and have your departure be as quick and easy as possible. If late pick-up becomes a recurrent problem, we will review the child's schedule for a possible later pick-up time.

If possible, please avoid pick-ups during children's naptime, which is typically between 1-3pm.

For a safe departure, please greet the staff and let them know you are picking up your child. Have your child say goodbye, sign your child out with your full signature, then collect your child's belongings. The children may be playing in the yard at departure time when the weather is warm, so please do remember to still sign them out by the entrance before you leave.

- Please come in early if you would like to chat with your child's caretaker
- When entering and exiting the facility, please close all doors and gates after each use.
- Once you sign out, you must be with your child at all times.

Parking

Our entrance is located on California Street. Due to high traffic volume on Ashby Ave, we encourage parents to park on either side of California Street. For your convenience, we have two 15-minute parking spaces in front of our gate for drop-offs and pick-ups. When using the 15-minute spaces, please be mindful that others may be waiting to use them. If you must park on Ashby Ave, please take extreme caution when getting your child and yourself out of the vehicle. Street cleanings on California Street are first Wednesday (West side) and first Thursday (East side) of each month between 9am-12pm. As a courtesy to our neighbors, please do not block any driveways at any given time.

At departure, please be sure to allow enough space before entering the traffic. Please be aware that vehicles on Ashby Ave might be driving above the speed limit of 35mph. For more details on how to safely cross/enter city/highway traffic, refer to the "Space to Cross or Enter" section on DMV's website at:

https://www.dmv.ca.gov/portal/dmv/detail/pubs/hdbk/merg_pass

Early drop-off and late pick-up

HBD has optional Early Drop-Off and Late Pick-Up Programs which are available on a daily/weekly basis. Early Bird Drop-Off begins at 7:30am each morning and runs through 8:00am. Late Pick-Up starts at 5:00pm and ends at 5:30pm. The cost for each additional service is \$10/day or \$35/week. Please confirm space availability with us at least 24 hours in advance.

Aftercare policy

Aftercare may be available at the rate of \$25 per day from 5:30pm to 7pm. Please confirm space availability at least one day prior by speaking to a staff member directly, via HBD's management app, in person or over the phone.

Childcare policy

It is our goal to provide quality, dependable childcare for your children when HBD is closed during our holidays and breaks as shown in our Yearly Holiday Schedule. There must be a minimum of three children per day for us to guarantee care. Sign-ups and payment are due seven days in advance to allow for adequate staffing. Once your child's space has been reserved, no changes or refunds will be permitted.

Parent visits

Parents and families are welcome to visit HBD anytime. However, in light of COVID19, parents are only allowed to spend time with their child in our outdoor space. Please arrange a time with us to avoid conflicts with other visitors and special projects. To help us adhere to our curriculum, please depart the daycare as scheduled.

Conflict resolution overview

- If a child is very upset, we make room for appropriate expression - hurt, anger, confusion, etc.
- Behavior is brought to the child's attention when it is harmful to someone or the environment.
- If a child is involved in a conflict with another child, the teacher will observe the interaction and see if the children are able to solve the problem themselves. If there is a safety issue, the teacher will intervene immediately. Whenever needed, the teacher will help the children work out their problem.
- We offer fair solutions and corresponding resolutions. If the child does not respond to appropriate alternatives, we may have the child stay near the teacher, choose an activity away from the "conflict" area or spending time alone playing or sitting for a

short "time" while being supervised. (This time will not exceed five minutes for children five and older and one minute per age of the child for younger children.)

- Parents may be called to pick up their child immediately if a child exhibits behavior that is extremely unsafe to her/himself or to others, including but not limited to: very deep biting particularly to the face, aggressive climbing of furniture/fences, forceful pushing/kicking and throwing hard/heavy objects at others. Our staff will arrange a meeting with you as soon as possible to come up with feasible ways to work with your child or seek opinions and resolutions with other professionals.
- In the rare occasion that the child does not respond to any of the above, and the behavior remains a safety issue, HBD may decide to cancel the contract with the family immediately. In which case, the security deposit will not be returned but the family is not obligated to fulfill the remainder of the contract financially. Please refer to the Enrollment Agreement for details regarding refunds.

Staff does not use corporal punishment in disciplining the children.

Sick policy

To help us keep a clean environment and ensure the health and wellness of the children and our staff, HBD will strictly enforce our sick policy (see also our COVID 19 policies) and asks that you keep your child at home if they display any of the following symptoms:

- fever within the last 24 hours or having had taken any fever reducing medicine that morning;
- severe runny/stuffy nose and/or frequent and persistent coughs;
- diarrhea or vomiting within 24 hours;
- difficulty breathing, lethargy or unusual level of irritability;
- unknown rash or sores or any kind;
- signs of any contagious illness such as chicken pox, strep throat, conjunctivitis (pink eye), head lice, hand, foot and mouth disease...etc.;
- should your child become sick during our care, you will be contacted immediately so he/she can be picked up as soon as possible. Children need to remain at home until they have been symptom-free for 24 hours.

Medication procedure

Parents should notify HBD of any medication that has been administered to your child within the last 24 hours. In case of a medical emergency, this information must be reported if a child has taken any medication.

Parents must complete an *Authorization to Administer Medication Form* for all prescriptive medications that need to be administered at the daycare. Medicines must be in the original prescribed containers with a measurer according to dosage needed. The medicine will be administered according to the directions on the label and will be stored out of reach of the children. Medicines will be administered, logged, and returned to its storage spot, then given to the parent upon completion. Please note that HBD does not administer or store non-prescription medications.

Inhalers are considered a medication and need to be given to the staff to be stored in a safe place. While some children are capable of self-administration, for the safety of all children, **inhalers are not allowed to be kept in children's backpacks.** We understand that some children carry their inhalers back and forth between daycare and home, but it must be the parents' responsibility to pick up and drop off the inhaler with their child's caretaker.

Toilet training

The completion of toilet training is not a requirement to attend Happa Baby Daycare. We are happy to support your child through this important milestone. When you feel he/she is ready for toilet training, we ask that you begin this process at home. Based on our daily communication, we will follow through and encourage your child while they are in our care based on each child's needs.

We do not charge a diapering fee in any of our age groups.

Snacks and lunch

HBD provides daily nutritionally balanced snacks, breakfasts and lunches that are home-made with mostly organic ingredients. However, we can accommodate if you prefer to bring your own food due to dietary preferences/restrictions with the exception of any packaged treats/desserts or sugary drinks such as chips, donuts, candy, chocolate, fruit roll-ups, cookies, cakes, soda...etc.

Please let us know if your child has any food allergies and or sensitivities so that we can avoid serving those ingredients in our meals and snacks.

Personal items

Please prepare to bring the following items on your child's first day:

- a family photo at least 5" x 7"
- 2 sets of socks, tops & bottoms, a hat, a jacket for cooler weather and a raincoat and rainboots for rainy days (4 sets for infants and underpants for children that are currently being potty trained)
- diapers and any diaper cream if needed
- sunscreen
- a blanket and/or a personal item for naptime comfort
- please discourage your child from bringing any personal toys to the daycare as much as you can.

Clothing policy

Play clothes must be worn at daycare. Tennis shoes are preferred. Cowboy boots, flip-flops, strapless sandals, etc. are not permitted, as they are not safe footwear for play. Please dress your child in clothing that are suitable and safe for indoor and outdoor plays. Clothing should be practical, comfortable and weather appropriate. Please keep in mind that they may get stained, soiled and/or damaged during their daily activities.

Accessories such as necklaces, scarves or clothing with drawstrings are highly discouraged and maybe removed before your child is allowed to go on the play structure for safety reasons.

All of your child's items (clothes, blankets, drinking cups...) will be placed in their assigned cubby by the entrance. Please check and bring items home for cleaning each day during pick up. If we send your child home in our clothing, please launder it and return to the school as soon as possible.

HBD shall not be held responsible for any damages or loss to any personal belongings as a result of being brought to the daycare. Please clearly label your child's name on all items brought to the daycare.

Transportation

HBD does **not** provide transportation to or from our location at any time with the exception of any previously authorized field trips or during an emergency where relocation is required.

Field trip guidelines

On occasion there may be an opportunity for the staff to take the children on a field trip. These events will always be commented to parents far in advance and release forms are required for all to participate.

Location and contact information

Happa Baby Daycare is located at 1549 Ashby Avenue, Unit B, Berkeley, California 94703. The current facility capacity is for 6 children, ages 1 week through 5 years old. There are currently 3 employees with varying schedules.

Our regular operating hours are: Monday - Friday from 8:00am to 5:00pm.

Director: Carol Wong Tel: 415-680-0442

Manager: Maegan Tam Tel: 310-430-0185

Landline: In case of emergency Tel: 510-616-1465.

The daycare will retain responsibility of all children on the premises until they are released to a parent, guardian, or other designated person. In the event of an evacuation we will communicate our location and ongoing status as we are able and children may be picked up by individuals authorized by the legal guardian on the Emergency Information Card for each child.

By signing below, I/We hereby acknowledge the receipt of the Parents Handbook:

Parent/ Guardian's signature: _____ Date: _____

Parent/ Guardian's signature: _____ Date: _____