

A CDA National Credentialing Program Serving Children Age Birth to 5yrs.

KIDCARE - Daycare -

est. 1990

Children learn what they live in a caring country setting

Family Handbook

Lynn MacAulay, Registered
Family Child Care Home



ADDRESS:

(Off Route 14, 1 mile south of Route 2)
175 Fair Road • East Montpelier, Vermont 05651-4520



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Dear Parents:



Welcome to KIDCARE Day Care! A Vermont State Registered Family Child Care Home. A CDA National Credentialing Program, offering quality Infant, Toddler, Pre- school care. I hope my program is what you are looking for. I have designed it to enhance young child /children's development during play. Your child will experience a fun filled structured day that will assure parents of consistent, quality, affordable, educational, and fun care for your children.

PHILOSOPHY

I believe all children need to be in an environment that provides them with loving attention, guidance, and acceptance. A child needs to know that what they are working on is important. They can if you give them a smile, a nod, a gentle touch or listen. A few words like "I like the way you _____" or "you can do it if you keep trying" can make a big difference. Children also need to be in an environment that emphasizes encouragement, exploration, satisfaction, creative play, learning, curiosity, and problem solving.

All children should have the opportunity to be exposed to a variety of experiences ranging from individual play and socializing with peers to planned and scheduled activities, as well as ones that are spontaneous. A child's day needs to have an anticipated routine that allows for quiet and active play indoors and outdoors. Each child needs age appropriate activities and materials that enhance their creativity.

Emphasis is on the development of the whole child. Fostering self-esteem, positive reinforcement and role modeling are essential ingredients to the healthy development of our children. Individual needs as well as the needs of the group require our attention and guidance. I believe that creative individuals with a sense of high self-esteem will develop when using a positive approach, a quality program and parent involvement.

DAILY SCHEDULE

Our daily schedule is attached. It may vary according to weather, individual needs, and local events. Many things we do during the day are pre-planned or spontaneous to the children's needs and interests. As a part of my childcare program, I provide exciting and creative educational and entertaining activities for children to learn and grow. We will be doing pre-school learning experiences. The program and curriculum shall provide: individual, small, and large group activities; children will have many opportunities for success through open-ended activities (for example: blocks, play dough and sand/water and praising effort, not just results; This should take care of any pre-school needs. Some Monthly themes we expand on are: Rocks, Pond Life, Dental health, Nutrition are just a few. These will consist of activities ranging from coloring, cutting, and pasting, songs, story telling, science, cooking, social skills, numbers, letters, reading readiness, problem solving, self help skills and creative expressions and much more. Some of these projects will be taken home to share with you and others will be group activities that you can ask the children about.

CURRICULUM

Your child will be continually supervised. The following developmental age appropriate areas I cover are: reading, writing, physical (fine and gross motor) skills, dramatic play, sensory play, arts and crafts, music, language and social skills, self help skills, hygiene, science, cooking, computer programs, outdoor playground, walks on nature trail, and gardening! Activities are planned to use these areas during my daily schedule, which includes; physical needs toileting and eating, Active and quiet times, Indoor and outdoor times.



PARENT/TEACHER CONFERENCE

We offer parents and provider conferences as needed if either party asks for it. A sign-up sheet will be posted on the bulletin board, which will have dates and times for you to choose from. These will usually be done in the months of May and November - You may choose to attend both OR one of the other. This will be a time for us to discuss how your child is growing, learning, and developing while in my care and at home.

CELEBRATION OF HOLIDAYS AND BIRTHDAYS

Throughout the year we may observe all holiday celebrations in a non-religious way. Children seem to become overwhelmed around the holidays, so we tend to keep it simple, by participating in community events and needs! Children are also welcomed to celebrate their birthday at their parent's request. If you would like us to celebrate your child's birthday at Kidcare, and would like your child to have cake, ice cream of your choice, you will need to provide enough food for all the children to participate. Please inform us if you would not like us to celebrate your child's birthday.

PHOTOGRAPHS /MEDIA CONSENT

Photographs of children participation in our program may be taken. Photos may appear in newspapers, magazines, brochures, on the "mykidzday" mobile application or displayed on facility's bulletin boards, or other publicity materials. Your permission for your child to be photographed/videoed while attending our program is required.

TRANSITION ADJUSTMENT

Children need to feel confident that their parents are returning for them. Your child will become more familiar & comfortable with their new environment and us as time goes on. Most children need an adjustment period of up to two -four weeks. We are available to help make your separation from your child easier on all concerned. If you will be picking up your child early, please call us ahead of time. This will help us to better prepare your child for the transition change of departing from daycare.

CHILD CUSTODY SITUATIONS /PARENTAL RIGHTS

Please note that in the event of custody disputes it is not within our legal right to withhold a child from their parent, without having a copy of the court order awarding custody. When parents are separated or divorced, we must have on file any papers filed with the court pertaining to parental rights. This will enable us to provide security for the child and respect the legal right of parents.

IMPORTANT

If you will be picking up your child early, please call us ahead of time. This will help us to better prepare your child for the transition change of departing from daycare.

IMPORTANT

It is not within our legal right to withhold a child from their parent, without having a copy of the court order awarding custody.

ARRIVAL AND DEPARTURE /SIGNING CHILDREN IN AND OUT

At drop off every morning I, the provider, will greet you and sign in your child. Upon contact with parent or guardian at departure I will also sign your child out. Please do not allow your child to leave the building without you; this includes leaving a child in your car unattended. Children cannot be outside in the parking and drop-off areas without adult supervision. Our parking lot gets very busy. Please be considerate of other parents and children in the parking lot and **DRIVE WITH CAUTION!!**

When you bring your child to the center please make sure a staff member receives your child. Remove outer garments & store in cubby. If your child has medication (**DO NOT LEAVE IN CHILD'S BAG OR CUBBY**). Please sign a medication consent form & give medication & signed form to a staff member.

Your child will not be released to anyone not authorized. Please call us to advise a staff member if someone unfamiliar is dropping off or picking up your child to avoid delaying them. Persons, who are asked to pick up your child and are unfamiliar to us, will be asked to show us their Identification before we will release your child to them.

When bringing in items from home for your child to us at day care, please put their name on all belongings. This way we can get them back to the right owner. Items such as; sippy cups, baby bottles, toys, clothing, blankets, wipes, diapers, shoes and so on.

GUIDANCE & DISCIPLINE

It is Kidcare's belief that good child guidance practices involve compassion, caring, sensitivity and, most importantly, the understanding that mistakes are a natural part of life and that understanding why a child behaves the way he/she does gives us valuable information as to how we might best intervene. Rather than using a system of rewards and punishments, our interventions should "guide" children toward learning from their mistakes and valuing themselves as human beings. Based on this belief. The following are the program's child guidance practices for all staff.

- Provide an interesting environment with age-appropriate materials that challenge and engage the child.
- Re-direct the child to those activities that interest him/her.
- Whenever possible, offer choices.
- Be clear about limits – involve children in setting simple rules.
- Providing words for feelings and thoughts.
- Follow children's cues.
- Be pleasant, warm, and respectful of children's feelings.

If a child seems to be losing control and is not responding to the above interventions, the adult may ask the child to come with him/her for a "time away" or some "space." The adult may then help the child calm her and figure out what the difficulty was and how to address it.



IMPORTANT

If your child has medication, do not leave in child's bag or cubby

Please sign a medication consent form & give medication & signed form to a staff member.

IMPORTANT

Please call us to advise a staff member if someone unfamiliar will be dropping off or picking up your child. Unfamiliar persons, will be asked to show us their identification.

TELEVISION /USE OF COMPUTERS

Television is not a regular part of our curriculum. However, providers are permitted to allow children to listen to interactive educational programs such as; Sesame Street, Blue's clues, Bob the Builder and properly monitored videotapes. Children may participate in educational programs using a computer. Kidcare has a membership with - www.ABCMouse.com and www.Education.com, which are very educational sites to obtain templates for coloring pages and worksheets.



MEALS

We provide Breakfast at 8:30am, Morning Snack at 10:00am, and Afternoon Snack at 3:00pm for your child/children. A menu is posted each week on our Bulletin board of the meals I serve. Please inform us of any food allergies your child may have. We do not provide lunch. You will be responsible for providing your child with a pre-prepared lunch including a drink to bring to day care. When preparing lunch choices for your child, please eliminate any foods high in sugar content such as; Gummies, Doughnuts, Oreo cookies, Puddings, Power Aid drinks, Soda, Chocolate bars and Gum.

A healthy lunch should include 1 of each of the following: fruit or vegetables, whole grains, meat/beans, dairy. To access resources on healthy meals go to:

www.Mypyramid.gov

www.3aday.org

REST ACCOMMODATIONS /SAFE SLEEP POLICY

There is a scheduled "rest time" each day. For children that do rest/nap, we provide them with an individual cot, crib, sheet, blanket, and pillow. The same child uses these items each day and will be cleaned/laundered every week and stored in a separate bin with the child's name on it. I'm required by licensing to follow safe sleep procedures for infants sleeping in cribs - Infants are placed on their back to sleep, and will not be swaddled. Soft objects, toys or loose bedding including: bumper pads, pillows, quilts, bottles, blankets, or bibs, will not be used in infant sleep area. Because this has been shown to reduce the risk of SIDS, I will follow these recommendations. Cribs will be used for children under the age of twelve (12) months. Our Cribs meet Consumer Product Safety Commission Standards.

NUMBERS

At this time, I am accepting up to Six (6) children, two under the age of two (2), four (4) age 2 to 5 (toddler/preschoolers) & may occasionally take up to two part-time school age.

TOY POLICY

Please do not allow your child to bring in toys from home. Anything that is brought in from home will be put up until it is time for pick up. Toys for older children are not always safe for younger children. We also cannot be responsible for lost or broken toys. Do not give your child money, candy, small toys, etc. to keep in their pockets. It is not going to stay there, and could be a safety hazard for other children.

IMPORTANT

A menu is posted each week on our bulletin board of the meals I serve. Please inform us of any food allergies your child may have.

HOURS OF OPERATION /HOLIDAY SCHEDULE

My day care is open from 7:30 A.M. until 4:30 P.M. Monday through Friday. Please pick up your child/children before 4:30 P.M. to avoid late pick-up fees.

Parents must have a backup care provider available in case I am ill and for the following days that my day care will be closed. You will be given a list of the dates we will be closed for holidays at the beginning of the year and a reminder will be posted throughout the year. (My holiday Schedule is subject to change from year to year.)

Holidays are as follows: New Year's Day, President's Day, Memorial Day, Independence Day, Day before or after Independence Day, Labor Day, Veterans' Day, Day before Thanksgiving, Thanksgiving Day, Day after Thanksgiving, Day before Christmas, Christmas Day, and Day after Christmas. Holiday schedule may change yearly.

I take two weeks' vacation and up to 5 sick days - (if needed) during the year. You will be charged for the two weeks a year we are closed for vacation. My vacations usually will be taken one week in the spring and one week in the summer, but may subject to change.

Our day care may have closings in the event of bad weather, power outage and or not enough staff to cover the limited number of children at one time where allowed providing care for. There will be a charge for these closings.

SUB CARE ASSISTANTS

I may have one-part time assistant helper that comes in when needed. All assistants can be, but may not be certified in CPR & First Aid and have some sort of training experience in working with children. I can provide you with their references upon request. You will be notified in advance when I have an assistant helper come in.

FIELD TRIPS

I do not focus on taking children on field trips that require traveling, due to liability issues and additional insurance costs. But if we do plan to engage in these types of events, I will give all parents notice of any up coming field trips. If you want your child to attend a parent or guardian must sign a permission slip.

FULL TIME RATES

Full-Time for age 6wks. - 5 years old: (4 days or more per week, 4 to 9 hour)

\$225.00 per week

PART TIME RATES

Part -Time for age 6wks. - 5 years old: (1-3 days per week, 4 to 9 hours)

\$75.00 per day

ENROLLMENT FEE

To enroll your child/children into Kidcare Day Care we charge an Enrollment Fee of \$75.00 per child. This is due at the time of enrolling your child /children into the program.



IMPORTANT

Please pick up your child/children before 5:00 P.M. to avoid late pick-up fees.

WITHDRAWAL FEE

Payment is required with a Thirty (30) day notice in writing to withdraw your child/children. This will be due prior to the last day of the withdrawal date. On the first day when the 30-day notice is given, you will be charged up until the last day the 30 days' end. If your child does not attend for the entire 30-day notice period, you will still be charged for the entire 30 days at your contracted rate (time-slot).

PAYMENTS

You will be given an invoice statement that will detail what you owe. Only cash, bank transfer auto pay, or money orders will be accepted. Payment in full is due prior/upon arrival on Monday mornings to cover your childcare expense and can be paid, weekly, bi-weekly or monthly. If you fall more than one week behind you will not be allowed to bring your child until the bill is paid in full. We do not accept personal checks as a form of payment.

HOLDING FEE

To register your child for a "spot" to be held, awaiting first day of attendance, a deposit for the first week's tuition is required for us to guarantee your "spot". If a "spot" is being held, waiting first day of attendance, the prepaid week tuition WILL NOT be refunded if you cancel your reserved spot that was being held. The prepaid deposit WILL BE credited to your account at the end of the first week your child has attended the program. To hold your spot while your child is out on vacation for an extended amount of time, payment must be paid in advance before returning.

LATE PICK-UP FEES

If your child is in the day care longer than nine hours, your rates will be higher. If you are late and we are not notified, there will be a \$1.00 charge per minute-up to \$60.00 an hr. we have your child before or after my normal operating hours. If you notify us at least 1/2 hour in advance then there will be a \$40.00 an hour charge billed in 15-minute increments rounded up to the nearest 15 minutes for all time (\$10.00 per child if you are 5 to 15 minutes late and you notify us at least 1/2 hour before), we have your child before and after my normal operating hours.

CALL AHEAD, IF CHILD WILL NOT BE ATTENDING

You are charged for all holidays, sick days, and days your child does not attend and or other days that we are closed (refer to holiday schedule handout - yearly.) You are charged for days that your child is out sick or for any other reasons. If for any reason your child will not be attending on a given day, you must call to let us know your child will not be in that day. If we do not hear from you within seventy-two (72) hours= (3 days), we will not hold your spot. It will be replaced and you will be charged the thirty day tuition fee. So please be considerate and call daily when your child will not be attending.

A Thirty (30) Day notice in writing is required if you decide to withdraw your child/children from our facility. If you fail to give proper notice, you will be required to pay tuition for the entire Thirty (30) days. If not paid, payment will go into collection services.



IMPORTANT

Payment in full is due prior/upon arrival on Monday mornings to cover your childcare expense and can be paid, weekly, bi-weekly or monthly.

NOTE ON DEPOSITS & LATE FEES

- Application/ Enrollment fee is \$75.00 and non-refundable.
- Holding for first week's enrollment deposits are non-refundable.
- Withdrawal fees are non-refundable.
- Late fees of any kind are non-refundable.

IMPORTANT

If we do not hear from you within seventy-two (72) hours = (3 days), we will not hold your spot. It will be replaced and you will be charged the thirty day tuition fee.

CHILD CARE SUBSIDY

Families eligible for Child Care Financial Assistance need to pay every Monday in advance /upon arrival, any amount subsidy does not cover. If subsidy does not cover the cost OR your Certificate expires, you are still liable to cover the full cost of your child care expense. You will only be given credit for subsidy if we receive a Certificate of Coverage letter stating the dates and the amounts you are covered for. It is the parent's responsibility to reapply for childcare subsidy before it expires.



TOILET LEARNING

As a caregiver, my responsibilities in the toilet learning process will be: help your child form a healthy toileting attitude, and setting up the conditions necessary for your child to help themselves learn to use the potty. To be considered ready for toilet learning, the following conditions must be present:

- The child must have the physiological ability to control his bladder and bowel movements.
- The child must have the desire to use the potty.
- The child must be able to communicate his/her needs.

Once children's muscle control is ready and they understand the process, they can virtually toilet train themselves! I do not use stickers, candy, or prizes for praise. The best encouragement is to reassure the child by using positive statements.

IMMUNIZATIONS

As a child care provider, I'm required to comply with the Vermont Immunization Regulations. I will need a copy of your child's Immunization Record. To do this I will need to access the Vermont Immunization Registry to acquire a copy of your child's Immunization Records. You will need to fill out a consent form for me to access the records. If you do not wish to have your child immunized for such reasons as; medical, religious, or moral beliefs, you must fill out a form as to what your reason for exclusion is.

IMPORTANT

If you do not wish to have your child immunized for such reasons as; medical, religious, or moral beliefs, you must fill out a form as to what your reason for exclusion is.

MEDICATION ADMINISTRATION

All medication (prescription and non-prescription) shall be administered only on the written approval of a parent /guardian. A Medications Administration Consent Form must be completed specifying reason for medication, dosage, content, date, and time to be given, and approved.

Parents shall provide any medications needed by the child, including over-the-counter and prescription. Any prescription medications and non-prescription medication, shall only be given when:

- The prescription is for the child and has been prescribed by their physician.
- The medication is clearly labeled as to dosage, content, schedule, is in its original container and the date is current.
- Dosage cannot exceed the recommended dosage on label.
- Inhalers and Epi Pens etc. must be kept in the box it came in, with the label on it.

IMPORTANT

A Medications Administration Consent Form must be completed specifying reason for medication.

Medications must be kept in the box it came in, with the label on it.

Doctor's Permission is not required for non-prescription drugs such as:

- Anti-histamines (Benadryl)

Continued on next page ->

- Non-aspirin pain relievers & fever reducers (Tylenol, Ibuprofen)
- Cough medicine
- Decongestants
- Anti-itching creams
- Diaper ointments and powders
- Sunscreen
- Bug spray



Non-prescription medication not included in the categories listed above, taken differently than indicated on the manufacturers label, or lacking labeled instructions shall only be given if authorized in writing by a physician.

Medications such as homeopathic remedy, must be approved and labeled by a Homeopathic Pharmacy for me to administer it to a child.

When a medication is given to me to administer to your child, it will be returned to you when it is no longer needed for your child. Your signature will be required when medications are returned to you.

For helpful resources for giving infants and toddlers oral & liquid medications go to: <http://www.healthychildcare.org/pdf/medadmin/m3> or <http://cfoc.nrckids.org>

ILLNESS

State Licensing requires us to follow certain guidelines when children become ill.

If one child in the day care is ill, all the children are at risk. Never bring your child to the day care if he/she is ill.

If your child is running a fever of greater than 100 degrees F. (before Tylenol) he/she shall be kept home. The child may not return to day care unless they are fever free for twenty-four (24) hours.

If your child has diarrhea 2 times within an hour, he/she shall be kept home.

If your child is vomiting and unable to eat or hold food down, he/she shall be kept home.

If your child is unable to participate in our daily routine - outdoor play, activities and so on he/she shall be kept home.

Other indications of an ill child include pink eyes, yellow skin, severe coughing for more than one day (child gets red/blue in the face or produces whooping or croupy noise after cough) he/she shall be kept home.

If your child develops a fever after arriving at the day care or any of the above symptoms, you will be called to come and get him/her. You will need to have backup care for your child when he/she is out for sickness. We ask you to please be very considerate of the other children in the day care.

If your child has lice or nits, you will be called to come and get him/her. Once your child has been treated and is lice and nit free he/she can return to daycare. For the next seven to ten days the child will need to be checked for nits and lice for and can not return to daycare unless he/she is nit and lice free.

IMPORTANT

If one child in the daycare is ill, all the children are at risk. Never bring your child to the day care if he/she is ill.

IMPORTANT

If your child is running a fever of greater than 100 degrees F (before Tylenol) he/she shall be kept home.

The child may not return to daycare unless they are fever free for twenty-four (24) hours.

MEDICAL EMERGENCY

Minor cuts, bruises, and scrapes will be treated. Parents will be notified upon arrival. With some minor injuries parents will be called to help decide whether the child should go home or be seen by their doctor.

In the event of a serious injury or emergency, I will call the Emergency Medical Services (EMS) 911 and administer first aid or CPR if needed. I will then notify the parents /guardians as soon as possible and tell you where your child is being treated. At no time, will I drive an ill or injured child to an emergency medical facility unless accompanied by another adult. All parents must complete and sign a Consent and Contact Form.

COMMUNICATION WITH FAMILIES

One of the most important aspects of childcare is the relationship between you as the parent and your provider. Please feel free to talk with me about any questions or concerns you have about your child or our childcare home. It is helpful if you let me know about any changes or problems he/she is having outside of childcare such as they had a bad morning, weekend, they lost a pet, haven't eaten, had trouble sleeping and so on. We enjoy keeping up to date on things in your child's life, and trading notes on the stages and changes that are always happening to your child. We can help each other to give your child the best experience if we work together.

I communicate with all parents verbally in the morning and at the end of each day when you come to pick up your children. I let you know about how and what your children have been doing during day care. To reduce the use of paper and go green, Kidcare Daycare will be using a mobile application - "myKidzDay" which will benefit you by providing you with access to your child's daily activity on your smart phone. This eco-friendly, innovative app will allow Kidcare Daycare to send notifications, pictures and files to parents, post newsletters, schedules etc. while eliminating printing/paper costs. Permission slips for planned field trips will be available when needed. On the bulletin board, there is a list of all my holidays, closings and other events and resources available for all parents to read. You will get a statement at the end of each year for your taxes.

GENERAL HEALTH EXAMINATION

Kidcare is required by licensing to have a General Health Exam form on file for all children enrolled. Parents or guardians are required to provide within forty-five (45) days of enrollment documentation of an exam from your child's pediatrician. Your child's pediatrician can accommodate you with the proper form necessary. What is important is whether there may be medication or health information of which I should be aware of to better care for your child. Parents will need to contact their child's health provider to request this information or set up an appointment for the exam.

CONFIDENTIALITY

Kidcare Daycare is very sensitive to the fact that information concerning you, your child, and family is private and personal. Trust and confidentiality are essential to building trusting relationships. We are committed to maintaining your privacy and protecting your personal information. Kidcare will not disclose information except as required by law or when there is a threat to the health and safety of the individuals and families we serve.



IMPORTANT

We must have a copy of your child's documentation of a General Health Exam from your child's pediatrician within forty-five (45) days of enrollment.

MANDATED REPORTER

As a professional educator, the state of Vermont obligates me to report all known or suspected child abuse, neglect, or exploitation to Child Protective Services or my local law enforcement agency immediately at 1-800-649-2642 (without prior notification to the parent/parents involved).



DISASTER /EMERGENCY RESPONSE PLAN

In the event of an emergency or disaster of any kind, I am required to practice an Evacuation Response Drill once (1) a month. I have prepared my home for evacuating the children to a safe place out of harm's way. You can become familiar with my Emergency Response Evacuation Plan by taking the time to read it. You can view it, posted at each Exit in the Daycare building. I must have on record for each child enrolled- an Emergency Consent and Contact Form, and also at least two (2) emergency contacts with most recent phone numbers, if neither parent can be reached

IMPORTANT

You can view our Emergency Evacuation Plan posted at each Exit in the day care.

NON-DISCRIMINATION

Kidcare will respect each child's family and culture, and will not discriminate based on race, religion, color, nationality, gender, or disability.

SPECIAL NEEDS AND DISABILITIES

Kidcare Daycare will make all reasonable modifications to our policies and practices to accommodate children with special needs, unless to do so would be a fundamental alteration of our existing program. Each child will be evaluated on an individual basis to determine eligibility. We reserve the right to offer the parent/guardian the right to a referral that may be better suited to handle a special need.

TERMINATION OF ENROLLMENT

We reserve the right to terminate a child's enrollment for the following reasons (but not limited to):

- Failure to pay
- Routinely late picking up your child
- Failure to complete required forms
- Lack of parental cooperation
- Failure of child to adjust to the daycare after a reasonable amount of time
- Physical or verbal abuse of any person or property
- Serious illness of a child
- Failure of child/children to not attend 72hrs= (3 days) without notification.
- Child that is unwilling to participate and cooperate in a constructive manner with the daycare's schedules/routines/rules.
- Child that acts in a way to harm themselves, other children, and all persons present in the daycare.

FORMS FOR ENROLLMENT:

To access Family Handbook Enrollment Forms, go to www.kidcaredaycare.com

- Child Admission form for Enrollment
- Emergency Consent & Contact form
- Most recent copy of Immunization Record with written consent to access Registry
- Parent /Provider Contract Agreement
- Parent's Medicine Consent Form
- Child's General Health Examination Form
- Access and consent to using mobile application (mykidzday)
- Permission to photograph
- Nature Trail Walk Permission

NON-SMOKING POLICY

By law, the daycare premises are a non-smoking area, indoors and outdoors around where children are present.



COMPLAINTS POLICY

Despite all our efforts as a company, there may be instances where an individual feels it is necessary to complain about a service. Kidcare will ensure that each complaint is dealt with as necessary way by discussing the matter with all persons involved in the complaint so the matter is dealt with in a fair and impartial manner as necessary. As a company, we would encourage a client to voice their opinion on the services provided by this company and we will ensure that any worries they may have will be taken seriously and will be noted for future decisions. You may voice your complaint in writing, in person, by email, or by phone. When you address your competing/concerns, please explain why you are concerned; Ask for information about what concerns you; and offer to work with the person to resolve the issue.

DRINKING WATER TESTING

Our drinking water is tested and complies with the testing requirements in the Vermont Water Supply Rule and have a first draw test for lead analyzed by a Drinking Water Laboratory certified by the State of Vermont according to

18 V.S.A. s501b. Our drinking water was tested on 9/04/2019 by the Vermont Department of Health Laboratory. Conclusion of test results for Lead and Copper are:

Analyte	Result	Units	Limit
Copper	0.07	mg/L	1.3 AL
Lead	<0.001	mg/L	0.015 AL

PROVIDER EXPERTISE

I've worked as a Child Care Program Director/Owner of Kidcare Daycare for twenty-nine (29) years, working with families & children. I Achieved a Child Development Associates Degree in 1998, which I renew every three years. CPR & First Aid Certified every 2 years. I participate in the Step Ahead Recondition System STARS (1 Star Program,) and attend up to 25 hours of training yearly on Child Development and Education. I also have specialized training in the following: Medication Administration, Emergency Response Preparedness, and yearly training on providing care for children under Child Protective Services Foster Care System. References are available at your request.

FCCH REGULATIONS

To access the Family Child Care Home Regulations, you can go to:

www.dcf.vermont.gov/cdd/laws-regs