



**TEDDY BEAR**  
• DAY CARE •

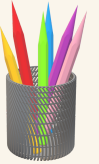
*Caring for our future*

**PARENT**  
**HANDBOOK**

# DAYCARE POLICY HANDBOOK



Welcome to Teddy Bear Day Care! We are delighted to have your child join us and are committed to providing a safe, nurturing, and stimulating environment for them to learn and grow. Our policy handbook outlines the guidelines and expectations for both parents and caregivers, and we encourage you to read it carefully. We look forward to partnering with you to ensure the best possible experience for your child at Teddy Bear Day Care. Thank you for choosing us to care for your little one!



## **Non-Discrimination Policy:**

We do not discriminate on the basis of race, ethnicity, national origin, religion, gender, gender identity, sexual orientation, ability, or any other characteristic. We welcome and celebrate the diversity of our community and are committed to providing an inclusive and welcoming environment for all children and families.

## **General Rules Policy:**

To ensure the safety and well-being of all children and caregivers at Teddy Bear Day Care, we have established the following house rules:

- No running or roughhousing inside the day care
- No outside food or drink
- No loud noises or yelling
- No toys or objects that could be used as weapons
- No toys other than show and share on Wednesdays.
- Parents and caregivers must supervise their children at all times
- Any injuries or accidents must be reported to a caregiver immediately
- Parents and caregivers must inform us of any changes to the child's health, behavior, or needs
- Parents and caregivers must pick up their child on time, and late pick-up fees may apply for late pick up.

We appreciate your cooperation in following these rules to ensure a safe and enjoyable environment for everyone at Teddy Bear Day Care.

# OUR MISSION

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Teddy Bear Day Care, Inc. is a child care facility that promotes a loving, caring atmosphere in which a child can flourish and grow. We take seriously the responsibility parents entrust to us. Parents bring their children to Teddy Bear Day Care, Inc. secure in the knowledge that they will receive the highest quality care possible during their absence.

We accept the responsibility of caring for children in a loving, sensitive and sympathetic manner. We encourage and expect sensitivity toward all children from our staff. We uphold our principles and purposes by hiring qualified individuals who uphold our standards. We have set the highest standards of professionalism and a personal code of conduct for our staff.

Teddy Bear Day Care, Inc. promotes an environment with planned experiences geared to meet the needs of young children. By example, we strive to instill a love of learning in each child. We offer the freedom to make choices and opportunities for a child to observe and explore things around him/her. We encourage independence and self-reliance in an effort to build each child's self-esteem and self-confidence.

Our goal is for each child to become a social human being, learn the value of friendship, increase his/her awareness of others, and learn simple social skills and courtesies.

# OUR CURRICULUM

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We strive to mold each child into a healthy, well-rounded individual by offering a variety of different experiences. We teach children how to handle their bodies, how to use their large and small muscles and develop body coordination.

We feel that children need first hand experiences that encourage them to stretch and grow both physically and mentally. This is achieved through "hands on experience" learning. Each child receives a well-balanced program of learning activities that include enough variety to be both intellectually and emotionally stimulating. Learning is incorporated into every day play through our "learning centers". We challenge each child's creativity- not extensive paper-pencil tasks. We offer both structured and unstructured creative activities for each age group.

While in our care, it is our goal to develop the following in each child:

- Social Skills
- Art Expression
- Exploration Skills
- Positive Self-image
- Language Skills
- Communication Skills
- Gross and Fine Motor Skills
- Music and Rhythm
- Development of basic reading, science and math skills

Our teachers write weekly thematic lesson plans that incorporate a mixture of teacher directed and child initiated activities. Activities are planned and based around the needs and abilities of each child. Lesson plans can be viewed on the parent board in each classroom as well as in our Procure Parent Engagement App.

# DAYCARE POLICY HANDBOOK

## **Daycare Forms Policy:**

We require that all necessary forms be completed and signed prior to the first day of care. This is to ensure that we have all the necessary information and authorization to provide the best care possible for your child. The following forms are required to be completed and signed prior to the first day of care:

- Enrollment form: This form provides us with basic information about your child, such as their name, date of birth, medical history, allergies, and emergency contacts.
- Child's birth certificate
- Parent agreement: This form outlines the policies and expectations of the day care, and requires your signature to indicate your agreement and understanding.
- Medical information form: This form provides us with details about your child's health, including any medications they are taking, medical conditions, and immunization records.
- Authorization for medical treatment form: This form gives us permission to seek medical treatment for your child in the event of an emergency.
- Authorization for emergency transportation form: This form gives us permission to transport your child to the hospital or other medical facility in the event of an emergency.
- Pick-up and drop-off form: This form provides us with the names and contact information of the persons who are authorized to pick up and drop off your child.

We require that all of these forms be completed and signed prior to the first day of care, to ensure that we have all the necessary information and authorization to provide the best care possible for your child. If you have any questions or concerns about these forms, please do not hesitate to contact us.

# DAYCARE POLICY HANDBOOK

## **Pick Up and Drop Off Policy:**

- Teddy Bear day Care will be open Monday through Friday from 6:45 a.m. to 5:45 p.m.
- Brownsburg's hours are 6:30 a.m. to 6:00 p.m.
- Each child must be picked up BEFORE closing time.
- A late fee of 1.00 per minute will be assessed for each minute starting after a 5 minutes grace.
- Habitual lateness in pick up will result in being asked to find alternate care for your child.
- All children must be dropped off no later than 10:00 a.m. Teddy Bear allows 1 drop off per day so if a child is picked up they may not return until the next day.
- If you are going to be late, please let us know as soon as possible.
- At pick up, please do not linger. Ten minutes is sufficient time for us to transfer care of your child to you.
- Anyone different that would be picking up your child will be asked for identification before releasing the child into their care. We ask for written notification when possible, or at least a phone call. Without either of these we will NOT release the child until we have spoken to a parent.
- It is our policy not to release a child to any intoxicated or impaired person. If an intoxicated or impaired person insist on removing a child from the center, by law we are required to call the local police.
- If you need to discuss any issues or concerns, please schedule a meeting with your center director or assistant director. We will be happy to set up a time to talk with you.

We appreciate your cooperation in following these pick up and drop off guidelines to ensure a smooth and efficient transition for your child and for the day care as a whole.

# DAYCARE POLICY HANDBOOK

## **Fee/Vacation Policy:**

We charge a weekly fee for our services. This fee covers the cost of providing a safe, nurturing, and stimulating environment for your child, as well as the cost of meals and snacks, activities, and supplies.

- The weekly fee is due in advance and is payable on Monday of each week.
- If your child is absent for any reason, you are still responsible for paying the weekly fee.
- We charge a one time enrollment fee of 100.00 and an annual registration fee every August of 100.00.
- We offer all families a free vacation week annually, January to December. To be eligible your family must be enrolled for 6 months prior to the use.
- Teddy Bear Day Care will be closed the following holidays; **New Years Day, MLK Day, Presidents Day, Memorial Day, Juneteenth, July 4th, Labor Day, Columbus Day, Thursday and Friday of Thanksgiving, Christmas Eve, and Christmas Day.**
- An annual calendar will be given every January to inform parents of any additional closures during the year which may include holiday observance days and professional development days.

We are committed to providing high-quality care at a fair and reasonable price. Please let us know if you have any questions or concerns about our fees.

## **Confidentiality:**

- All information pertaining to admission, health, families or discharge of a child is confidential.
- Only those who have signed the enrollment paper work can request attendance records, payment records, and/or copies of items in a child's file.
- Issues pertaining to a child will always be discussed in private with whom enrolled the child.

# DAYCARE POLICY HANDBOOK

## **Safety Policy:**

The safety of the children in our care is our top priority. We have implemented the following safety measures to ensure the well-being of every child:

- Lead caregivers are trained in CPR and first aid, and are required to renew their certification every other year.
- The day care is equipped with smoke detectors, fire extinguishers, and carbon monoxide detectors, and these devices are regularly checked and maintained.
- The day care is regularly inspected by the local fire department and health department to ensure compliance with safety regulations.
- The day care has a strict no-smoking policy. Smoking is not allowed inside the day care or within 25 feet of the building.
- The day care has a secure entry system, with locked doors and a security camera at the entrance. Parents and caregivers must check in and out each child in the Procure app daily.
- The day care maintains a current emergency contact list for all children, and all parents and caregivers are required to provide emergency contact information and update the center if information changes.
- The day care has a written emergency plan in place, and all caregivers are trained in how to implement the plan in case of an emergency.

We take the safety of the children in our care seriously, and are committed to maintaining a safe and secure environment for them to learn and grow.

## **Impaired Persons Policy:**

- Teddy Bear Day Care will not release a child to a person who appears to be impaired.
- If a person arrives to pick up a child and appears to be impaired they will be asked to leave and a member of management will begin calling those listed on the authorization to pick up form.
- If an impaired person insists on removing the child from the center, local authorities will be notified immediately.
- Impaired is defined as intoxication and/or under the influence of legal and illegal drugs that impair your ability to operate a vehicle.



# DAYCARE POLICY HANDBOOK

## **Mandated Reporting Policy:**

We are required by law to report any suspected instances of child abuse or neglect to the appropriate authorities. As caregivers, we have a legal and moral obligation to protect the children in our care and to ensure their safety and well-being.

- If we have reasonable cause to suspect that a child has been abused or neglected, we are required to report it to the local child welfare agency.
- We are also required to report any incidents of suspected abuse or neglect that we become aware of through our work at the day care.
- We are not required to investigate or confirm the suspected abuse or neglect before making a report. Our responsibility is to alert the authorities so that they can conduct an investigation.
- We will not disclose any information about the suspected abuse or neglect to anyone outside of the day care or the authorities, unless we are legally required to do so.
- We will cooperate fully with any investigation by the child welfare agency or law enforcement.

We take our responsibility to report suspected child abuse or neglect seriously, and will do everything in our power to protect the children in our care.

## **Transportation Policy:**

We do not provide transportation of any kind to children enrolled in our program.

# DAYCARE POLICY HANDBOOK

## **Quiet Time Policy:**

We believe that all children need a break from the stimulation of the day to rest, relax, and recharge. To that end, we have a daily quiet time from 12:30 to 2:30. During this time, the following rules and expectations will be in place:

- Children will be encouraged to rest or sleep, but it is not required. Some children may prefer to read or play quietly.
- The caregivers will keep the volume and activity level low to create a peaceful and relaxing atmosphere.
- Children who are unable to settle down or who are disruptive during quiet time will be given a warning and may be asked to sit quietly with a caregiver until they are ready to participate in the quiet time activity.
- If a child consistently has difficulty with quiet time, we will work with the parents to find a solution and to support the child's need for rest and relaxation.
- Parents are welcome to discuss their child's individual needs and preferences with the caregivers.

## **Sleeping Policy:**

- The day care will follow safe sleep guidelines, as recommended by the American Academy of Pediatrics, to reduce the risk of Sudden Infant Death Syndrome (SIDS) and other sleep-related hazards.
- We are committed to providing a comfortable and safe environment for the children in our care to rest and sleep. If you have any questions or concerns about our sleeping policy, please do not hesitate to contact us.

We believe that quiet time is an important part of the day care routine, and we are committed to supporting the children's need for rest and relaxation.

# DAYCARE POLICY HANDBOOK

## **Meals and Snack Policy:**

- We serve a.m. snack at 7:30 am, breakfast at 9:30 am, lunch at 11:30 am, and a pm snack at 2:30 pm. Dinner is not provided.
- Brownsburg's meal times are switched in the morning. Breakfast is at 7:30 AM. Snack is at 9:30 AM.
- If your child arrives after 9:30 am, please make sure they have eaten breakfast prior to arriving.
- We offer a variety of foods, including fruits, vegetables, whole grains, lean proteins, and low-fat dairy products.
- We accommodate food allergies and dietary restrictions. Please speak to your center director on meal substitution requirements.
- We do not serve foods that are high in sugar, salt, fat, or artificial ingredients.
- We encourage the children to try new foods and to learn about healthy eating habits.
- We provide clean, safe, and sanitary conditions for preparing and serving food, and we follow all local and state health regulations.

We are committed to providing healthy and delicious meals and snacks for the children in our care, and we appreciate the support of parents in promoting healthy eating habits.

## **Medication Policy:**

We understand from time to time children may need to receive medication while in our care.

- Medication must be signed up for at the front desk or it will not be given
- Medication is given at 12:00 (noon) and 4 pm ONLY.
- Medication must be in the original container with the prescription label
- Over-the-counter medication must have a written note signed by the doctor stating: child's name, name of specific medication, reason for giving the medication, how often medication is to be given, the date the order was written and dosage to be given.
- Medications requiring 1 or 2 doses per day are to be given at home. We will only administer medications requiring 3 or more doses per day.

# DAYCARE POLICY HANDBOOK

## **Walking/Field Trip Policy:**

- Occasionally classes will take children on a walking field trip or we may have a center wide event that requires parent permission.
- We require written permission for all excursions off the premises for infants through school-aged children. All licensing requirements will be maintained during these excursions.

## **Outside Policy:**

- Children go outside daily except when the wind chill is below 25. We ask that the children are dressed accordingly. A written note must be left stating a health related reason for a child to remain indoors. If a child needs to remain indoors for more than 3 days, a doctor's statement is required.

## **Vacation Policy:**

- Every family will be given one vacation week per year after they have been enrolled continuously for 6 months.
- A vacation week can be used Monday-Friday and while the child does NOT attend daycare.
- The vacation week is given annually with a required 2-week notice.
- If your child is not here due to illness or holiday, full tuition is still expected.

## **Withdrawal Policy:**

- If more than two weeks of tuition is owed, you will be asked to withdraw your child until the balance has been paid in full. You can re-enroll your child by paying the enrollment fee again.
- We ask for a two week notice if you are planning on withdrawing your child. If two weeks is not given, you will be charged and expected to pay for two week's tuition.

# DAYCARE POLICY HANDBOOK

## **Clothing Policy:**

We encourage children to dress comfortably and appropriately for the activities and weather of the day. To ensure the safety and well-being of all children, we have the following clothing guidelines:

- Children should wear clothing that is comfortable and allows them to move freely. Avoid clothing with strings, buttons, or other small objects that could be a choking hazard.
- Infants may not wear any clothing that contains a hood or string.
- We ask for 1 FULL CHANGE OF CLOTHING to be left in your child's cubby for use in an emergency. Please keep clothing current with the size and season.
- During the colder months, please dress your child in warm, layered clothing. A coat, hat, gloves, and boots may be necessary for outdoor play.
- During the warmer months, please dress your child in light, breathable clothing and apply sunscreen before dropping them off. A hat and water bottle may be necessary for outdoor play.
- Children should wear closed-toe shoes that are appropriate for running and playing. Avoid shoes with high heels or loose-fitting sandals.
- Children should not wear clothing with offensive or inappropriate language or images.

We appreciate your cooperation in following these clothing guidelines to ensure the safety and comfort of your child and the other children at our day care.

# DAYCARE POLICY HANDBOOK

## **Sick Policy:**

We strive to maintain a healthy and safe environment for the children in our care. However, children are exposed to many different germs and illnesses, and it is not always possible to prevent them from becoming sick. If your child is sick, please be aware of the following policies and expectations:

- If your child has a fever of 100.4 or higher, or has had a fever of 100.4 in the past 48 hours. They must be fever free, without Tylenol or Advil for 48 hours before returning to the center.
- If your child is vomiting or has vomited in the last 48 hours. They must keep ONE FULL MEAL down before returning to the Center. 48 hours must pass from the last time of vomiting. This is especially important during flu season to keep from spreading illness.
- If your child has a widespread rash which has not been examined by a physician.
- If your child has persistent diarrhea (especially children 2 years and younger). Diarrhea is highly contagious for small children. Diarrhea is more than 2 liquid bowl movements in a hour or 3 within a day.
- If your child has drainage or matting coming from the eye and/or the eye is red. This is PINK EYE and is highly contagious. The child must be on prescription medication for at least 24 hours BEFORE RETURNING TO THE CENTER.
- If your child has symptoms of respiratory infection, such as a persistent cough, fever, large amounts of nasal drainage, we ask that you keep your child home.
- If your child has chicken pox, they may not attend or will be sent home. Your child may return when ALL THE BLISTERS HAVE SCABBED OVER. This is usually 5-7 days.
- If your child is on an antibiotic, they may return AFTER THEY HAVE BEEN ON MEDICATION FOR 24 HOURS AND MUST BE FEVER FREE before returning to the Center.
- Should a child become ill at the Center, or need to be observed for any of the above conditions, the child will be isolated from the other children and the parent will be notified to come pick up the sick child, or make arrangements for someone else to pick up the child. We will allow the parent ONE HOUR to make arrangements for the child to be picked up.

We appreciate your cooperation in helping us to maintain a healthy and safe environment for the children in our care. If you have any questions or concerns, please do not hesitate to contact us.

# DAYCARE POLICY HANDBOOK

## **Health Policy:**

- A pre-entrance health exam is required by law for each child. Parents should notify the director each time the child goes to the doctor so the health form can be updated.
- Children under the age of 3 are required to have an annual health exam.
- Parents are required to provide proof of vaccination upon enrollment.
- The center needs an updated copy of immunizations after every round of vaccines.

## **Smoking Policy:**

We are committed to providing a healthy and safe environment for the children in our care. To ensure the air quality and health of the children, we have the following policies and expectations regarding smoking:

- Smoking is not permitted on the day care premises at any time. This includes cigarettes, e-cigarettes, and other tobacco products.
- Parents and other visitors who smoke must do so off the day care premises, and must not bring any tobacco products onto the premises.
- Staff members who smoke must do so off the day care premises, and must not smoke during their working hours.
- The day care will provide information and support to parents and staff members who wish to quit smoking.

We are committed to providing a healthy and smoke-free environment for the children in our care, and we appreciate the support of parents and staff members in following these policies.

# DAYCARE POLICY HANDBOOK

## **Communication Policy:**

- Parents will be notified of any significant occurrences such as injury, medication that was given, problems that affect the child, including exposure to a communicable illness. Parents may request a conference at any time with a child's teacher or director. These conferences will be as often as deemed necessary.
- Parental concerns, issues, or allegations regarding staff, parents or other children, or other children are to be brought to the director's immediate attention. The director will then look into the situation and get back to each party. Under no circumstances should a parent ever directly confront another parent and or child with a concern. By violating this policy, you could be asked to withdrawal your child/ren.
- Parents will be notified in the event the center must close due to lack of water, electricity, or heating problems. According to law, we may not operate the center without water, electricity, and/heat. Parents will be notified and required to pick their child/ren up immediately.
- The center is required to have a copy of any relevant court orders that affect the child that is enrolled at the center. These will be kept in the children's file.
- Parents must ensure we have the most up to date email address and phone number for communication.
- Procure Parent Engagement app is used for daily communication between teachers and parents.



# DAYCARE POLICY HANDBOOK

## **Center Closing Policy:**

Teddy Bear Day Care will make every effort to remain open during inclement weather. We know many people have jobs that require them to be at work regardless of weather conditions. If Teddy Bear Day Care would need to close the center due to some unforeseen circumstances, we ask parents to:

- CALL THE CENTER. This is to make sure our opening person did make it to the center. They may be a little late due to road conditions.
- Center closures will also be posted on the Teddy Bear Day Care Face book and Instagram page.
- Closures will be posted in the Procure Parent Engagement app.
- Be understanding if our ratios are not correct as you drop your child off. Our teachers live in outlying areas, and even though they may have allowed extra time to get to the center they may be running late due to slow traffic or poor road conditions.
- Remember that if we are open, allow yourself enough travel time to get back to the center to pick your child up by 5:45 P.M. We want our staff to get back to their homes safely and in a timely fashion.
- If the local school district is closed there is a good chance TBDC will also be closed.
- Teddy Bear Day Care will definitely be closed if the county or city in which the center is located is under a snow emergency. It is against the law to be on the roads if a snow emergency is declared.

If the center would have to close due to inclement weather, or for any other reason, tuition remains the same. There is no reduction in the tuition rate if the center cannot open. We will make every effort to keep the center open and be staffed, but your understanding during this difficult time is appreciated to help things run smoothly.

# DAYCARE POLICY HANDBOOK

## **Supervision Policy:**

We are committed to providing appropriate supervision for the children in our care at all times. We have the following policies and expectations in place to ensure the safety and well-being of infants, toddlers, and pre-school aged children:

- Infants (under 1 year old) will be provided with individualized care and attention, and will be supervised by a caregiver at all times.
- Toddlers (1-2 years old) will be provided with a safe and stimulating environment, and will be supervised by a caregiver at all times.
- Pre-school aged children (3-5 years old) will be provided with a variety of age-appropriate activities and experiences, and will be supervised by a caregiver at all times.
- We will maintain a caregiver-to-child ratio that meets or exceeds the state licensing requirements.
- We will provide a safe and secure environment, with appropriate barriers, gates, and locks to prevent the children from accessing hazardous areas.
- We will conduct regular safety checks and inspections of the day care premises to identify and address any potential hazards.
- We will provide age-appropriate supervision and guidance to the children, and will intervene if necessary to prevent harm or injury.

We are committed to providing appropriate supervision for the children in our care at all times, and we appreciate the support of parents in helping us to maintain a safe and nurturing environment.

# DAYCARE POLICY HANDBOOK

## **Discipline Policy:**

All caregivers shall use positive discipline when guiding the child's behavior. Caregivers will do the following steps; communicate to children using positive statements, encourage children, with adult support, to use their own words and solutions in order to resolve their own interpersonal conflicts and they will communicate with children by getting down to their eye level and talking to them in a calm, quiet manner about what behavior is expected. Discipline is an ongoing process to help children develop inner control so they can manage their own behavior in a socially approved manner and appropriate to their age and development level. The center's goal is to teach children to work through problems themselves with positive adult communication. In regards to children 3 years and older the caregiver will communicate with the child what the appropriate behavior should be and explain why the behavior was not appropriate. This response will be done twice, if the inappropriate behavior continues, the child will be taken to a quiet area with adult supervision until s/he can regain control and compose themselves. The child may return to the group after they regain control.

Caregivers of children under the age of three will look for the cause of the misbehavior and try to prevent the behavior that is not wanted. They will attempt to understand what the child is trying to communicate and meet the unmet need or redirect the behavior when possible.

Caregivers shall document any history of recurring discipline problems and subsequent formal parent conferences in a child's record. The center shall implement and document a specific plan of action with the child's parents for dealing with the child's unacceptable behavior. We do reserve the right to ask any parent to make other child care arrangements for their child due to inappropriate behavior, lack of parental support or the child shows no signs of improvement.

In the case of a child physically attacking or injuring a staff member and/or another child, parents will be called and asked to come pick up their child immediately and the child may not return for the remainder of the day. If this would occur a second time, the child would be removed from the center immediately and not allowed to return for two days. It would be up to the parent to make other child care arrangements for their child at their expense. If a physical attack would occur a third time, the parents would be asked to withdraw their child permanently or UNTIL the behavior was under control.

# DAYCARE POLICY HANDBOOK

## **Caring for Children with Special Needs Policy:**

Reason this policy is important: Child care programs provide public accommodation and therefore must comply with the Americans with Disabilities Act. Child care programs should be committed to meeting the needs of all children, regardless of special health care needs or disabilities. As the number of children with chronic health conditions such as asthma, allergies, and diabetes increases, as well as the number of children with emotional or behavior issues, the ability of programs to plan for and include all children is critical. Inclusion of children with special needs has been shown to enrich the child care experience for all staff, and children and families of enrolled children.

Procedures and Practices, including responsible person(s):

- Children with special needs will be accepted into our program under the guidelines of the Americans with Disabilities Act (ADA).
- All families will be treated with dignity and with respect for their individual needs and/or differences.
- Teddy Bear Day Care, Inc. will be responsible for ensuring that confidentiality about special needs is maintained for all families and staff in the program.
- Children with special needs will be given the opportunity to participate in the program to the fullest extent possible. To accomplish this, child care program may consult with agencies/organizations as needed, provide parental permission is granted (Authorization for Release of Information form). Inclusion of program staff on IFSP and IEP case conferences is desired to ensure the child care program provides the most supportive environment possible.
- All staff will receive general training on the benefits of inclusion of all children with special needs and training on specific accommodations that any child in their classrooms may need. The knowledge of parents and health care professional's accommodations and/or therapy requirements.
- The individual written plan of care for children with special care needs will be followed in all emergency situations. Teddy Bear Day Care Inc. and Stephanie Stickler are responsible for making sure the plan shall be update annually, at a minimum.

# DAYCARE POLICY HANDBOOK

## **Insurance Policy:**

We understand that accidents can happen and that children can sometimes get injured or sick. To protect the children in our care and their families, we have the following policies and expectations regarding insurance:

- We have liability insurance coverage to protect the day care, its staff, and the children in our care against any claims arising from accidents or injuries that may occur at the day care.
- We do not provide health insurance coverage for the children in our care. Parents are responsible for providing their own health insurance coverage for their child.
- In the event of an accident or injury, we will provide first aid and medical treatment, if necessary, and will contact the parent or emergency contact as soon as possible.
- If your child is injured or becomes ill while at the day care, we will provide you with a written report of the incident and any medical treatment that was provided.
- We will cooperate with any insurance claims or investigations, and will provide any necessary information or documentation.
- We will not be responsible for any medical expenses or other costs related to an accident or injury that occurs at the day care, unless we are found to be negligent or at fault.

We are committed to providing a safe and nurturing environment for the children in our care, and we have insurance coverage in place to protect everyone involved. However, we also ask that parents provide their own health insurance coverage for their child and understand that we are not responsible for any medical expenses or other costs related to an accident or injury.