



The Lyons' Den Dayhome Parent Handbook

Our Mission

To provide the highest quality dayhome experience, committed to nurturing the whole child with heartfelt care and expertise through developmentally appropriate activities in an environment that promotes growth in all areas of their life.

Our Team

The Lyons' Den Dayhome is unique in that it takes on a collaborative approach between a dayhome provider (with over 30 years of childcare experience) and a certified teacher operating as Program Consultant, assisting in providing developmentally appropriate activities. This team approach offers your child(ren) the best support for lifelong learning as it ensures that their physical, social, emotional and developmental needs are all being nurtured through current resources enthusiastically shared with loving commitment!

Karen Lyons

The Lyons' Den – Child Care Provider

It is with great excitement that Karen begins a new chapter of childcare that brings her full circle to where she originally began as a dayhome provider. While being married to her supportive husband for over 40 years, Karen was a stay at home Mom to their three amazing children where she operated a play based dayhome before she began working in school settings for the next 22 years. She completed an Early Childhood & Development course with Grant MacEwan before fulfilling educational assistant positions for preschool and kindergarten programs. A dedicated parent in the classroom, school committee leader, parent council president and high school board of governor member, Karen has committed to being an active role in the lifelong learning experiences of many children besides her own. Volunteering outside her administrative assistant position in an elementary, junior & high school has always been extremely important as it enabled Karen to be actively involved in the developmental growth of children in the community.

From joyously teaching and coordinating Vacation Bible School and Sunday school to being a youth group leader and program director, Karen has also led a life skills merit badge program for over 10 years that she co-developed for children in kindergarten through grade 6. She incorporated service learning opportunities for high school and university students to grow their leadership skills while also sharing the value of serving through this program. Karen enthusiastically looks forward to fostering a love of learning through playful discovery with your child!

Laura Simon, B.A., B.Ed. The Lyons' Den Teacher Consultant

Laura Simon has been a teacher in Edmonton Public Schools since 2010. She has taught in grade 4, grade 1, kindergarten and preschool. Prior to graduating from one of the top 2 education programs in the province, she completed a Bachelor of Arts majoring in psychology and minoring in drama and education. While attending the Psychology Program, Laura worked as a Family Support Worker at The Family Centre assisting families in developing appropriate personal and family practices. She also worked at The Glenrose School supporting students in grade 6/7 with severe emotional and behavioural challenges. From 2010-2015, Laura taught at Tevie Miller Heritage School in the Edmonton Public School district. Through teaching in their preschool and grade 1 classrooms, Laura planned daily activities for students with moderate to severe speech and language delays. Laura currently teaches at Michael Strembitsky School in Summerside.

Laura uses her experience in teaching special needs, regular and gifted students by providing children at The Lyons' Den Dayhome language rich resources and experiences. The Lyons' Den is proud to teach the same phonics programs (Jolly Phonics and Handwriting Without Tears) that are taught within Edmonton Public and Edmonton Catholic schools to the children of our dayhome. As a mom of 2 young children, who also attended The Lyons' Den Dayhome, Laura will be the program consultant for the dayhome.

Laura assists in developing fine motor and gross motor centres, sensory tools to support the children's learning, as well as utilizing a play based approach to nurture positive social development in order to provide the highest quality of child development experiences for your child.

Our Philosophy

At The Lyons' Den, play is recognized and valued as an essential part of a child's developing years. An exciting and stimulating "Play-Based Learning" program as unique as each enrolled child is provided. Our goal is to offer your child and family a wonderful early childhood experience in a fun and nurturing environment.

Young children learn best through direct experience and their innate sense of play. A play-based program helps the child develop through interactions between his/her environment and the people within it. Our program offers structured activities that are developmentally appropriate for the age group and also offers children the freedom to choose from a variety of experiences. We provide open-ended planning which leads to various outcomes depending on the children's own ideas. We tap into the children's demonstrated interests and plan experiences to expand upon their interests. Since they sense that their ideas are valued, children become more confident and motivated. We strive to give children the opportunity to develop towards their full potential through risk-taking, exploring, and experimenting.

Based on our belief that children are unique, creative and capable individuals, we strive to provide a stimulating, safe, warm, and nurturing early childhood learning experience.

Allergies, Food & Menu Plans

The Lyons' Den Dayhome follows an "Eating Clean" lifestyle in the preparation of meals and snacks by using food in its most natural state, or as close to it as possible, avoiding processed food and instead, using lean proteins, plenty of fresh fruit and vegetables, whole grains and dairy.

The Lyons' Den Dayhome is a NUT FREE environment and must insist that no trace of peanuts is present because of severe allergies. Should your family eat any items containing peanuts, please ensure thorough washing takes place prior to entering the dayhome. Additional allergies (e.g. - gluten free) may involve food being provided through the parents.

It is our joy to prepare a homemade lunch and 2 snacks daily for your child with details of your child's appetite communicated regularly. By encouraging your child to receive the full benefits of "eating the fruit instead of drinking its juice," water will be the only other beverage offered besides milk products. Throughout the day, water is available for the children as needed. At all times during drinking and eating, children are required to be seated and not engaged in any play activity. This is to ensure safety (to avoid choking) and to promote healthy eating/drinking habits.

Dayhome Menu Plans

Morning Snacks:

- Blueberry Oatmeal
- Applesauce Raisin Oatmeal
- Yogurt
- Cheese & Crackers
- Bananas
- Cheerios

Afternoon Snacks:

- Apples
- Strawberries
- Pineapple
- Honeydew
- Cantaloupe
- Popcorn (Popcorn & Book Days)
- Cupcakes (Birthday Celebrations)

Lunches:

- Rosemary pork tenderloin with
 - mashed sweet & russet (garlic) potatoes
 - mixed vegetables
- Chicken Teriyaki, rice & peas
- Chicken Diablo, rice and peas
- Chicken & lettuce sandwiches served with fresh vegetables:
 - Carrots

- Peppers
- Snap peas
- Cucumbers
- Tomatoes-grape
- Chicken & spinach naan bread pizza served with fresh vegetables
- Baked ham with
 - mashed sweet & russet (garlic) potatoes
 - mixed vegetables
- Baked ham & cheese pasta in a rose' sauce served with corn & peas
- Toasted ham & cheese buns served with fresh vegetables
- "Telescopes" (scrambled egg, bacon and cheese in a tortilla shell) served with fresh vegetables
- "Gram's Cheese Burgers," served with fresh vegetables
- Pancakes & bacon (holiday celebrations) served with fresh vegetables
- Toasted sourdough bread & butter will be offered to complete grain free meals.

Child Guidance

We strive to establish an atmosphere of respect and cooperation. Consideration for others is both role-modeled and encouraged in the dayhome. Children are encouraged to respect equipment and materials and to clean up after themselves. Children are taught how to be a good friend using their words and actions. They are also taught how to seek forgiveness for their wrongs and to forgive others when the need is required.

To encourage positive behaviour, we will comment to the children on positive prosocial behaviours observed. Children are guided through their social interactions to **"use their words" with "caring actions."** Our emphasis placed on empathetic caring, sharing, manners, listening, communicating, building independence, problem solving and conflict resolution skills has proven to build strong friendship levels between the children as these skills grow daily.

We believe in a gentle, consistent and positive approach to discipline. The following developmentally appropriate child guidance techniques will be used:

- **Positive Reinforcement:** Children will be encouraged when they are demonstrating acceptable behaviour.
- **Hand over Hand Directions:** Assisting a child to complete a task or request by working directly with their hands in mine.
- **Comfort:** Gently calming the child if he/she is struggling with disappointment or frustration in a situation.
- **Consistent & Fair Expectations:** Setting firm limits with empathy and respect.

"It looks like you are sad and frustrated that your tower keeps falling over. Throwing toys when we are frustrated is not a good choice. Can you use your words to ask for help?"

- **Redirection:** A child is redirected to another activity and given an opportunity to try again at another time.

- **Re-scripting:** Modeling kind words and positive ways for children to express themselves during social interaction such as, "No thank you" or "I will share soon" to replace words like MINE or simply grabbing toys. Older children will be encouraged to use their words for problem solving as their vocabulary grows.
- **Resting Moments:** The child is separated from the group (not isolated or unsupervised) for a short period of time appropriate to their age (about 1 minute per year) and development. Resting moments are taken to assist the child to use gentler actions, kinder words or positive choices. When the child shows that he/she is ready to demonstrate acceptable behaviour, they are encouraged to join the rest of the group and try again. Before rejoining the group, we will briefly discuss what appropriate behaviours will need to be used. The children will also be taught to verbally share what they are sorry for and receive forgiveness from their friends or myself.
- **Conference:** If there are any concerns with the child's behavior we will discuss this with you. We strongly believe in working with children to help those who have difficulties in the dayhome. However, when a child's behaviour is continually upsetting or is becoming dangerous to others, a conference will be arranged with the parents to discuss a positive behavior plan for the child. If the situation cannot be resolved, arrangements will have to be made for the child to go elsewhere for care.

As a home care provider, we also have a responsibility by law to recognize and report any evidence of child abuse-physical, emotional or neglect.

Clothing

Children should come dressed in clothing that can get dirty, since some activities we do on a daily basis are messy. An extra set of clothes (shirt, pants, socks and underwear) are to be provided. Children under the age of 3, and those who are toilet-training require at least two changes of clothing. Please keep each set in a separate Ziploc bag with your child's name on it and replenish as required in their daily /bag.

The parents are to provide: wipes and training pants or pull ups for those who are toilet training.

In order to participate in outdoor activities, all children must be prepared to go outside, especially in winter. Adequate attire is also needed in the case of a fire drill or emergency. If your child comes to the dayhome and is not dressed appropriately, the parents may be required to return home and provide appropriate outdoor clothing. Please see the Parent Checklist for specific seasonal requirements.

Communication

We will provide picture/video highlights of our week together shared daily through Instagram. Please feel free to save the pictures you receive of your child, but keep in mind you cannot share any pictures of children in a public forum unless you have written consent of that child's parents. If you do save pictures or wish to share them with friends on any social media platform, please ensure there are no other children's faces in the pictures.

Special event days, upcoming field trips or other important information will be shared through a text or email to parents.

Concerns

If you have any concerns about the care your child is receiving, the behaviours of other children in our care, or for any other reason, please speak to me about it immediately. Likewise, if I have any concerns about your child, I will speak to you immediately about it. This will ensure we can resolve any issues quickly.

Covid-19

The Lyons' Den is following current AHS Covid 19 guidelines for Dayhomes regarding our set-up, cleaning, hygiene and health checklist along with any additional Provincial / Federal regulations in effect. Parents will be asked to complete the AHS Health Daily Checklist prior to bringing their child to the dayhome each day.

If symptoms develop during the day, the child will be sent home for at least 24 hours. A child will be able to return to the Dayhome once current symptoms have improved or resolved, no new symptoms develop and he/she feels well enough in accordance with current school and daycare regulations.

If regulations require, the children and provider will wear masks both outside and inside unless seated at their tables for meals. Parents are to provide masks for their child and mask containers for their clean and soiled.

Daily Schedule

7:30 – 8:30 Arrival, free play

8:30 – 9:30 Circle time / Thematic activity

9:30 – 10:00 Snack

10:00 – 11:00 Outside enrichment activities

11:00 – 12:00 Sensory / fine motor play time

12:00 – 1:00 Lunch & clean up

1:00 - 1:30 Books & Bed

1:30 – 3:00 Naps and Quiet time

3:00 – 4:15 Snacks & Play

4:15 – 4:30 Clean up and home time

Emergency and Relocation Plan

The relocation plan at the dayhome during a FIRE (or other building emergency) is:

- a)** Check to ensure the route out of the building is free of obstacles.
- b)** Ensure all children are quickly and safely out of the house
- c)** Escort the children to the closest neighbour (pre-arranged) and ensure all children are safely inside there.
- d)** Phone the fire department or Emergency Services to direct or report the emergency.
- e)** Using the Dayhome Register (which contains emergency phone numbers), contact the parents and/or emergency contacts.
- f)** Do not re-enter the dayhome unless permission is given by Emergency Services.

Fees

	Full Time	Daily
Preschool child 3-4 years old	\$875.00	\$60.00
Children under 3 years old	\$975.00	\$70.00

Full time is considered to be 5 days a week, 5 or more hours per day.

Part-Time rates may be available for special arrangements (ECS or contracted number of days per month).

All other Child Care Services are calculated on a daily rate basis.

Fees for arranged childcare are due on the first of each month. A paid invoice receipt will be issued by the provider monthly when payment is received.

When your child is absent from the dayhome for any reason, full fees are required each month to hold their reserved space except for July when the Dayhome is closed.

If consistent late pick-up times for a child occur, a fee may be charged of \$1.00 per minute.

A fee of \$30.00 will be charged if your bank, for any reason, returns your cheque or prevents an electronic

fund transfer. Failure to provide the fees as per agreement, represents grounds for immediate exclusion. Receipts for childcare services will be issued yearly for income tax purposes.

Electronic bank transfers are the preferred method of payment for fee payments. Cheques are to be made payable to Karen Lyons. If you require to make payments via cheque prior arrangements must be discussed.

Current Fees will be evaluated every year with notice communicated to families 90 days in advance.

Field Trips

Field trips include neighbourhood walks and playground visits. Through field trips we look forward to building language development, community awareness and providing sensory experiences for your child.

First Aid / Clearance Check

The Lyons' Den Dayhome will ensure that the provider maintains an up to date level of First Aid and will have the current certificate posted.

A security clearance and vulnerable sector search will be completed for any family member that resides at the residence.

Holidays – Statutory/Civic

The Lyons' Den Dayhome will be closed for the following Statutory/Civic Holidays:

If these days should fall on a Saturday or Sunday, then the dayhome will be closed either the Friday before or the Monday after. Advance communication will be shared as a reminder.

Full fees are required for these days.

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Heritage Day
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day

Hours of Dayhome

September - June: Monday - Friday: 7:30 am - 4:30 pm

July: Dayhome Closed (no fees paid by parents)

August: Tuesday - Thursday: 7:30 am - 4:30 pm

Illness of Child / Provider

The provider has the right to request that the parents temporarily remove their child from the dayhome if it is felt that the child is a health concern to the other children (e.g. contagious disease). A child should not attend the dayhome if they have experienced a fever, diarrhea, dark green discharge from the nose in the past 24 hours or seem generally unwell. Please see Covid 19 section for information. If your child contracts a communicable disease (e.g. measles, mumps, strep-throat, chicken pox, etc.) please inform the provider immediately. Please think of the other children, their families and the provider when evaluating if your child is healthy enough to attend as bringing a sick child to the dayhome could affect many others.

Should your child need to be absent, please notify the provider as soon as possible at 780-239-5987.

In the event of illness of the provider, the Lyons' Den Dayhome will contact the parents immediately to permit the parents to arrange alternate care arrangements.

Immunizations

The Lyons' Den Dayhome will only provide care for children who have up to date immunizations. A copy of completed vaccinations is required to keep in the child's file.

Injury Incidents

In the event of your child being injured at the dayhome, the provider will report full details to the parents by text, email or in person. For any minor injuries (minor cuts, scrapes, bruises), you will be informed about the injury the same day, upon pick up of your child. If there is a major injury (suspected broken bone, medical issues, etc.) the parent will be contacted immediately and emergency medical procedures will begin (i.e. calling 911). A documented report will be provided.

Insurance / Liability & Indemnity

The Dayhome will, at its own expense, throughout the term of this Agreement maintain comprehensive or commercial general liability insurance with an insurer licensed in Alberta, in an amount not less than \$1,000,000.00 per occurrence (annual general aggregate, if any, not less than \$2,000,000.00), insuring against bodily injury, personal injury and property damage, including loss of use thereof.

The Dayhome will also maintain automobile liability insurance including owned and non-owned vehicles in an amount not less than \$1,000,000.00 inclusive.

The Dayhome will not be liable nor responsible for any bodily or personal injury or property damage of any nature whatsoever that may be suffered or sustained by the Child or the Parents in the performance of this Agreement, except where such injury or damage is due to the negligence of the Dayhome.

At all material times, the Dayhome's liability will be limited to the amount of liability insurance maintained by the Dayhome at the material time.

Kindergarten Readiness

Our preschool program exceeds ECS (Early Childhood Services) developmental requirements for entrance into Kindergarten. Throughout the year we have a weekly focus on Early Literacy (letter name and sound recognition, pre-reading skills, guided reading, printing), Early Numeracy (number recognition and counting to 100, shapes, patterns) and Early Science Inquiry and Understanding (Seasons, Colours, Animals and Nature).

We are excited to teach your child Kindergarten foundational concepts through:

- Calendar Time: discussions about seasons, weather, celebrations, numbers
- Gross Motor Activities: daily outside time, nature walks, playground time, participating in active songs
- Fine Motor Activities: crafts, drawing, letter printing using the Kindergarten program "Handwriting Without Tears"
- **Early Scientific Inquiry and Understanding taught through:**
 - Outdoor scavenger hunts
 - Calendar Time
 - Nature Walks
- **Early Numeracy development taught through:**
 - Daily counting on our Bug Number Line
 - Calendar Time
 - Creating patterns using thematic materials
 - Centre activities
- **Early Literacy Development taught through:**
 - Multi-sensory approach of the Jolly Phonics Program

- Participating in letter songs from "Have Fun with Teaching" which solidify letter name and sound concepts
- Guided Reading using leveled readers
- **Social Development / Emotional Intelligence:** sharing, empathetic caring, manners, listening, communicating, building independence, problem solving and conflict resolution skills

Medical Information

The provider must be informed of any medical (e.g. allergies) or emotional problems your child may have. Any issues must be clearly stated on your registration and updated when conditions change. Please be specific when listing allergies.

All medications that are required to be administered will be stored in a cabinet that is inaccessible to children so please ensure that any medication is not left in their Dayhome daily bag but brought to the providers attention upon arrival.

Any type of medication (over-the-counter, prescription and homeopathic) will only be given to the child with the written consent of the parent. Any medication that the parent provides for the child must be in its original packaging with the drug's name and doctor's phone number.

For prescription medication, only the directions on the bottle will be accepted for administering the medication. In all instances we need to know when the child received his/her last dosage of the medication, to ensure medication is given at appropriate times consistently. The provider will notify the parent by text upon administering medication.

With any prescription antibiotics children may not return to care until they've had a full 24 hours of dosage, are no longer contagious and ready to participate in the full child care day, to ensure they are well on the road to recovery.

Open-Door Policy

The Lyons' Den Dayhome has an open door policy. If you need to pick up your child early, please feel free to arrive any time during the day to do so. Advance notice is not necessary, but appreciated.

Parent Checklist

Parents are to provide the following items that are required for the daily care of your child or for use during a period of time (eg. pull-ups). We prefer your child to bring a separate "Dayhome" backpack/bag that will be

returned home daily with your child. This daily bag needs to be updated for seasonal changes and clothing size.

Daily Backpack / Bag (with appropriate seasonal items)

- **SPRING** – rain repellent jacket, outdoor shoes/rubber boots, splash pants, hat (ear protecting)
- **SUMMER** – Sun hat (large enough to protect ears), sunglasses, sun block, outdoor shoes (heel secured sandals), water shoes, swim suit or extra clothes for water days
- **FALL** – Sweater/Hoody, outdoor shoes/rubber boots, splash pants, Fall weather jacket
- **WINTER** – Snowsuit, winter boots, mittens (with sleeve attachments), toque, neck warmer

Items to Replenish (or to keep at the dayhome):

- An extra set of clothes (**shirt, pants, socks and underwear**) in a labeled Ziploc bag - 2 sets for children newly toilet trained.
- **Nap Time** - Personal comfort item (stuffy/blanket) that can be laundered frequently and remain at the Dayhome. Comforters and pillows are provided by the dayhome for the children's cots.
- Wipes, training pants or pull-ups for those who are toilet training.
- Medication if required (see Medical Information)
- Special diet requirements.

Personal Hygiene

The children's washroom is set up to enable independent use of the toilet and sink. Water temperature is safely regulated and individual hand towels are provided daily for each child's use. Since the children will wash their hands frequently throughout the day (upon arrival, before and after eating, crafttime, playing outside and after waking) a child safe hand lotion (Live Clean, Aveeno) will also be provided for their hands.

We reinforce the habit to sneeze and cough into our elbows, and to keep hands and toys out of the children's mouth by requesting hand washing to take place when required. The children will ask for "a wipe" from the provider for their nose and when needed at the toilet.

Hand sanitizer may be used occasionally.

Wearing of masks may be encouraged for children who are learning to keep toys and hands out of their mouths as a strategy to aid them in this area. Parents' permission will be requested prior to start with a time frame agreed upon and evaluated regularly.

Pickup & Drop-Off

In order to make these transitions positive, please assist your child at:

Drop Off

- by sharing a quick good-bye at the door or play area

Pickup

- come early enough at the end of the day to let your child share a highlight of his/her day with you.

- additional time to communicate with the provider about your child's developmental growth can be shared prior to the 4:15 clean-up time.

If someone else will be picking up your child other than those on your list, please inform the provider in writing/text that day or prior. Photo ID will be required by the person picking up your child if the provider is not familiar with that person.

If you are going to be late for any reason, please let the provider know by phone call or text at 780-239-5987.

Registration / Deposit

Upon attending a successful Meet & Greet, a contract for one year will be offered providing there is space for your child.

Upon submission of the website registration form and signed proposal for your child/children, a security deposit is due to reserve their spot.

- Full Time childcare - \$275.00
- Daily rate childcare - \$60.00

This non-refundable deposit will be applied to the first month's fee with the remainder due on the first day of their month's start date..

Should childcare be required during the month prior to start date, daily rates will be used.

Religious Considerations

At The Lyons' Den Dayhome we respect the role that your faith plays in your life. It determines how special holidays and celebrations are shared and taught to your child. As your child's caregiver, we will recognize the Christ centered meaning of the Holidays celebrated during the year.

Our Christ centered values are also shared through music, stories, table prayers at meal times. and by modeling God's love and forgiveness through our words and actions with each other. Affirming your lovingly created child's immeasurable worth is taught through the provider's growing faith journey and membership (Bethlehem Lutheran Church, Edmonton) with Lutheran Church Canada.

Curriculum components for all preschool concepts taught are always available for parents to explore in detail with links to our favourite song videos shared upon request.

Technology

The Lyons' Den Dayhome is a TV free environment. We believe in the importance of your child learning through play and discovery in a language rich and sensory environment. We will be utilizing a computer or projector system to play music, song or exercise videos at different times throughout the day.

Parents will be invited to follow the Lyons Den on a private Instagram account. We will use an iPhone/camera to take pictures in order to safely and efficiently communicate weekly with the parents the highlights of the activities your child experienced. Please feel free to save the pictures you receive of your child, but keep in mind you cannot share any pictures of children in a public forum unless you have written consent of that child's parents. If you do save pictures or wish to share them with friends on a social media platform, please ensure there are no other children's faces in the pictures.

Technology may be used to enrich circle time activities in order to display real concrete examples of the monthly theme that they are learning (i.e transportation, butterflies, etc.).

Toilet Training

Toilet training will be done in a relaxed manner with the cooperation of the family. When you feel that your child is ready, we ask that you begin teaching at home using a longer available time frame that gives the most opportunities for your child to experience success with you. Additional training days may be required outside the dayhome when using the 100% commitment method.

After toilet training has been established, we will then continue to support and encourage your child while in the dayhome. Please keep in mind that the activity level here can distract your child from responding to an urge to use the toilet. Unless your child demonstrates consistent success using the 100% commitment method, pull-ups will be used until your child is consistently responding to the urge to go and having infrequent accidents. During the training period, the type of clothing your child wears to the dayhome will be important (for ease of "pull down & pull-up") as will be the additional sets of clothing when required. If you have any questions please feel free to talk to the provider.

Vacations/Personal Days – Provider/Parents

The Lyons' Den Dayhome will be closed for Christmas break and Spring break as vacation days for the Provider each year.

If required, the provider will use 5 personal days for appointments, professional development or First Aid renewal). Full fees are due for the Provider's vacation and personal days with any additional days (if required) to be prorated to the parents.

Notice (email/written) is required when either party takes a week or longer in holidays.

When your child is absent from the dayhome for any reason, full fees are required to hold their reserved space.

Withdrawals & Refunds

If you choose to withdraw from the Lyons' Den Dayhome, you must provide written notice by the first day of the month and at least one month in advance to ensure that any remaining pre-arranged payments are canceled or post-dated cheques are returned. This will also allow the Lyons' Den Dayhome to fill the space your child will be vacating. If the parents do not provide one full month's notice, then the following month's fees will be deposited.

The Lyons' Den Dayhome has the right to ask any participant to withdraw should the child(ren) not be suited according to the two-stage removal policy of your contract:

If there are any concerns with the child's behavior the dayhome will notify the parents in writing. The parties agree that there is a two-stage removal policy with respect to behavior difficulties as follows:

Step One:

The dayhome will arrange a meeting with the parents to discuss a positive behavior plan for the child.

Step Two:

If no progress is made after Step One, the dayhome may decide that the child cannot remain under the care and supervision of the dayhome.

If a decision is made to remove the child from the care and supervision of the dayhome due to behavior problems, the parents will not receive reimbursement for the month during which the child is removed.

Should this occur, a two week notice will be provided for the family to find alternate care.