

RAINBOW FAMILY CHILDCARE

PARENT HANDBOOK

Welcome to Rainbow Family Childcare! Our mission is to help your child develop his or her potential in a nurturing and stimulating environment. We believe that children thrive in a small group setting that encourages individual interests along with the support of experienced teachers who can provide one on one attention to each child. We emphasize health and safety as well as social and educational enrichment.

COMMUNICATION

Our cell phone is 415-609-7837. My email is Kimberly@rainbowfamilychildcare.net. We are happy to hear from you as often as you wish. We may text photos and updates to your cell phone during the day. If you don't wish us to text you, please let us know. **If you are at work please leave your cell phone on.** We will only call you during work hours if your child is ill or is distraught. We will update you on your child's progress on a daily basis, usually at pick-up time. We encourage email and text messaging to let us know of any schedule changes. If you would like to schedule a conference with us, we are happy to do so during regular business hours. Conference calls can also be arranged upon request.

ENROLLMENT

You are obligated for the days that you agree to upon acceptance to Rainbow. We are rarely able to change these options. If we do so, a new contract will be written. Please review your contract regarding absences, vacation and holiday closures and termination notice.

Please fill out and submit all of your child's enrollment papers, including their immunization history, prior to the first day. **Under California law, we may not admit any child who does not have current immunizations, or a valid medical exemption submitted by a licensed physician and approved by the State Licensing Review Board. We are also required to have a signed Acknowledgement of Risk regarding the possibility of COVID-19 infection.**

TRANSITIONS

A day or two before your child's start at Rainbow, we'd like you to come in with him for a short visit to reacquaint ourselves. We prefer not to have parents here during the hours that other children are present, so we'll schedule the visit between 4:00 and 4:30 p.m. Please take the time during this visit to let us know how we can help your child adjust to our program. We encourage you to talk to your child about starting at Rainbow, and to develop a good-bye ritual.

Please review our Health and Safety plan (attached).

Please send in a family photo which we will frame and keep in your child's Rainbow cubby.

On your first day, help your child understand that she will stay at Rainbow for a short time without you. You and your child will say your special good-bye at the door as parents do not come into our play area while children are present. Assure your child that you will be back soon. And here's the hard part, you will have to leave. We find that lengthy good-byes increase the anxiety that your child may be feeling. Please know that if he is crying that we will comfort him, and that we are very good at distracting children who are missing their mommies or daddies.

Your child's first day will only last an hour, and each day we will increase the amount of time that your child spends at Rainbow. Most children are staying for full mornings by the end of their second week. However, occasionally children need more time to settle in with us. Our goal is to allow every child to take as much time as they need to acclimate to our program. **Please note that you will be charged your regular weekly tuition after your child's second week of care.**

ITEMS WE SEND HOME

We will send home fresh produce from our garden, culinary creations your child has made, and art projects.

ABSENCES

Please let us know by email regarding planned absences, such as family vacations. Please call or text us as soon as possible if your child is ill or won't be attending care for any other reason. If your child does not arrive within two hours of your usual drop-off time, we will call you.

Absences are billed at your regular rate.

BEHAVIOR

We understand that upon arrival it can take a few minutes for your child to settle into care and we are here to help him as much as possible. However, if your child is distraught during your absence and we are unable to comfort him, we will call you to pick him up. If your child hits or bites, and we feel other children's safety is jeopardized, we will ask you to pick him up. If your child's behavior compromises our normal activities for an extended period of time, and we feel that our efforts to help him become part of our group are not having an effect, we may elect to discontinue care.

ILLNESSES

As part of the San Francisco Public Health Department mandate, we must screen every child daily for ANY symptoms that suggest illness. We ask you to screen your child at home each day, as well. If your child has a fever, cough, runny nose, nausea, diarrhea, fatigue, rash or muscle aches he may not come to childcare. Common colds generally require at least 4 to 5 days before symptoms pass. Even if your child appears to feel fine, he cannot return to childcare if he still shows symptoms. If you feel that your child is not up to participating in our regular activities, most of which take place outdoors, he should stay home. Please remember that a child whose fever is abated by Tylenol is not fever-free. If your child becomes ill while in childcare or has any of the symptoms above, we will call you and request that you pick up your child. **If your child or any member of your household shows symptoms that suggest COVID-19 infection you must follow our COVID protocol, including testing and quarantining.**

INJURIES

All of the staff at Rainbow Family Childcare are trained in CPR, First Aid and Health and Safety. In the event of a non-life threatening injury, we will stabilize your child and call you to take your child to the emergency room. If there is a serious injury we will call 911 to transport your child as we are not permitted to transport children. If your child has hit his head, we will call you so that you can monitor him at home for possible concussion. We will ask you to pick your child up if we feel his injury should be evaluated by a physician.

MEDICATION

If your child needs any medication, please bring it in its ORIGINAL container, with a prescription label bearing your child's name, along with clearly written instructions from your physician on how and when to administer it. We will also need written permission from you. This applies to ALL medication, including homeopathic and over the counter medications and sunscreens. We will not administer Tylenol or decongestants to alleviate other symptoms. If your child needs insulin or a nebulizer we have a specific protocol that we are mandated to follow, and we will need to meet with you to discuss this. **Please let us know PRIOR to enrollment if your child has ANY medical conditions including allergies, asthma, and diabetes.**

MEALS AND SNACKS

We serve a healthy breakfast, 2 snacks and hot lunch every day, featuring organic fruits and vegetables. We serve free-range and locally sourced meat or seafood, and very occasionally we enjoy something "sweet". We serve organic milk and water throughout the day, we do not serve juice. All of the meals at Rainbow are homemade and delicious! If your child is vegetarian, please let us know so that we can accommodate her. **If your child has food restrictions or allergies, please let us know in writing.** If your child has special food requirements, please send along what she needs.

BOTTLES AND PACIFIERS AND LOVIES

If your child uses a bottle, pacifier or lovie at home, please send ones with her to keep at Rainbow. Please give us clear guidelines on when

bottles or pacifiers are used at home. Your child's transition to childcare is not a good time to eliminate a bottle or pacifier or lovie from her life.

CLOTHING

Your child will go home covered in dirt, paint and lunch every day, so please dress her in clothing that you don't mind getting messy. She will also be very active, so clothing that allows her to move freely, and shoes that support her running and climbing are important. Sandals and "Crocs" are not supportive of active, safe play. Please send in a sunhat that we will keep in your child's cubby. A raincoat and rain boots will be useful during the rainy season, as we will be outdoors even when it's a little wet. Please clearly label all clothing and shoes. We have extra clothes here if your child needs to change during the day.

SUNSCREEN

Please put sunscreen on your child each day before they arrive at Rainbow. We are not permitted to apply sunscreen to your child without written permission.

NAPS

We offer an option to stay for naptime. Children nap indoors, and we space children as far apart as possible and promote fresh air circulation with open windows and air filters. Children who do not sleep may look at books and play with quiet toys in their sleeping area. We are not able to allow a child to stay up during naptime, nor will we wake up a sleeping child less than 2 hours into naptime. Children who nap at Rainbow may be picked up no later than 3:30 p.m. **If your child is enrolled in our nap program you will be charged for naps as part of your regular tuition.**

PARKING

We do not have a driveway or designated drop off spot but parking spaces are usually available on this block or around the corner on Dolores Street. **Please do not park in our neighbors' driveways under any circumstances.** They have made it very clear that this is not acceptable. If necessary, you can pull your car up onto the sidewalk in front of our house, but there is a possibility that you may find a ticket on your windshield.

BIRTHDAYS

We celebrate every child's birthday with a special homemade crown and birthday cards. You are welcome to send in a special treat that your child can share with his friends. Please check in with us so we can let you know if any of the children have food allergies.

OBJECTS FROM HOME

We know that often a child wants to bring something from home as a way of bridging the transition from home to childcare, and he is welcome to. Please don't bring anything that could be a choking hazard to other children. We do our best to keep track of all items, but occasionally something may be misplaced

POTTY TRAINING

Most children start using the potty at home before they do so here. When this happens, let us know and we will gently encourage your child to use the potty at Rainbow. We use enthusiastic praise as a reward for successfully using the potty. Please send in a few extra changes of clothes during this time.

PETS

We have dogs that the children are allowed to pet and give treats to, always under adult supervision. The dogs are not allowed access to the playroom or to the play yard. The dogs have current immunizations and are under regular veterinary care. We believe that seeing our dogs each day help children develop empathy and respect for other living creatures and we consider them an important part of our program.

DISASTER/NATIONAL EMERGENCY

In the event of any natural disaster, such as an earthquake or fire, or national emergency such as possible or actual terrorist attack, we will call you immediately to pick up your child. If we are required to evacuate Rainbow, our designated evacuation site is James Lick Middle School at Clipper and Sanchez streets. If that site is not safe, we will proceed to Dolores Park at Dolores and 16th St. If your child is injured during any disaster, she will be transported by ambulance to St. Luke's Hospital at Cesar Chavez and Valencia, or to SF General Hospital. We are not permitted to transport your child by car under any circumstances. In the event of an emergency and we are not able to reach you by phone because phone service has been disrupted we will still expect you to pick up your child as quickly as possible.

AIR QUALITY

If the air quality index, as measured by airnow.gov and purpleair.com, is in the orange (unhealthy) zone or above, we will close.

COVID-19

In 2020, the San Francisco Department of Public Health (sfdph.org) set out specific protocols to minimize the possible transmission of the COVID-19 virus. While we are no longer required to follow all the protocols we at Rainbow continue to be very vigilant. We screen all children and adults prior to entry each day and exclude any persons who show symptoms of COVID-19 or who may have been exposed to the virus. If any child or staff at Rainbow tests positive for COVID-19 the child or staff will be excluded for a minimum of 5 days and up to 10 days, provided all symptoms are gone. The children in our care are considered to be in “close contact” with one another, so any confirmed COVID case will require that all children and staff test for COVID. The SFDPH may order the closure of our program, along with all childcare programs, in the interest of public safety. If we are ordered to close by the SFDPH, we will charge you one half of your regular tuition, which helps us to continue to pay our fixed costs and teacher salaries during the closure.

SFDPH

The San Francisco Department of Public Health, in addition to the Department of Social Services, mandates many aspects of our program and provides guidelines for the public to follow to reduce the risk of COVID-19 exposure and transmission. There are changes to these mandates on a frequent basis. We ask that all families respect and follow the guidelines.

We look forward to getting to know you, and to sharing a wonderful time in your child's life! Your child's welfare and happiness are very important to us, so please let us know if we can do anything to make your experience even more fantastic!

I HAVE RECEIVED A COPY OF RAINBOW FAMILY CHILDCARE'S PARENT HANDBOOK.

Parent's name (please print)

Parent's signature and date

I GIVE PERMISSION FOR RAINBOW FAMILY CHILDCARE TO TAKE PHOTOS OF MY CHILD. Photos are used as part of parent communications, in our newsletter and for use on our website. Photos will only be taken with Rainbow's equipment, and stored on our server.

Parent's name (please print)

Parent's signature and date