



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](mailto: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 enrolled 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 are required to refuse admission to any unimmunized child who does not have a valid medical exemption filled out and signed by a licensed physician. We are also required to have a signed Acknowledgement of Risk regarding the possibility of COVID-19.**

### 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 are not permitted to have parents here during the hours that other children are present, so we'll schedule the visit during a time that we are not open. 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](#) and arrange to drop off a jacket, shoes/boots, lovie and sunscreen that will stay here at Rainbow for your child's use each day.

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 COVID-19 safety measures don't allow parents or other adults to enter the play area. 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 FROM HOME

As part of our COVID-19 safety plan, we prefer that children do not bring anything from home. We will change your child into his Rainbow jacket and shoes after he arrives. If your child has a lovie, pacifier or bottle, please send ones in that we can keep here for his use.

### ITEMS WE SEND HOME

We will send home fresh produce from our garden, culinary creations your child has made, and art projects. Anything we send home with you will be in a plastic bag or container that has been disinfected prior to giving it to you. We suggest you disinfect again when you arrive home. Our goal is to minimize the transmission of any germs between Rainbow and home.



## **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 take your child's temperature before leaving home, and we will take it again mid-morning. If your child has a fever, cough, runny nose, nausea, diarrhea, fatigue, rash or muscle aches he may not come to childcare. **Children need to stay home for 48 hours after symptoms have disappeared.** Common colds generally require at least 2 to 3 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 the SFPDH mandated protocol.**

### 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. We are not authorized to transport any child. If your child has hit his head, we will call you so that you can monitor him on a one-on-one basis.

### 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. 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.

### **MEALS AND SNACKS**

We serve a healthy breakfast, snack and hot lunch every day, featuring organic fruits and vegetables. We serve small portions of 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 restriction 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. We will keep a jacket shoes, and sunscreen in your child’s Rainbow cubbie for use each day. 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.

### **NAPS**

Children that are enrolled in our Extended Day option will spend naptime at Rainbow. Naptime is between roughly 1:00 pm to 3:00 pm. Each child in our Extended Day has their own dedicated cot or Pack n' Play that they sleep in. Sleeping is not required, however, we expect each child to rest quietly in their nap area. Soothing music is played and children are welcome to take books and lovies with them to bed. Parents should bring a blanket for their child that will stay at Rainbow for the entirety of their enrollment. Rainbow washes all bedding/blankets and sanitizes cots/Pack n' Plays daily after use. After nap, children are given a fresh diaper or encouraged to use the potty, hands and faces are cleaned, and snack is offered before being picked up from Rainbow.

### **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. If you would like to send in a birthday treat such as cupcakes, fruit or muffins, please let us know in advance. Please do not send in any items that could be a choking hazard, including balloons.

## **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, but COVID-19 safety measures require that we keep all items from home in a container in our entry. Keeping "home" items and "Rainbow" items separate helps minimize the transmission of germs.

## **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 several fish that the children help care for. We also have two greyhounds that the children are allowed to pet and give treats to, always under adult supervision. The greyhounds are not allowed access to the playroom or to the play yard. The greyhounds have current immunizations and are under regular veterinary care. Although greyhounds are a "low shed breed" they are not considered to be





hypoallergenic. We believe that seeing our greyhounds 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 16<sup>th</sup> 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.

### **COVID-19**

The San Francisco Department of Public Health ([sfdph.org](http://sfdph.org)) mandates specific protocols to minimize the possible transmission of the COVID-19 virus. We are required to screen all children and adults prior to entry each day and are required to exclude any persons who show symptoms of COVID-19 or who may have been exposed to the virus. Those guidelines can be found on the SFDPH website. If any child or staff at Rainbow tests positive for COVID-19 we will close for 48 hours for deep sanitization, and the child or staff will be excluded for the length of



time mandated by the SFDPH. The SFDPH may order the closure of our program, along with all childcare programs, in the interest of public safety. If we are mandated to close by the SFDPH, we will charge you one half of your regular tuition, which allows us to continue to pay our fixed costs and teacher salaries. We will make every effort to provide a virtual learning experience during this time.

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.**

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Parent's name (please print)

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Parent's signature and date

**I GIVE PERMISSION FOR RAINBOW FAMILY CHILDCARE TO TAKE PHOTOS OF MY CHILD. Such photo will only be used as part of parent communications or for use on our website.**

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Parent's name (please print)

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Parent's signature and date