



*Joyful Noise Christian Childcare*

*508 Franklin St., Grand Haven, MI 49417*

*(616) 847-6600*

[www.JoyfulNoiseKids.com](http://www.JoyfulNoiseKids.com)

# Center Policies

Thank you for taking the time to read our policies. Understanding this information helps you to help us provide the quality care your child deserves!

## **TABLE OF CONTENTS**

Admission and Withdrawal.....	3
Payment.....	3
Replacement Policy.....	3
Holiday Closings.....	3
Arrival and Departure.....	4
Emergency Cards.....	4
Late Pickup.....	4
Changes in Schedule.....	4
Visitors.....	5
Health and Nutrition.....	5-6
Proper Attire and Sunscreen/Sunscreen Release.....	6
Rest Time and Items from Home.....	6
Discipline Policy.....	6-7
Field Trips/Field Trip Release.....	7
Release from Liability/Medical Treatment.....	7
Photography Release.....	7
Offsite Babysitting.....	7
Parent/Employee Relations.....	7
Website and Online Information.....	8

## ADMISSION AND WITHDRAWAL

To enroll at Joyful Noise, parents must first complete an enrollment application. Enrollment at Joyful Noise Christian Childcare is non-discriminatory and without regard to race, color, creed, sex, national origin or disability. We enroll children six weeks to school age. Once availability is determined, the forty dollar registration fee may be submitted along with all other necessary registration forms. Considerations for admission are based on date of enrollment and availability in the appropriate classroom.

All necessary forms must be complete and turned in one week before a child's first day of attendance. Children must have immunizations up to date in order to register and attend classes. Parents must have the child's physician complete the health appraisal form and submit it within two weeks of the first day of class.

Parents must notify the Childcare Director two weeks before withdrawing a child from the program. A two-week tuition fee will be applied to the final bill. This charge applies whether or not the child attends after the notification of withdrawal.

The director and teacher reserve the right to deny or terminate enrollment if any child if it becomes apparent that a child's needs are not consistent with the childcare program. Termination could result if a child engages in behavior that presents a risk of harm to self or others. This includes biting, aggressive or disruptive behavior.

## PAYMENT

Program fees are to be paid in advance. Payment of weekly tuition is due on or before the first scheduled day of the week. If a payment becomes delinquent at any time, the child or children in question may be disenrolled without written notice until the balance is paid in full. If payment is chronically delinquent or not promptly paid in full, student(s) will be disenrolled without written notice. A charge will be added to accounts for any **returned check, in the amount of \$20.00 per check**. If two checks are returned within a calendar year, cash or money order may be required for payment until further notice. **A late fee of \$5.00 may be applied to my account any time payment is not rendered on first day attendance for the week, unless payment arrangements are made with the financial assistant ahead of time.**

## REPLACEMENT POLICY

Parents or guardians are responsible for fixing, paying for or replacing any equipment that their child willfully and purposely damages.

## HOLIDAY CLOSINGS

The center will be closed on the following holidays:

- New Year's Day
- Good Friday
- Memorial Day
- July 4
- Labor Day
- Thanksgiving and the Friday after
- Christmas Eve day and Christmas Day

Parents do **not** pay for days the center is closed for holidays or staff training. Parents are charged the daily rate when the center is closed (**not** the weekly rate divided by 5). When the center is open, parents **do** pay for their child's regularly scheduled days regardless of whether or not they are in attendance (ie, out ill or on vacation).

## ARRIVAL AND DEPARTURE

For your child's comfort and safety, your child must be escorted into the classroom by an adult, and not dropped off at any other place inside or outside the church building. Please supervise all children in your care while on the premises, especially in the parking lot and adjacent streets. Please do not leave your children unattended in your car for any length of time when arriving at our center.

Your child must be signed in and out when arriving or departing, daily. Clip boards are hanging by the door in each classroom or will be nearby in outdoor locations. If children are not located in classroom upon arrival or departure, please see the dry erase board located next to the door of each classroom. Children may be located in another classroom, or at one of our outdoor locations.

## EMERGENCY PROCEDURES AND EMERGENCY CARDS

Emergency procedures and plans are outlined in each classroom and also in the office. You may refer to our healthcare plan as well, located at <http://www.JoyfulNoiseKids.com/pdfs/HealthCarePlan.pdf>.

**PLEASE end your cell phone conversation when dropping off or picking up your child.** Pickup is an essential time for teachers to relay pertinent information to you regarding your child(ren), who will be anxious to interact with you at the end of the school day.

Emergency cards must be kept current for every child enrolled. **Parents must update any contact information by phoning, emailing or submitting written notice to the office staff.**

**Joyful Noise cannot release children to individuals NOT listed on the emergency card.** The center must be notified regarding any changes in address, phone numbers and persons to be added to, or removed from, the emergency card. Despite the presence of any changes, you will be required to fill out a new emergency card for each enrolled student at the beginning of each school year.

Until staff physically recognizes anyone responsible for picking up a student (including a parent or guardian) they will be asked for proper picture identification. **Joyful Noise requires parental notification either by phone or written note of anyone other than a parent or guardian who will be picking up a student, even if that person is listed on the child's emergency card.** Long term pickup arrangements may be made in a situation where child(ren) will consistently be dropped off or picked up by someone other than a guardian. Please see the office for a "Change In Pickup Form".

## LATE PICK UP

Joyful Noise Childcare center is open from 6:00 a.m. until 6:00 p.m., and parents or guardians who arrive late for pickup will be charged a late fee of \$1.00 per minute of lateness in pickup. This late fee will be PER CHILD. Repeated lateness or failure to pay these charges may be grounds for disenrollment.

## CHANGES IN SCHEDULE

Parents or guardians will provide written notice to the office staff one week in advance of any changes in children's scheduled days and times of attendance. Written notice to the office staff two weeks in advance is required in the event of withdrawal from the center. Otherwise, parent or guardian will be held responsible to pay all fees to the program for which said child was enrolled in during that time period, to insure compliance with State of Michigan daycare licensing ratios. Any schedule changes need to be made with the office staff.

## VISITORS

Parents are welcome to visit any time. All visitors must stop at the childcare office and notify the Director upon arrival and departure. For everyone's protection, visitors are not allowed to participate in any activities without a staff member present.

## HEALTH AND NUTRITION

Procedures regarding cleaning and sanitization, handling of soiled items, infection control and proper hand washing and diapering are outlined in our Health Care Plan at <http://www.JoyfulNoiseKids.com/pdfs/HealthCarePlan.pdf>.

**Joyful Noise is a peanut and latex free center. Please do not send your child with any outside foods containing peanut oils or products.**

### Regarding Nutrition and Daily Routine

Joyful Noise offers breakfast, lunch and snacks for all children eating table food. All meals will be healthy and nutritious. A weekly menu will be posted, and is also available for download on our website. Parents may choose to send meals or snacks as long as foods are nutritious, peanut free and ready to eat.

The State of Michigan requires all children in childcare for over four hours to have a rest period. Parents will supply the center with a small blanket, small sheet, and other nap items the child requires. These items will be taken home to be washed every week on the child's last day of attendance and brought back the following week. Blankets and pillows will be travel size.

### Infant and Toddler

Parents or the center will supply formula/breast milk prepared in bottles from home, and baby food for children not yet eating table food; a refrigerator is available in the nursery. Parents will label all bottles and food jars with the child's name and date before bringing to the center. Parents may prepare center formula upon arrival. Joyful Noise employees may not prepare infant formulas. Any unused bottles are required to be taken home at the end of the day. Joyful Noise will supply all baby spoons, sippy cups, bibs and crib sheets because of sanitation requirements. Per State of Michigan licensing requirements, infants through eleven months may not nap with blankets in cribs. Parents may choose to send a sleep sack.

### Regarding Illness

Designated staff members may administer properly labeled medication in its original container with a completed and signed medication form. Medication cannot be given without such a form. Because illness or injury needs to be addressed immediately, proper contact information is of utmost importance. Parents and guardians are expected to keep each enrolled child's emergency card updated, and children are expected to be vaccinated as regulated by law. Failure to provide health information papers may result in disenrollment.

When a child exhibits any of the following symptoms, they do not enjoy being at the childcare facility and are most likely contagious to the other children. Please design some kind of backup plan when your child is ill and you can't be absent from work (grandparents, neighbor, older teen, etc.) The center will notify parents if a child becomes ill and parents are expected to pick up the sick child immediately. **Parents and guardians will be expected to keep a child at home if displaying any of the following symptoms:**

- contagious skin rash
- headache accompanied by fever
- earache accompanied by fever
- temperature above normal
- excessive** runny nose
- nausea or vomiting
- severe allergic reaction (presence of anaphylactic symptoms, etc.)
- excessive eye irritation (red, watery, mattery, weepy, or pink eyes)
- diarrhea
- sore throat not caused by allergies
- indication of head lice (scratching)
- open sores
- excessive** coughing
- symptoms of seizure
- loss of consciousness

**A child will be required to be picked up immediately if fever, vomiting, diarrhea or other symptoms of illness are present.**

Fever, diarrhea and vomiting should be gone, without the use of medication, for one full attendance day before a child returns to the daycare. The child should be able to participate in all daycare activities. This means that a child who was with fever or above symptoms on a Monday will not return to school Tuesday and may only return the following day if all symptoms have been gone without medication for one full day.

Children will also be required to be monitored at home if they have presented symptoms of a seizure, or have been administered medicine by an epi-pen. Child(ren) must remain symptom free and/or obtain a doctor's note to ensure safe participation in childcare before returning.

*Antibiotics of any sort (if prescribed) should be taken/used for 24 hours, during a contagious illness, before returning to the daycare. A doctor's note may be required to confirm that a child is no longer contagious after a viral or bacterial illness.*

### **PROPER ATTIRE AND SUNSCREEN**

Children will participate in **daily** outdoor activities in accordance with State Of Michigan Daycare Licensing requirements, and must be dressed appropriately for daily outdoor play. **NO SANDALS OR DRESS SHOES, please.** Parents and guardians are to provide proper snow gear in the winter months. Contact will be made with parents or guardians if children are not dressed appropriately, or if children do not have the necessary clothing or foot wear for playing outdoors. If this is the case, it may be required to either deliver necessary items of clothing or retrieve student until proper attire is acquired. All students' items need to be labeled with his/her name and may be marked with permanent marker at school if they are not previously designated. Joyful Noise is not responsible for any lost or stolen items.

Parents or guardians are expected to apply sunscreen in the morning on their child(ren) before dropping him/her off during the summer months. Afternoon application of sunscreen will be provided by Joyful Noise. Parents and Guardians are to sign sunscreen permission slips (located within the Parent Contract) for the application of sunscreen and will be required to provide an alternate brand if they do not prefer the brand of the center. View our sunscreen information here: <http://www.joyfulnoisekids.com/pdfs/JNSunscreenInfo.pdf>

### **REST TIME AND ITEMS FROM HOME**

Parents shall provide a small sheet, blanket and stuffed animal/comfort item for their child to rest with. Parents are responsible for laundering nap blankets each week and should take their child's nap items home on the last day of the week the child is attending Joyful Noise. All toys other than nap items should be left at home. There are **absolutely no weapons or toy weapons allowed.** Please do not send your child to school with items that are valuable or that may cause a distraction to the child or the child's classmates. Please contact your teacher regarding appropriate sharing items and designated sharing times. Joyful Noise is not responsible for any lost or stolen items.

### **DISCIPLINE POLICY**

Under NO circumstances are children at Joyful Noise disciplined with corporal punishment (physical), verbal abuse, humiliation or withholding of food or toys. At Joyful Noise, our discipline philosophy is one that combines modeling appropriate behavior along with the techniques used in the "Conscious Discipline" method (Dr. Becky Bailey, [www.LovingGuidance.com](http://www.LovingGuidance.com)). All childcare staff use disciplinary and guidance tools that promote an idea of patience and self-control, such as:

- Redirection and tools from the “Conscious Discipline” model
- Clear expectations that are communicated to children in an age-appropriate way
- Positive guidance (Replacing the negative behavior with a positive direction, such as “Put your feet on the floor” rather than “Don’t run!”)
- Thoughtful consideration about origins of negative behavior and methodical planning and strategy implementation to encourage desired behavior
- Consistency in methodology and consequences
- Self-evaluation as a teacher (understanding the teacher and classroom’s role in the appearance of an undesired behavior and what steps may be taken to address the issue)
- Careful assessment and recordkeeping of extreme or ongoing behavioral problems

***For specific ages and developmental goals, please visit our classroom section at [www.JoyfulNoiseKids.com/classrooms](http://www.JoyfulNoiseKids.com/classrooms)***

### **FIELD TRIPS/FIELD TRIP RELEASE FORM**

Upon enrollment, consent must be given for any child (ren) to take part in field trips or excursions away from the childcare facility, under proper supervision, by signing the Field Trip Permission Slip in the parent contract. A field trip is considered any outing away from the childcare building. Infants, toddlers and two year olds may ride in a stroller or buggy to “field trip” away from the building without prior notification and as part of their daily activities. Two year olds through school age may walk to area parks, activities, businesses/events as “field trips” away from the building without prior notification and as part of their daily activities. Three year olds, four year olds and school age children may ride a Harbor Transit bus to/from local activities or events, but will do so only with prior notification (the exception being an urgent need, such as a ride back from the Imagination Station when an unexpected storm starts).

### **RELEASE FROM LIABILITY / MEDICAL TREATMENT**

Upon enrollment, a release from liability and medical treatment must be signed (as outlined in the parent contract) that absolves Joyful Noise Christian Childcare and First Presbyterian Church of Grand Haven, and all of its personnel, from all financial responsibility in case of accident or injury to any child (ren). Additionally, the release grants Joyful Noise permission to secure emergency medical and/or emergency surgical treatment for your child(ren) in our care in the event that parents cannot be contacted immediately.

### **PHOTOGRAPHY RELEASE**

As a normal part of everyday activities in our program, your child(ren)’s learning and enjoyment are documented through digital photography and video. As a school we enjoy sharing these photos both through display at our facility, and online at our website, giving families an opportunity to share in the school experience both at school, and at home, online. Joyful Noise will never distribute these photos or misuse them in any way.

### **OFF SITE BABYSITTING**

In the event that a Joyful Noise employee is hired independently by a parent to care for a child off premises or during non-business hours, the center bears no responsibility for such an arrangement, and the parent or guardian will be doing so at his or her own risk. Soliciting employees for full time employment as nannies or home caregivers will be grounds for disenrollment.

### **PARENT/EMPLOYEE RELATIONS**

In the interest of professionalism, parents are strongly advised against entering into social or dating relationships with employees, including those of an online nature. It should also be known that Joyful Noise expects employees to communicate all information regarding students and our school using either a school email address or phone line here at Joyful Noise during business hours. At no time should an employee ever contact a parent or relay information via personal email address, or social networking sites such as Facebook or Myspace. Employees taking such action could be considered for dismissal. For that reason, we ask that parents avoid interacting with employees in a social networking setting. This further reduces the likelihood of a misunderstanding and allows our employees to more easily follow Joyful Noise networking policies, while protecting everyone's privacy.

### **WEBSITE AND ONLINE INFORMATION**

The Joyful Noise website is located at [www.JoyfulNoiseKids.com](http://www.JoyfulNoiseKids.com). Our Facebook page is located at [www.Facebook.com/JoyfulNoiseChildcare](http://www.Facebook.com/JoyfulNoiseChildcare). We do not share photos or personal information on our Facebook page. Resources available for parents online include:

- Printable forms, handbooks, parent contracts and digital versions of many necessary forms at our school
- Virtual tours and online photo galleries (password protected for your child's safety)
- Publication of procedures, policies and school information
- An online calendar and up to date front page news
- Fundraising and event Information
- Donation opportunities and more

Upon enrollment at Joyful Noise, we collect primary email addresses from all parents/guardians so that we may keep online communication open. Joyful Noise does not ever share email address or abuse them in any way. Time-sensitive information will always be communicated via home or cell phone, and information may be sent in children's cubbie as well. Ways in which we will communicate with parents or guardians online include:

- Emails regarding tuition or account (statements are only printed by request)
- Important notifications about potential closings, schedule changes, fundraising and other events
- Information regarding students

**Joyful Noise checks emails frequently throughout the day and responds in a timely manner, but all emergency contact must be communicated through our phone line at (616) 847-6600.**

---

***Always feel free to address any questions, concerns or share ideas by email, phone or in person. We appreciate your feedback and look forward to hearing from you.***