



## Hills Lil Xplorers Early Learning & Childcare Parent Handbook (Policies & Procedures)

### Welcome to Hills Lil Xplorers Early Learning & Childcare Philosophy

Dear Parent(s)/Guardian:

At **Hills Lil Xplorers Early Learning & Childcare**, we believe that childhood is a time of wonder, discovery, and joyful learning. Our philosophy is rooted in the belief that every child is a unique explorer—curious, capable, and eager to engage with the world around them.

We are committed to creating a nurturing, safe, and inclusive environment where children feel loved, respected, and empowered to grow at their own pace. Through hands-on experiences, play-based learning, and intentional guidance, we support the development of the whole child—socially, emotionally, physically, and intellectually.

We honor diversity and promote equity by celebrating each child's background, language, and culture. Families are our valued partners, and we believe in building strong, trusting relationships that support each child's learning journey both at home and in our care.

Our goal is to inspire confidence, creativity, and compassion in every child, preparing them with the skills and values they need to thrive from infancy to kindergarten—and in life. At Hills Lil Xplorers, learning is an adventure, and every child is the hero of their own story.

Expectations of parents and caregivers is that you read and follow the policies and procedures stated in the Contract and Family Policies Handbook. By partnering together, we can maintain a wonderful, safe, learning and growing environment for your children and your family as a whole, while continuing to build and foster our early learning community.

**My business hours are Monday-Friday from 7:00 am-5:00 pm. After hours calls, app messages, and FB messenger will be returned the next business day, including weekends.**

Sincerely,

Seneca Hill ~ Owner & Early Learner Educator

LIC#:344500497

(916) 716-9578

Email: hills.lilexplorercc@gmail.com

The following is an outline of our policies and procedures for you to read and familiarize the contents. This will give you an idea what is expected and what we will agree on when enrolling in Hills Lil Xplorers Early Learning & Childcare Program.

### **Admissions Requirements & Process**

Prior to your child's first day of attendance, you must complete and provide the following documents:

- Notification of Parents' Rights (LIC 995A)
- Parent Notification, Additional Children in Care (LIC 9150)
- Affidavit Regarding Liability Insurance for Family childcare Home (LIC 282)
- Identification and Emergency Information (LIC 700)
- Consent for Emergency Medical Treatment(LIC 627B)
- Individual Infant Sleeping Plan (LIC 9227),if under 24 months
- Identification and Emergency Information (LIC 700)
- Physician's Report (LIC701), attach a copy of immunization record
- Caregiver Background Check Process (LIC 995E)
- Family Child Care Consumer Awareness Information (LIC 9212)
- Admission Application (Hills Lil Xplorers form)
- Financial Agreement (Hills Lil Xplorers form)
- Registration Fee
- Cost of Care payment

### **Hours of Operation**

- Monday through Friday from 7:00am to 5:00pm.
- Full-time 3-5 days a week | Part-time 1-2 days a week
- Please use the Parachute App for messaging, if your child is going to arrive late or absent from childcare. **(Note: No arrivals after 11am and late arrival does not justify late pick-up).**

### **Family Fees**

Cost of Care payment is due on or before the first day of each month by 9am. A \$10 late fee will be applied, if payment is made after 9am PST. If the 1st falls on a weekend, the cost of care payment is due that Friday before the 1st. The cost of care payment is based on monthly enrollment status, not days of attendance. As long as a child is enrolled in the program the full cost of care monthly rate will be charged.

A non-refundable registration fee of **\$100 per child** is due at enrollment and does not apply to cost of care.

No discount or credit will be given for absences due to illness, holidays or other reasons.

## **Parachute App**

The Parachute app is a childcare management and communication app that we use. A welcome letter will be sent for you to activate and set up your preferences for communication. **Please do not set up for paying online as we use Zelle for making Cost of Care payments.** No app needs to be downloaded.

## **Parking**

Please park on the street in front of our home and ensure that you do not block our driveway or the driveways of our neighbors.

## **Late Pick-Up Fees**

All children must be picked up by their contracted time as agreed. A **\$2.00** per minute, per child late fee will be assessed on children picked up after their contracted time. **Payable at the time of pick up with Zelle.** Please arrange for an alternate pick-up, if you feel you will be late.

## **Provider Illness, Personal or Professional Development Days**

I allot myself 6 paid sick and 6 personal/professional days per year. In the event that the Provider is ill, an **IMMEDIATE 3 days** will be used as paid sick days for my wellness. Advance notice of at least 1 month will be given to all parents in writing for Personal or ECE Growth Development. **The cost of care payment applies for provider's sick/personal, professional development and any health and safety closures.**

## **Provider's Vacation**

I allot myself two weeks vacation a year (Spring & Summer). Please refer to the Holiday & Closure flier in your enrollment packet & Parachute app. **The cost of care payment applies for our vacations, your vacations, weeks with holiday..**

## **Calendar**

### **We are closed on the following Holidays**

- Martin Luther King Day
- President's Day
- Cesar Chavez Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Break (Wednesday-Friday)
- Winter Holiday Break (check Parachute app)

Note: If the holiday falls on a Saturday, Hills Lil Xplorers will be closed the Friday before. If the holiday falls on a Sunday we will be closed the Monday after. The cost of care payment still applies.

### **Family Vacation**

A 30-day advance notice is needed when you plan to take your vacation with your child. The cost of care payment still applies and must be paid prior to your vacation. Your child's spot will be held while you are on vacation.

### **Withdrawal Policy**

In the event you decide to withdraw, a 30 day written notice along with your final cost of care payment must accompany each other. This payment is due regardless of your child's attendance and/or if the childcare is closed for any reason (ie, holiday, breaks etc).

### **Termination Policy**

Hills Lil Xplorers Early Learning & Childcare reserves the right to ask a parent to withdraw their child for any reason; parents breach any parts of the Contract agreement or non-compliance with any of our policies and procedures. This includes, but is not limited to, policies with regard to health, safety and welfare of any persons connected with our operation, and any actions that may endanger the ability of the childcare functions. The child has consistently displayed unacceptable behaviors or is not able to benefit from our program. Services may be terminated at any time for any reason without notice or refund.

### **IMMUNIZATIONS**

All immunizations must be up to date.

### **Child Illness**

**State regulations require that a child be sent home, if he/she has any of the following:**

- **Fever (100\*f or higher)** may not attend childcare
- Diarrhea, Vomiting, or rashes (free for 24 hours without the aid of medication)
- Rash (check with doctor & bring in a note of clearance to return to childcare)
- Has a constant cough
- Has a heavy nasal discharge

**Has symptoms of a communicable diseases ~ COVID-19, chicken pox, measles, mumps, conjunctivitis (pink eye), influenza, RSV, impetigo, severe coughing, whooping cough, coupe, head lice, hand foot mouth, scabies, any type of body rash, (if due to Allergies then bring a doctor's note stating so) TB, meningitis, rubella, rosella, strep throat, ring worms, anything contagious and transmittable- IF IT CONTAGIOUS THEN IT IS NOT ALLOWED AT CHILD CARE.**

Parents should notify me, if their child was ill in the morning, over the weekend before returning or if any contagious disease has occurred in your family. The child may not return to childcare until symptoms are no longer present. **The rule of 7-10 days has to be taken for the communicable disease to heal with no open wounds/discharge or visual appearances before your child can return back to childcare. In addition, a doctor's note/and or a negative COVID test, must be accompanied with your child stating the symptoms/and or illness in question is not contagious and the child can return to participate in our daily schedule.** Even with a doctor's note; your child may be sent home if the symptoms continue. Medication will only be given, if the medication is in the original container with written instructions. A medication form must be filled out, no exceptions. All immunizations must be up to date. **\*The cost of care payment still applies.**

### **Custody Policy**

In the event of a change in custodial arrangements for a child, parents are asked to inform Seneca Hill (owner) in writing of the specific changes. Hills Lil Xplorers Early Learning & Childcare is legally obligated to release a child to either parent, unless a Superior Court of California Decree has been filed with the family court and recorded. No character letters will be written. There is a \$200 an hour fee to appear in court or speak with your lawyer. Please do not include me in your custody battle.

### **Emergency Declarations & Natural Disasters**

In the event of an Emergency Declaration or Natural Disasters, we will follow the guidelines of:

- Department of Social Services (Child Care Licensing)
- Our Local Health Department and Government Officials
- Center for Diseases Control and Prevention (CDC)

If an emergency situation arises where Hills Lil Xplorers Early Learning & Childcare has to temporarily close at anytime due to a public health emergency:

1. Due to a forced shut down by a government agency.
2. I believe it is in the best interest of children during a public health emergency.
3. During the closure, **the cost of care payment still applies.**

### **State Licensing Rights**

- The State Licensing agency (Department of Social Services) has the right to visit the child care at any time. Licensing has the right to interview children and staff and review all files, without prior notice to the child care or parents.

### **Mandated Reporter**

- I am a mandated reporter. I am required by law to report to the Department of Social Services, police Department or Child Protective Services any and all child abuse, or suspected child abuse. Your child can be questioned by child protective services at any time without your consent.

## **Behavior Expectations**

We believe that the discipline of a child is achieved through patience, consistency, and positive reinforcement. We also try to teach the children in our care manners, kindness and to be respectful to others. The following three positive statements will be used:

1. We are Safe & Healthy
2. We are Respectful
3. We are Friendly & Kind

To reinforce these behavior expectations we use Positive Descriptive Acknowledgements (PDA). "PDA involves describing children's positive behaviors using specific language. Information such as the impact of the child's behavior on others, the feeling state of the child/children, or the character trait linked to the behavior observed" can also be included. Using a strategy such as PDA to reinforce and teach behavior expectations creates a positive learning environment for children where they develop self-esteem, persistence, self-regulation, competence, self-understanding, self-confidence, independence and many other social emotional skills. Parents will be notified when children display challenging behaviors that are continual and not resolved with our interventions. Behaviors that are of particular concern are those that injure people and/or property. If such behaviors occur, parents will be called to pick up their child within an hour of the phone call and a meeting will be scheduled to create a Behavior Support Plan.

## **Rest Period**

Out of respect to those that are napping, please refrain from dropping off and/or picking up children during our daily rest time from 12pm - 2:30pm. Play n Packs & sheets are provided for infants and a cot bed & sheets are provided for toddlers/preschoolers. Please bring a blanket from home for your child. When possible, please make appointments before or after these times. Infants will rest according to their schedule.

## **Meals**

All meals will be provided and follow the USDA guidelines for children. AM Snack is served at 8:30 am; Lunch is served at 11:30 am and Dinner is served between 4:00 pm. Please notify the provider, if your child has any kind of food allergy. Infants are fed on demand.

## **Childs Supplies/Personal Belongings**

Diapers/Pull-ups, wipes, clothes (at least 2 outfits) and blankets will be provided by the parents and can be left at the childcare in their cubby. Every Friday, please take your child's blanket home for cleaning. Weekly communication will be given if your child needs any supplies through the Kiskare app. Please keep all personal belongings such as toys, stuffed animals, and pretend jewelry at home.

## **Toilet Learning**

Hills Lil Xplorers Early Learning & Childcare will assist you in toilet learning with your child. Please begin at home for two weeks and inform the provider, when you are ready to transition training into childcare. Please “NO” onsies, no zipper pants, no belts, no one piece outfits. The clothes need to be elastic waisted for easy slip up and down. (Note: sweat pants or soft cloth pants and leggings for girls. Bring two of the following: daily extra pants, socks, underwear, rubber or training underwear and pull ups for naptime purposes only.

## **Birthdays**

Each child's birthday is his/her "Special Day." If you would like to bring in a special treat such as mini cupcakes or cookies you are welcomed to do so. We have standard birthday supplies for decoration for their special day.

## **Field Trips/Outings**

Hills Lil Xplorers Early Learning & Childcare will have field trips that are HALF DAYS & off site outings within walking distance (neighborhood walks/local park) are regular days. On our off site field trips parents are required (or any family member or family friend) to attend or find alternative care for the day. Parents will drive their child(ren) there and spend the day with them. Field trips offer fun, hands-on learning and new learning experiences. The children and parents both enjoy these outings as a group. **Note: The cost of care payment still applies.**

## **Professional Growth**

We are enrolled in Raising Quality Together. It is a professional growth program for teachers in family child care and centers. We will have a RQT coach and continuing professional development. This program supports childcare providers/teachers with implementing new knowledge & skills that deepen learning experiences, learning environments, and the use of screening and assessment tools (ASQ).

## **Photographs**

Photographs and videos of the children's participation at the in-home facility may be taken daily and used on our Instagram, Facebook and Website, for you to see your child's engagement and business purposes for marketing and/or child observations for learning development. (Note: Please check the decline box on the “Acknowledgement of Receipt” page of this handbook, if you do not want your child's picture to be used for any purposes listed above to Seneca Hill).

Please follow us on: Facebook page – @hillslilexplorerc  
Instagram (IG) - [hillslilexplorer](#)



## Policy Changes

I will review and revise my Handbook of Policies and Contract annually. **I reserve the right to make any policy/procedures or financial changes at any time when it is in the best interest of my childcare business. I will give a minimum of two-week's notice of any changes.**

## ACKNOWLEDGEMENT OF RECEIPT OF PARENT HANDBOOK for 2025

I \_\_\_\_\_ (Parent(s) / Guardian Name) have received, read, familiarized the contents and understand the policies and procedures given to us and agree to adhere to all of the policies as set forth in the handbook; as well as any attachments/addendums to the Hills Lil Xplorers Early Learning & Childcare Parent Handbook for January 1st - December 31, 2025.

Please note: Hills Lil Xplorers Early Learning & Childcare policies and procedures are subject to change to reflect the needs of our program, children and families we serve.

We may also make changes or modifications in our policies, if required by our licensing agencies. Hills Lil Xplorers Early Learning & Childcare will inform parents of changes taking place, whenever possible in a timely fashion.

☐ I \_\_\_\_\_ (Parent(s) / Guardian decline to have our child in any social media, website or videos for early learning for observations.

Date \_\_\_\_\_

Parent Signature \_\_\_\_\_

Date \_\_\_\_\_

Parent Signature \_\_\_\_\_