Ooh, Mama! Services, LLC

5069 Chippewa Ct. Sterling Heights, MI 48310

Mrs. Conley’s cell (269)267-8319

License #: DF500410423

Provider ID #: 5146160

**Hours of operation:**

We are typically open Monday through Friday never before 6:00 a.m. and no later than 11:00 p.m. Being a home based business, we have some flexibility in our scheduling based on the needs of the families that we serve and our own family’s circumstances. Time of care is scheduled at the time of enrollment and is set for a specified length of time.

**Welcome**

Thank you for choosing us to care for your most valuable gifts!

**Mission & Philosophy & Core Values:**

At *Ooh, Mama!* we want every experience that you have with us to be pleasant (tear-free), priceless (guilt-free) and peaceful (stress-free)!

**Our Core Values: Compassion, Integrity & Professionalism**

* Compassion: We have a heart for every customer. We are not just a business; we are family.
* Integrity: We are honest and fair to every customer. We give our best even when no one is looking!
* Professionalism: We are trained to give our best service and that is what we give. We continue to learn best practices in our field.

**Philosophy statements on child development:**

* Children are valuable and should be treated as such.
* Children do learn through play and they need to move around.
* Children need and deserve a literacy rich environment for optimum language development.
* Children need and deserve the best nutrition in order for their bodies and brains to grow to their full potential.
* Children need positive adults to read to them, play with them, talk to them, hug them, and make them feel loved, happy and safe.

**Our mission for childcare** is to provide high quality care and early childhood education. We will do so by adapting and implementing the core components of the HighScope curriculum, designing individual learning plans for school age children, and by assessing our program using research based proven standards/practices (i.e. GreatStart to Quality and NAEYC).

**Our Household/family members:**

Who are we? A big fun-loving family! The Conleys…

Selwyn K. Conley, My Love Bug, is the head of our home and business. He is an outstanding, faithful husband of more than 26 years. Mr. Conley is by far one of thee most upright, kindhearted people in the world. He has been very instrumental in raising children (ours and others) over the years. Mr. Conley is definitely a quiet, but often heard, powerful influence to those around him. Due to recent health issues of battling stage four cancer, he is on sabbatical from work as a lead inspector with ETC and minister with Russell Woods Church of Christ and will be with us full-time until further notice.

Lakeisha Denise Conley, the primary caregiver/teacher, has extensive experience in childcare. From

1997-1999, we owned and operated a licensed family daycare in Detroit. By 2000, we moved to Kalamazoo where we owned and operated a group home daycare of 12 children (two of which we homeschooled with our children). We have been homeschooling for over 20 years now. In addition, Mrs. Conley has earned a master’s degree in education and taught elementary grades in public school, private school and charter school. Most recently, for the past few years, Mrs. Conley has been the program director at a 24-hour daycare with over 200 children. She also is a certified nutritionist, licensed cosmetologist, certified pre & post natal fitness specialist, and author of *The Daily Ten:* *Don’t Count the Calories; Count to 10!* (a weight management book and program for moms). I guess you can say she loves all things mom & child especially: childcare, haircare & body care!

We have five children (all of who are no longer daycare age). We have homeschooled all of our children- Caleb (25 yrs) is a graduate from Michigan State University engaged as of June 2022 to be married ; Caliel (21 yrs) is currently working and is also on a sabbatical from Rochester College; Carrington (19 yrs; married and no longer living at our address) has completed work for a Child Development Associate from Ashford College and completed one semester at Macomb Community College and is a licensed esthetician and works for Figure Skating in Detroit organization and is Mommy to our granddaughter, Aubrielle; Cassidy (16 yrs) is an 11th grade homeschooler avid figure skater and personal training student at NASM; and Carlston (15 yrs) is a 9th grade homeschooler and acting student at Deborah Stage Door and works at Wendy’s. All of our children will be a great role model for your children. They will be kind-hearted, respectful and helpful to your family.

**Additional Staff:**

*Ooh, Mama!* may hire additional caregivers and/or volunteers as needed. We will only hire qualified individuals who have had a cleared comprehensive background check, negative TB test, and all state licensing requirements. There will ALWAYS be an adult over the age of 18 years old on the premises.

**MONEY MATTERS**

In time past, we have owned and operated childcare businesses and allowed money matters to be overlooked due to the love for the children, families and work involved in this business. However, we CANNOT AFFORD TO OPERATE FOR REDUCED RATES OR FAMILY FREEBIES OR JUST OUT OF LOVE. Our tuition rates are very comparable and worth the high quality care your child(ren) will receive.

**Tuition:** *Ooh, Mama!*  has tuition priced very reasonable at $195 for full-time high quality childcare for your child(ren). Full tuition is DUE ON OR BEFORE MONDAY MORNING AT THE TIME OF DROP OFF FOR CURRENT WEEK OF CARE! Each child (regardless of age) is reserved a spot; therefore, the cost of tuition is the same. Unfortunately, there are no family discounts; love specials; friendship freebies or such. However, we do accept DHS subsidized payments and will help you apply with the state for childcare tuition assistance.

**Overtime fee:** Because emergencies and unforeseen circumstances do happen, families are given a grace period of 15 minutes with no fee; however, on the 15th minute there will be a charge of $15 and $1.00 every minute thereafter and will be due no later than next tuition payment day. After half an hour, we have the right to call an authorized person from the information card to pick up your child. Excessive grace periods will not be tolerated (three times is the max). Please, please respect our time and pick up your child on time! If you are able to call, please do. For example, you are caught in traffic jam, car stalled out, etc…

**Late Payment:** There is a $10 late fee for each day payment is late. Payments are due on or before MONDAY MORNING AT THE TIME OF DROP OFF FOR CURRENT WEEK OF CARE. Payment does not mean, meant to pay! If you forget to make a payment on Monday MORNING at the time of drop off, you will incur a late fee of $10. If your child was absent on Monday, your payment is still due Monday morning or you will incur a late fee of $10. All late fees and tuition payments must be made by Wednesday morning or child cannot stay on premises.

**Methods of payment:**

*Ooh, Mama!* will eventually use a childcare app for payments. However, until then the preferred payment is Square, Paypay or Zelle. Again, payments are due Monday at the time of drop off for that week!

**PLANS AND POLICIES**

**Enrollment/Admissions Procedures:**

Mrs. Conley will interview families who are interested in our services. We review the handbook and answer any questions regarding our family and home childcare. Based on families’ needs and our ability to provide the services needed, Mrs. Conley will accept children into the program. We accept children ages six weeks through 12 years old regardless of race, gender, creed, nationality, or ethnicity. The following list is required before children are officially enrolled.

* Application/Contract
* Deposit of one week’s tuition (to be applied to the LAST WEEK OF CARE)
* Questionnaire
* Child Information Card completely filled out
* Care Statement/Receipt Form
* Health Appraisal
* Up-to-date immunization records or waiver
* Signed Parent Notification of the Licensing Notebook
* CACFP application (food program)
* DHS verification form (if applicable) and approval letter ***on or before 1st day of starting at the daycare.***

**Supplies/Materials:**

The following is a list of supplies required by parents for each child:

* Seasonal gear for outdoors (hat, coat, snow pants, mittens, boots, etc…)
* Carseat/booster (drop off seat with your child, for emergencies and/or field trips)
* Sheet and blanket or a sleeping bag
* Slippers/house shoes or socks with rubber grip soles
* Two change of clothes
* Kid-sized toothbrush and toothpaste
* Infants: bottles, formula/breast milk, baby food, diapers, wipes

**Attendance Policy:** Parents need to inform Mrs. Conley when they know their children will be absent. Tuition is still due regardless of any absences (excused or unexcused) including holidays/scheduled closings that fall within a regular day of care.

**Holidays/Vacation Closings:** We are closed on national holidays and will give reminders of actual holiday closings. We are also closed one week in April and one week in July. The dates will be given to the parents months in advance.

**Other closings:** We understand that you are depending on our program to be open at the scheduled times. We will do everything in our will power to accommodate our families and honor our scheduled service times to you. However, there is a chance that emergencies and illnesses with caregivers may occur; therefore, we suggest that all families have an emergency backup caregiver for such times as this. If service is cancelled for more than a day consecutively due to our conditions, tuition will be prorated accordingly. For example, if some type of repair needed to take place at the house that caused us to have to evacuate premises for days, tuition would then be prorated because it is based on our unavailability.

**Exclusion due to illness:** A child’s parent will be notified if the child becomes ill with symptoms such as: fever, diarrhea, vomiting, greenish infectious mucus, unexplainable rash, etc…The child will be isolated from other children until picked up. Again, tuition is still due regardless of absence due to you are paying for a reserved spot at *Ooh, Mama!* whether your child attends or not. Please keep your child home if he/she has any communicable diseases so that it will not continue to spread among *Ooh, Mama!* families. If a child is out for three or more days, then tuition will be discounted 50% for that week. If longer than two weeks parents will have to pay full tuition or risk losing their reserved spot.

**Termination Policy:** It is our hope that parents never leave because of an unresolved issue. Your satisfaction is very important to us and we respectfully require if you find that our services no longer meet your needs or satisfaction, that you give us a two-week written notice of termination. You would make a payment (turned in with the notice at the beginning of the week) and it would be applied to the current week (week one). Your deposit that you paid at the time of enrollment would be applied to your last week of care (week two). Mrs. Conley has the right to terminate care for any reason with a two week notice; however, immediately for non-payment, uncontrollable behavior, extreme confrontation with parent or inability to provide necessary services for your child(ren).

**Sign-In/Sign-Out Policy:** Parents MUST sign children in and out daily with accurate times. This is required by the licensing division. We need to keep an accurate attendance record for every child in our care. Please completely sign in and out daily.

**Drop off/pick up:** Your child is to be dropped off clean and fully dressed for the day (including fresh diaper, if applicable). Your child will be returned to you with a clean face and hands, unsoiled clothes, and ready for pick up. Please pick up on time! We will attempt to have your child fully ready to walk out the door when you arrive. We understand that your time is valuable. If we need to communicate with you, we will make it as briefly as possible and if need be share via the daily log, phone call, and/or text. We strongly discourage lingering at drop off or pick up times. Your child is more than likely tired and ready to leave the daycare.

**Communication Log/Clipboard:** Until a childcare app or software such as *Brightwheel, ProCare,* or *HiMama* is purchased, each child will have a clipboard with daily log attached for communication between parents and *Ooh, Mama!* Please read daily and respond accordingly.

**Daily Routine/Schedule:** A typical day at *Ooh, Mama!* includes active play and lots of learning. We use an adapted version of the core components of the HighScope curriculum. Although we are consistent with our routine, we allow for some flexibility based on children’s needs and interests. Infants are involved with the daily activities; however, they rest and eat on demand and not based on set schedule. Diaper/potty checks are hourly throughout the day and children are changed as needed. Posted on the parent board is an order of our day. We focus more on the routine of events rather than the exact times. (See Tentative Afterschool/Tutoring schedule for different schedule than morning group if applicable.) A sample schedule is as followings; however, it can change based on the schedules of the families that we serve.

Staggered arrival until 8:00 a.m. Children put their wraps away and change into their house shoes/slippers, go to restroom and wash their hands. They can work with morning baskets until breakfast.

8:00-8:15 Kids that are old enough pretend “sign in” using letter links and we start our message board talking about what to expect for the day…attendance, menu, good news, announcements, etc.

8:15-8:45 Breakfast- Kids wash their hands and help set up for breakfast served family style. Afterwards, we all clean up and they brush their teeth.

 8:45-9:00 Read the room and story read aloud to children (similar to circle time).

9:00-10:00 Plan & Play/Work Time. We all sit in a group and each child will tell what area(s) he/she wants to play/work in for this time period. Some children will verbally say it, while others will point. We are encouraging communication by prompting them to “plan” their day. Afterwards, the children go off to play/work in their areas. This is most similar to traditional “free time” at daycare centers. The difference is the areas are strategically set up for children to be learning while playing/working.

 10:00-10:15 Clean up time. Put toys/materials away.

 10:15-10:30 Wash hands and snack.

10:30-11:00 Nursery rhymes, music, read book(s) about letters, numbers, shapes, and/or colors, and teacher-led activities (math, science, etc…) based on children’s interest.

 11:00-12:00 Rest room and Outdoor Play (backyard or local park)

12:00- Come in change into house shoes, go to restroom, wash hands & get ready for lunch…help set table, etc…

 12:15-12:45 Lunch, clean up, brush teeth, use restroom & wash hands

1:00-3:00 Naptime (I tutor my own kids or check over their work while little ones are napping.) Children are not forced to nap; however, they must be quiet and on their mats during naptime.

As children are waking up, they go to restroom & then are allowed to play quietly with puzzles books, dolls, etc…until naptime is over or all of them are awake. We have afternoon snack and then group activities at the table (messy play, arts/crafts, playdoh fun, sensory, etc…)

 4:00 Read “end of the day” story and caregiver makes sure notes/logs to parents are completed

 Staggered departure and Choice Time until all children are gone.

**Rest/Naptime Policy:** Children one year and older will sleep on mat provided by *Ooh, Mama!;* however, parents must provide a blanket and sheet or sleeping bag to be used for naptime and stored in plastic bags in their cubbies. Infants under 12 months old MUST sleep in a crib with a tightly fitted crib sheet covering mattress ONLY. Please make sure that your infant wears comfortable clothes for correct temperature in the house. WE ARE NOT ALLOWED TO HAVE BLANKETS OR LOOSE ITEMS IN THE CRIB. NO EXCEPTIONS. Infants are not allowed to sleep in car seat, swing, chair, floor, sofa…ONLY ALLOWED TO SLEEP IN A CRIB. The SafeSleep way that we adhere to is A-B-C **A**lone (nothing in crib with baby), on baby’s **B**ack, in **C**rib.

**Outdoor time:** We go outside for at least one hour a day if weather permits. We ask parents to dress children according to the season. In the winter we ask that the children have: hat, gloves/mittens, coat, snow pants, and boots. In the spring/summer, we ask that you provide shade cap, sunscreen, sweater/jacket, and shoes with rubber sole.

**Indoor time:** We ask that you provide your child with indoor shoes or socks with grip bottoms to wear inside the house. We ask everyone to remove their outdoor shoes or use shoe covers when entering the house because we have little children touching the floor and we would like to minimize as much germs as possible.

**Dress code:** Children will be engaged in active, messy play; therefore, they need to be dressed in comfortable kid-friendly attire. Limit belts and buckles as much as possible considering most of the children still need assistance in using the restroom. Children are required to have at least two extra sets of clothing.

**Personal Belongings:** Please label your children’s belongings. We discourage children from bringing personal toys/items due to risk of damage, lost, or stolen. We take no responsibility for such cases. We especially ask you to consider not sending cell phones, tablets, laptops, etc…for younger children; however, school-age children are permitted to bring electronics with the understanding that THEY ARE RESPONSIBLE FOR THEM!!! *Ooh, Mama!* will not be responsible in any way for anything that happens to personal belongings of any sort.

**Toilet Training/Diaper Changing:** We assist parents with toilet training when children and parents show readiness. We require the children to wear training undergarments (i.e. Pull-ups) during potty training. We do diaper checks frequently (usually every ½ hour or hour and log all changes). Even though we do check often, children are changed immediately whenever their diapers are soiled. Parents are required daily to supply enough diapers, wipes, any ointment, and change of clothes for accidents. Proper handwashing and diaper changing methods are posted in restroom and adhered to with every diaper change.

**Discipline Policy:** Most behavioral issues with children arise because of a problem that can be solved by the children with some coaching from an adult. We model the six steps of conflict resolution outlined in the HighScope curriculum to minimize behavioral issues.

1. Approach calmly, stopping any hurtful actions.
2. Acknowledge children’s feelings.
3. Gather information.
4. Restate the problem.
5. Ask for ideas for solutions and choose one together.
6. Give follow-up support as needed.

The following discipline is prohibited at *Ooh, Mama!*  by staff, parents, volunteers, or any other person.

* Corporal punishment: including hitting, popping, thumping, shaking, pinching, biting, squeezing, smashing, or any other measures that produce physical pain.
* Withdrawal: the threat of withdrawal of food, rest, or restroom usage.
* Abusive or profane language (NO CURSING ON THE PREMISES PERIOD).
* Any form of emotional abuse: rejecting, terrorizing, ignoring, isolating, or corrupting a child.
* Using any food product or medication in any manner or for any purpose other than for which it is intended.
* Inappropriate discipline behavior, which includes, but is not limited to, putting soap or pepper in a child’s mouth.
* Isolation out of view of caregiver(s).
* Inappropriate use of time-out.
* Forcing children to sit at a table or in a high chair for long periods of time.
* Telling parents to punish children in the above mentioned manner at home for misbehavior.

 Staff is required by state regulations and our program to have training on discipline matters. As new information or studies become available, our trainings will be updated. On-going training will be done through attending workshops, professional literature, videos, and role-playing.

We consider ourselves experts in the field of childcare; however, we believe that parents are experts on their own children. We strongly seek advice and guidance from parents regarding their children.

However, we MUST follow the discipline guidelines of licensure…there will be NO SPANKING OR BELITTLING allowed under any circumstances. In addition, time-out will not be used for children younger than three years old.

**Parent Involvement/Participation:** Parents are encouraged to participate in activities of the program. We will conduct informal conferences as needed and schedule times to review children’s assessments and development. Parents are welcomed to observe their children any time we are open. There is a parent board for sharing information/resources. In addition, we will provide parents with opportunities to receive training on childcare best practices based on current research. At minimum, there will be quarterly family fellowships and parent meetings. Parents are given daily written logs of their children’s day. Parents are greeted at arrival and departure to briefly share any needed information about their children.

**Licensing Notebook:** We are required by the state to notify parents of our licensing notebook that has all of our inspections, investigation reports and related corrective action plans on file as long as our license is active. It is available for parents to view during regular business hours and reports are also listed on the state’s website at [www.michigan.gov/michildcare.](http://www.michigan.gov/michildcare)

 **HEALTH CARE PLAN**

**Immunization records:** Upon admissions, all children must have updated immunizations (or current waiver) and health appraisal. In addition, the records will be submitted to Michigan Care Improvement (MCIR) for verification. Parents will be notified if or when immunizations are in need of updating based on the MCIR. There will be resources made available to parents regarding immunizations and health screenings (i.e. dental, hearing, vision, etc…).

**Medication Administration:** In order to administer medication while in our care, parents MUST completely fill out the proper form with all detailed information.

**Communicable Disease(s):** Children with a communicable disease such as, but not limited to: Covid, ringworm, hand-foot-mouth disease, pink eye, flu or if they have the following symptoms: fever, diarrhea, vomiting, greenish mucus, unexplainable rash are not allowed to attend the program until cleared by a healthcare professional as being out of the contagious stage. A child’s parent will be called for immediate pick up if he/she becomes ill with such symptoms while at *Ooh, Mama!.* The child will be isolated from other children until picked up.

**Nutrition:** Children are NOT allowed to bring any flaming hot products, candy, gum, pop or sugary drinks, etc…. We STRONGLY suggest parents eliminate most junk food from their children’s diet. We teach children about nutrition through books, visual aids, and daily activities. Nutritious meals and snacks as stated in the schedule are served in family style setting. We post a menu (either weekly, biweekly or monthly) and if there are any substitutions, they are noted at the time of serving. We will participate in the CACFP and adhere to its food portions and food group guidelines. Parents of infants up to 12 months old are responsible for providing formula or breast milk and their baby food until they are able to eat what is on the menu.

**Cleanliness:** A general cleaning and sanitization are done in the house throughout the day, especially the restrooms and kitchen. We use the following sanitizing procedure in cleaning non-porous surfaces: 1) soap and water 2) rinse water 3) bleach water. Crib sheets, bouncy seat covers, and all items that are machine washable are done every week, unless washing is needed sooner.

**Handwashing:** Proper handwashing is one of the best defenses against fighting germs and communicable diseases. Children are taught proper handwashing for before and after eating, after outside play, after using the restroom, and as needed. We follow these steps:

 \* Wet hands with warm running water

 \* Apply liquid soap to a cupped hand

\* Rub hands, palm to palm, vigorously for at least 20 seconds (sing abc song)

\* Rinse well

\* Dry hands with a clean towel & use it to turn off the faucet.

**Toothbrushing:** We believe that having the children brush their teeth at the table is an organized way to teach them to brush consistently and for the appropriate amount of time. The caregivers also brush their teeth at the table with the children in order to model the steps. We take the following 8-steps for brushing teeth. 1) Set up: caregiver puts the recommended amount of toothpaste onto the rim of a paper cup for each child. The caregiver then places a piece of paper towel, the child’s labeled toothbrush, and the paper cup with toothpaste at each child’s place at the table. 2) Scoop: When the caregiver tells them to, each child scoops the toothpaste from the rim of the paper cup onto the bristles of their toothbrush. 3) Brush: Everyone brushes together for about two minutes. The caregiver models brushing the inside, outside, bottom and top of every tooth 4) Spit: Children quietly and carefully spit any toothpaste still in their mouth into their cup. It’s okay if a child swallows the toothpaste that’s left in their mouth. Children shouldn’t rinse, so the fluoride left in their mouth has time to soak into the teeth. 5) Wipe: Children wipe their face with their piece of paper towel to clean off any toothpaste. 6) Stuff: Each child stuffs their paper towel into their cup. The paper towel will soak up any residue in the cup. 7) Toss: Children place their cup, with the paper towel inside, in the wastebasket. 8) Put Away: Children rinse their toothbrushes and put them in a holder where they stand upright to air dry and stay separate from each other’s toothbrush. We do this to make sure children do not pass germs from one toothbrush to another.

**Pest Management:** Parents will be notified within 24 hours of dates and times that pesticide applications will take place. Please inform us if you see any pests on our premises and if you have any pests (especially bed bugs) so that we can be sure to prevent spreading or transporting of any to and from other families. We use a certified pest control company quarterly for general pests and will use as needed for targeted pest.

**Transportation:** Our vehicle receives the proper mechanical inspections for safety. We abide by the licensing rules and regulation of transporting children. The vehicle has proper insurance and registration. The first aid kit is stored in the vehicle while transporting children. In addition, all children must be properly restrained in car seat, booster seat, seat belt (whichever is applicable for the child’s age and size). Parent must sign a permission form for routine transportation, emergency transportation, and field trip transportation.

 **EMERGENCY/EVACUATION PLANS**

This emergency plan has been developed to assist us in protecting the health and safety of the children in our care should a disaster or emergency (natural or deliberate) affect the facility, operation or the community. The safety of the children and staff is our primary goal. A written copy of this plan is available on the premises.

**Assignment of Responsibilities:** The primary caregiver is responsible for implementing the disaster and emergency plan and ensuring the safety of the children. It is the responsibility of all staff to understand their roles and the location of the supplies in the event of an emergency.

**Phone service:** The caregiver(s) have cell phones that are fully charged daily. In addition, we have car phone chargers in case of an emergency of no power in the home.

**Location of Daily Attendance, Emergency Contacts & Supplies**: Children’s daily attendance records and child info/emergency cards, and first aid kits are kept on the refrigerator. In addition, the child information cards are stored in Mrs. Conley’s cell phone.

**Staff training & monthly drills:** All staff and children will participate in monthly fire and tornado drills. In addition, the staff will be trained to use the fire extinguisher and check the smoke detectors and carbon monoxide detectors.

**Medical Emergencies (Serious Accident/Injury/Illness):** Assess the situation and contact 911, if necessary. Notify parents immediately. Document the date and circumstances regarding the medical emergency in the child’s record.

**Lock Down/Shelter in Place:** Location in the house and code word is given to staff.

**Fire:** When the alarm sounds, caregiver gathers children, grabs the emergency cards, attendance sheet and cell phone; then we will leave out of the nearest exit and go to our meeting spot (center of the grass in the middle of the court/street). In case of an actual fire, we will contact all parents and vacate to safe location. Report to licensing consultant.

**Evacuation Location:** In case we have to evacuate the home for an extended time before parents are able to get to the home, we will go to the nearest safe public building (a library or fire station) or the local park under the picnic shed if weather permits.

**Emergency Contact Numbers**

* Fire, Police & EMS: 911
* Poison Control Center: 1-800-366-8888
* Fox 2 News: 1-248-557-2000
* Channel 4 News: ClickOnDetroit.com
* WGPR 107.5: 1-313-259-8862
* Closest Children’s Hospital: 350 W. Big Beaver Troy (248) 524-7180
* Closest Hospital: Beaumont Hospital 44300 Dequindre, Sterling Heights (586) 739-2891
* Mrs. Lakeisha Conley: 1-269-267-8319
* Mr. Selwyn Conley: 1-269-267-8324

**CULTURAL/DIVERSITY**

We are committed to anti-discriminatory practices for staff, children, and families. We respect and value the diversity which exists in the wider community. We aim to:

o Respect and value differences between people.

o Prepare children for life in a diverse society.

o Acknowledge the existence of prejudice and take steps to prevent it.

o Make our environment a place where everyone feels welcomed and valued.

o Improve our knowledge and understanding of beliefs, cultures, and disabilities.

o Get staff training when the opportunity arises.

**Religious/Christianity:** If parents have any objections to biblical principles being taught to their children, they need to put it in writing and make their statement of belief(s) clear. We are a Christian family and abide by principles outlined in the Holy Bible. There is Christian literature in the home and in general conversations or comments referencing God may take place. For example, the children will probably see or hear our family praying or thanking God for something and participate in reading of bible stories. It is just common practice in our home. We do not teach AGAINST other religions or deal with religious conflict.

**Photo/Social Media:** We take pictures and videos of children engaged in activities and use them for lessons, advertisements, social media and sharing moments with parents. If parents have any objections to their children being photographed, exposed on social media, and/or used in advertisement, they need to put it in writing with clear expectations.

**Camera/Video Recording:** We have cameras installed throughout the daycare areas. Parents can request to view the cameras for discrepancies and/or to view milestones, etc… The director will schedule for you to see the requested footage ***as soon as possible***; however, there are times that it can not be seen ***immediately*** because of functions of the day. We also use the footage for some tours or to show authority figures at requested times.

**Field Trips:** We sometimes make trips to the library. Other field trips may be scheduled throughout the year. Parents may be responsible for fees and permission needs to be granted before attending field trips. Also, daily walks to park and neighborhood may also take place.

**Handbook:** This handbook was designed to develop and maintain a positive business relationship between the families we serve and our family. We reserve the right to make any changes and update the handbook throughout the year. Parents will receive a handbook via email (hardcopy upon request) upon enrollment and upon revisions. We review the handbook together BEFORE officially being enrolled in the program. By signing the contract, you are stating that you understand the policies outlined in this handbook. Your signature also says that you will abide by these policies.

Thank you for choosing *Ooh, Mama!* to help you in caring for your most valuable gift! Again, thank you!