

Client Responsibilities

Our Partnership Agreement

- We work together to ensure that each child has the opportunity to develop his or her full potential.
- We agree to communicate regularly about the child's physical, emotional, social, and intellectual growth.
- You will keep me informed about any change in the child's schedule, routine, or home environment. I will do the same for any changes in the child care business that affect the child.
- You will notify me about any allergies or other health issues that the child is experiencing.
- You will provide me with any special written instructions for the child as needed; for example, about eating, napping, toilet-training, allergies, etc.
- You will provide any information about the child that will allow me to provide high-quality care, such as an I.E.P. (Individual Educational Plan) or other plans or assessments.
- I will provide you with age-appropriate written materials for the child.
- You agree to participate in an annual evaluation of my child care program.
- You agree to follow the policies of my child care program.

My Records for Your Child

- I will keep the following records for your child; you are responsible for updating these records immediately when any of this information changes:
 - your emergency contact information, including the name of a backup person in case I am unable to reach you, and the phone numbers of the child's doctor and dentist
 - a list of everyone who is authorized to drop off and pick up the child
 - a signed and completed enrollment form
 - any special care or health requirements for your child
 - a signed consent form to obtain emergency medical or dental care
 - written permission to transport your child
- According to state law, you must provide me with updated immunization records every:
 - 6 months for infants
 - 12 months for preschoolers
 - 3 years for school-age children
 - 12 months, regardless of the child's age

Backup Child Care

- You will be responsible for finding backup child care if I must close my business or am unable to care for your child for the day. This may include, but is not limited to, the following reasons:
 - There is an emergency in my family (death, serious illness, accident, etc.).
 - I must close my business due to bad weather or other emergency.
 - Your child is ill.
- You must make your own arrangements for backup child care.
- I can refer you to the local child care resource and referral agency as a resource for finding backup child care.

Supplies for Your Child

- I will ask you to provide the following items each day, labeled with the child's name:
 - Change of clothing
 - “inside shoes” for use inside
 - sunscreen lotion (if you desire)
 - diaper ointment (if you desire)
 - teething gel (if you desire)
 - disposable diapers
 - cloth diapers (or a diaper service)
 - baby wipes
 - baby bottles
 - baby formula and baby food
 - a favorite toddler sippy cup (if you desire)
 - baby corn starch and/or ointment (if you desire)
 - a pacifier, blanket, or other security item for naps

Dependent Care Plans

- I will participate in any dependent care plan that is offered by your employer. You must provide me with the required forms and instructions and keep me informed about the deadlines required by your plan.
- I will complete the documents required by your dependent care plan, prepare the necessary receipts, and return the documentation to you at drop-off time.
- If you haven't spent all the money that you have set aside under the dependent care plan by

the end of the plan year, I will ask you to give the unspent money to my program, since otherwise you will lose those funds, and this will help improve the quality of the child care that you receive.

Natural Disaster Closings

- You are required to notify me as soon as possible if you will not be bringing your child to my program due to a natural disaster.
- I will notify you as soon as possible if my program will be closed because of a natural disaster.

Grievance Procedure

If you have any concerns or complaints about my program, please discuss them with me as soon as possible.

If you have a serious complaint that you feel that I am not addressing, you may contact my licensor, the State of California Community Care Licensing, at 650-266-8843.