

**One Step Up Early Childcare LLC**

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**2024-2025**

**Website: [www.onestepupearlychildcare.com](http://www.onestepupearlychildcare.com) Email:**



[onestepup172@gmail.com](mailto:onestepup172@gmail.com)

***Parent/Educator Agreement Handbook***

*We Love, We Share, We Care*

Here is a little bit about us,

One Step Up, formerly known as Loving Family Childcare was established in Hyattsville Md. in March of 1998 and has been growing strong ever since.

Head provider, owner and director of One Step Up Early Childcare is LaToya Williams.

Mrs. LaToya is the name all the children and parents call her. She is currently the mother of five, a 26-year vet in the childcare industry. Mrs. LaToya have been in the childcare field since 1998 Over the years Mrs. LaToya has obtained over 2000 hours of continue childcare education Along with her 27 years and counting experience in childcare, Mrs. LaToya has also received three degrees, one in criminal Justice, one in Bachelor of science in psychology and her most recent degree in Master of Science in Counseling/Clinical Mental Health. With all Mrs. LaToya experience and time in the childcare field she is currently qualified to be the lead director a childcare center with over 40 children. Mrs. LaToya is a child advocate a published author of her own story titled "My Pain is my Legacy". She also loves to write beautiful literature for the curious little minds so don't forget to check out her kids book as well. One titled NATO the little tomato and his big adventure.

**Both books are located on the web Amazon, Kindle, and Barnes and Noble everywhere books are sold.**

### **Teacher/Co-Provider & Mrs. LaToya very own Prodigy (Mrs. Destinee)**

Just like Mrs. LaToya, Mrs. Destinee has the similar outlooks and goals. With that amount of love, courage, and energy. She is the perfect partner. To make things even better Mrs. LaToya and Mrs. Destinee are family. At One Step Up your child is receiving the best of both worlds to have a worker and family member with the same amount of passion as the director/owner One Step Up families are winning.

**About:** Mrs. Destinee grew up in the childcare business, but no one knew then that she would take the leadership role to become a loving teacher and passionate provider. In the year 2012, over eleven years ago Mrs. Destinee became licensed/and first aid certified, and she currently have obtained over 800 hours of training and nearly 11 years of childcare experience. As the years grow so do her talent in the field. Mrs. Destinee is loving, and all the children attach themselves to her. It makes the parents happy and look forward to her smile and warmth each morning upon arrival.

*Children are my passion, and giving back to the community is my goal*

#### *Hours of operation:*

**“One Step Up” is open from 7:00am-6:00pm,  
Monday-Friday Weekend care by appointments/  
extended hours available as early as 6:30am and  
as late as 6:30pm for an additional fee.**

#### **Enrollment Process:**

Enrollment/Registration Fee of \$145 due at the time of interview sitting. This fee is required for paperwork to be completed for your child and any supplies that may be needed before enrollment. This fee is non-refundable. (By signing this form, you acknowledge and agree with the terms of all the previous pages of this handbook. The following forms must be completed prior to first day of care.

1. Contract (Parent/Provider Agreement)
2. Child Information card
3. Statement/Receipts for Child in Care
4. Medication Permission Statement (if med. is to be given
5. Potty Training Contract/ Mother Goose curriculum Contract
6. Child Registration/Schedule forms (FP)
7. Acceptance form/ signed receipt of Childcare Handbook (this form)
8. A copy of IFSP/IEP forms if parents are willing to share a copy with provider

Special Services/Special Needs:

At One Step, we do not discriminate. We welcome all families and children that may need special care. ONE Step Up is here to work with each family individual need to help bring better childcare services in the state of Maryland and to all families One Step do accept children in our care with special needs. If your child has special needs. All Children with special needs or are participating in the IFSP or IEP program we ask for a copy of your child's records from the following program so we can better serve your child/ren needs. These records will ensure that the child's needs are being met individually.

### **Deposits**

One Step cannot hold the childcare spaces unless we have received a deposit. Deposits are equivalent to Your child full weekly fee and is only used to secure the space. Children starting within 2 weeks or sooner of the start date will receive ½ credit of their deposit towards their first week Deposits are not refundable.

### **Foster Care**

*One Step Up welcomes foster care clients' contracts must be written between foster parent and One Step Up. Foster parents are responsible for full payment weekly and can be refunded by agency. Foster parents must agree to a three week notice and all the childcare rules, No exceptions.*

**Termination:**

If for any reason you need/must terminate your childcare services a three-week notice must be given. All notices must be given through email at: [onestepup172@gmail.com](mailto:onestepup172@gmail.com). Notice must be given on a Friday along with first payment and two more payments are due thereafter. All Payments are due for the notice period, whether the child (ren) is brought given

Notices are given in advance to prepare for the open space/loss of income. And to allow childcare time to fill the space to prevent the loss. If notice is not given, legal actions will be taken, and the parents will be charged all legal fees that may be incurred. Along with a termination fee of \$1000 and the three weeks of childcare. (Look in contract for an example of how notice is given)

One Step Up will try to give at least a one week's notice if the child is to be terminated from care. One Step Up retains the right to terminate this contract WITH OUT NOTICE in the event of destructive, parents'/provider connection not respectful, uncontrollable, or violent behavior, or in the case of delinquent fees.

One Step Up reserves the right to withhold the (EIN) number from any parent who is in breach of contract or has an unpaid balance. (EIN) with total will be given once arrears are paid.

Parents in arrears are not able to claim taxes, to assure accuracy of totals. Parents are responsible to pay the contracted amount agreed whether their child/ children attend or miss a day for all active contracts in place.

Contracts are auto renewed yearly unless notice is given, or changes are made. Rates for current parents will stay the same yearly, prices for childcare increase but current parents' rates are locked in.

Payments are always due regardless of child attendance. Children with part-time schedules are not able to substitute days. Once your child is on a set schedule notice of three weeks to change or adjust schedule is needed.

By signing this form, you acknowledge and agree with the terms of this page and the previous pages of this handbook)

Parents Signature \_\_\_\_\_ Date \_\_\_\_\_

### **Drop off times.**

Children must arrive at daycare no later than the 9:45am cut off time, exceptions are made for doctor's appointments with a cut off time of 11:20am (Children arriving this late will be expected to have lunch supplied by parents.

### **Vacation and Absences:**

One Step Up closes for one-week during the year, which is a paid week, One Step will notify all parents in advance or the beginning of the year of the date. New parents will get notification for up-and-coming vacation at signing of contract. All parents will be responsible for paying for the vacation week, except for this rule is considered if child was recently enrolled within 1 week prior to the vacation period.

Parents are also responsible for finding alternate care during that time.

All parents will be expected to pay for vacation week, except for children whose enrollment date being one week prior to vacation date.

One Step Early Childcare program will be closed on :( All Federal government Holidays and good Friday. A reminder notice will be sent via bright wheel and posted on Daycare door at three to five days prior to closing as a reminder.

Christmas Eve, Christmas Day, New year's Eve, New Year's Day, Memorial Day, the 4th of July, Labor Day, Thanksgiving Day, and the day after Thanksgiving. If any holiday falls on a Saturday, I will be closed on Friday, if any holidays fall on a Sunday I will be closed on Monday. Payment will be expected for these days.

### **Absence due to Illness in Family:**

Although One Step Up will make every attempt to be available each day, there will be occasions when another family member may become which and affect if we are unable to provide service. Parents will be notified as soon as possible if this occurs. We would strongly suggest that you have a backup childcare line up for these times.

There is limited number of spaces available; therefore, weekly payments are not based on a Childs attendance. No refunds are credits are given for late arrivals, early departures, or absences due to child/parent illness.

*Remember: Quality Childcare is not expensive...it is **PRICELESS!***

**2024-2025 Childcare Market Rates:**

*One step up excepts all forms of payments cash app must include \$8 fee. Credit cards include 6.5% fee Zelle no fee cash no fee.*

*Checks not accepted.*

*Rates go up each year if you come in at a certain rate your rate will not decrease, or increase / current parent rates will stay the same.*

**The rates below are market rates and are ranges fees actual fees are assigned to families at signing**

	<u>Fulltime</u>	<u>Part-time</u>
<i>Under 1 year old-'</i>	\$350-\$380/wk.- FT	\$100.00 up to 4 hrs./day
<i>1 year old-'</i>	\$315-\$350/wk. -FT	\$145.00 5-10 hrs.
<i>2 years old-'</i>	\$295-\$300/wk.-FT	\$60.00 per hr.
		4&5-year-old \$280/wk.
<i>3 years old/older-'</i>	\$270.00/wk.-FT	
<i>Walk-ins/Drop-in Care-</i>	\$145 a day	

After care \$185 week without transportation drop-in care for school closing is \$35 with lunch / \$25 with out lunch or parent will pay the weekly full-time rate set for their child age

Before care \$155 week without transportation



**Rates are negotiable upon time of signing up/within exceptions.**

**Other Fees:**

**\*\*Late payment Fee:** \$45dollars a day that payment is not received. If fees are not paid by Friday at pick-up every day following is a \$45 late fee will be added to your initial payment (**INCLUDES:** Saturday and Sunday). If not paid by the following Monday (care will not be given on that Monday w/o payment in hand including late fees at drop-off).

PARENT PLEASE INTIAL \_\_\_\_\_ DATE \_\_\_\_\_

**Late Pick –up fee:** There will be a charge of \$1.50/per child every minute you are late picking up your child (ren) after the normal contracted time. If you call ahead of time and let us know that you will be late this fee **may be lowered.**

**10-minute grace periods are only allowed twice a month and goes to towards the first ten minutes, late fees of \$1.50 thereafter**

**Payment Schedule:** Payment is due weekly @ drop off on Friday morning.  
Cash, Zelle, Credit cards or Cash app.

**Receipts:** For tax purposes, a yearly statement will be provided to each family after January<sub>21</sub>. **On request only.** Weekly or monthly receipts are not given but can be provided by request. Parents need to supply a personal receipt book if weekly receipts are requested.

**Arrival and Departures:** Please send your child clean, dressed for the day, and fed, children will be playing and having a full day in daycare, please keep this in mind when you dress your child.

No one other than the parents or designated person will be allowed to pick up your

Child (ren) without prior arrangement. I must be notified in advance and have written a note with the person's name and relationship to the child. I may request a photo ID.

If there is a court order keeping one parent away from the child, I must have a copy of the order on file at the daycare, Otherwise I cannot prevent the non-custodial parent from picking up their child.

Parents, please keep, One Step UP from all domestic situations, we are not able to come to court

or play sides between parents, our concern is the wellness of the child.

If a domestic situation occurs, we do not want to be the middle person and we cannot play sides.

Please keep all domestic situations at pick up or drop off within 600 feet away the daycare

Parents upon signing this childcare agreement One Step Up opt out of any court appointed hearing or subpoenas, if for any reason we are requested to show in court parents or contracted guardian will be responsible to pay for hourly rate of \$85.00 an hour to show.

(By signing this form, you acknowledge and agree with page 9 and the previous 8 pages along with the terms of this handbook)

**Parent signature / date**

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**provider signature/date**

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**Children enrolled and birthdates**

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**Conference form**

**Dear Parents/Guardians:**

**Parent-Provider Conferences are an important opportunity where we can sit down and discuss your child's progress in the daycare. This form is included in your handbook for your use when wanting to request a conference. One Step Up also has conferences twice a year, one in the fall and another in the spring. As a reminder of our upcoming conference, I will send a copy of this form with the scheduled time and date two weeks in advance of the conference for our Parent-Provider meeting. Conferences are always available on request. If you wish to schedule a conference, please email me at [onestepup172@gmail.com](mailto:onestepup172@gmail.com) or submit this form with your request. Please sign and return the lower part of this letter as soon as possible. I look forward to meeting with you. Scheduled Day \_\_\_\_\_**

**Time of Conference** \_\_\_\_\_

**Childs name** \_\_\_\_\_

**Parent name** \_\_\_\_\_

**Please check one,**

**\_\_\_\_\_ I will be able to attend as scheduled.**

**\_\_\_\_\_ I will NOT be able to attend as scheduled**

**please schedule me for the following Date/time.**

\_\_\_\_\_ **Telephone number:** \_\_\_\_\_

**Parent's signature:** \_\_\_\_\_

### **Daily schedule:**

Depending on the needs of the children, schedule times are flexible and may vary.

7:00-9:45am Drop off time/ bathroom for children trained / diaper changing time for infants.

8:00-9:30 Breakfast is served to all ages (infants and toddlers)

9:30 Story time/Literacy Activity for toddlers / infants have Block time and free play, tummy time children on IFSP/IEP program will have their individualized lesson plans as required by the program. 10:00 AM Snack time all ages

10:30 Outside Playtime all ages/ infants swing time.

11:00 clean up time preparation for lunch/ bathroom and diaper changing time.

11:30-12:15 Lunch All ages

12:25-2:25NAP/Rest time all ages

2:30-2:50 preparation and wake up time all ages/ diaper changing for infants Bathroom time everyone else.

3:00 PM Snack time all ages

3:30- 4:00 Story time all ages / children on the IFSP/IEP will have their individualized lesson plans as required by the program. Infant's puppet time/ floor play

4:00 Craft time all ages (painting, coloring)/ Infants one on one care with playing with soft hand toys and talking to them. 4:30-5:00 circle time Song time all ages/ infants floor play, children on IFSP/IEP program will have their individualized lesson plans as required by the program. (cont. next page)

5:15- close preparation for home, bathroom and diaper changing time exercise time all ages/ infants interactive toy play.

### **Daycare rules**

**Nap time/Rest time:** No child will be forced to sleep; however, they must remain quiet. And lay down during naptime parents must provide clean bedding every Monday. Infants' blankets are sent home daily.

**Behavior Management & Discipline:**1- No hitting, biting, pinching, throwing, pushing, hair pulling, or otherwise hurting we or other (keep all feet, hands, and other objects to yourself)2-No intentionally breaking anything 3-No running, jumping, wrestling, climbing, etc. In the house or on furniture 4-No picking up babies or toddlers 5-No leaving the Daycare or outside boundaries 6-No name calling, foul language, or teasing; everyone deserves to be treated with respect7-All food and drinks shall remain in the eating area.

Parent, please initial this page 13 agreeing with all the rules on this page and prior page 1-12 of the One Step Up handbook

Parent signature \_\_\_\_\_ date \_\_\_\_\_



**Child Abuse:** I am required by law to report any suspected physical, emotional, sexual abuse or neglect.

**Safety/Evacuation, Fire Drill:** One Step Up performs fire drills and evacuation drills once a month to assure we can proceed in a timely matter in case of any emergency. All fire drills and evacuation plans are logged and placed in a folder for record keeping.

**Fire extinguishers upkeep:** One Step Up follows the required steps to assure a working fire extinguisher in case of emergency. Fire extinguishers are serviced yearly to assure that are in working condition. All fire extinguishers are located at the exit doors as required by the fire Marshall along with a working flashlight.

**Release of child authorization:** As a Provider we are legally responsible for the safety of every child and can be held liable for releasing a child to an unauthorized person. One Step Up will only release a child to those having a legal right to remove a child or someone who was previously authorized by a parent or legal guardian. Children can also be released to civil authorities (i.e., police, paramedics, and child welfare workers). Parents can properly “authorize” individuals with an “authorization card” (different from an emergency card) to permit those persons to pick up their children. If a parent needs One Step Up to release their child to someone whom they have not previously filled out an authorization card to pick up their child, the parent should be asked to immediately provide authorization in writing prior to pick-up. The written authorization should include the person’s address, telephone number and a brief description of the individual’s physical appearance. Providers may want to obtain photographs and driver’s license of authorized pick-up persons to ensure child safety and decrease any future problems.

**Meals/Snacks:** All meals and snacks will be provided for children over 18 months of age, in accordance with the USDA menu. One Step Up, do not provide Formula for infants; parents must supply formula of their preference or Breast milk (please make sure all Breast milk is labeled) Children of all ages with allergies or special diets parents must supply all food for that child to prevent allergic reactions.

PARENT PLEASE INTIAL \_\_\_\_\_ DATE \_\_\_\_\_ acknowledging Meal/Snacks

Parents who Breast-feed/Bottle feed: One Step Up, ask that you try to avoid breast feeding before dropping off, due to much experience infants that are breast fed in the morning refuse to take a bottle throughout the day. Also, One Step Up, ask that all parents please Feed infants in morning before dropping off is possible.

14

**Toilet Training:** I will be more than happy to help with toilet training your child; however, I ask that you begin the training process at home, over a weekend or a vacation, before starting at daycare. (Please ask for toilet training policy when ready) toilet training fee ranges from \$25 dollars weekly depending on stage.

(By signing this form, you acknowledge and agree with the terms of this handbook)

Parents Signature \_\_\_\_\_ Date

**Diaper Changes:** Diapers are changed every 2-3 hours or more frequently upon if.

required.

Parents are responsible for providing:

- \* 1 pack of Diapers (As needed for Diapers) and 3 pack of wipes (Monthly for wipes)
- \*3 change of clothes placed in seal freezer size Ziploc bag with socks, t-shirts, tops, and bottoms)
- \*Food for infants for the full day
- \*\*sunscreens, Bug repellent, fever and cold medications, diaper ointment, teething medications, etc. (if needed-must have med. form filled out and signed)
- \*Weekly Childcare Fees

1 clear photo of child updated yearly **Toys:**

The daycare has an adequate number of toys available to meet the children's need for fine and gross motor play. Toys may be brought from home for children ages 12months and under or on share days for children 12 months and older. Parents take the risk when sending Toys for older children of a lost toy we will not be responsible for lost or broken toys!

15

**Water play:** I have a sprinkler for the "HOT Summer" days. I will ask parents to provide bathing suits and towels for these days.

**Property Damage:**

Respectful treatment of all property, toys, and furniture is expected. Parents may be asked to pay for any destruction of property that their child causes. **Personal Items**

Parents are asked to please be cautious of sending children with earring that can come out their ear, beads, batteries and jewelry we know they are adorable on the little ones, our focus is to protect your child, so we are unable to monitor those items throughout the day. The best way I can say it is (SEND AT YOUR OWN RISK)



## Health Matters

Please keep in mind no child is allowed in care if s/he is sick; I can only care for well children after covid-19 any children with cold-like symptoms will be refused until a notice from doctor states return (

If your child is displaying a fever greater or symptoms of a communicable diseases/he cannot be brought to childcare. If your child becomes ill during their time in care, Parents will be asked to come pick up there your child or have an emergency contact that can pick up child within a 60 min turnaround time.

### **Medical Emergencies:**

For minor injuries like bumps or bruises, I will provide home first aid. If the injury is more serious (i.e., needs stitches, suspected broken bones, etc.) Parents will be notified immediately.

In case of a serious accident or sudden illness requiring medical attention, the following procedures are followed:

A phone call is made to 911.

Child's parents (or emergency contacts) are called.

Please make sure that all emergency contact info is up to date and correct, report changes immediately. If you list a cell phone or pager as your main contact, please make sure they are on and you are always readily available while child is in our care.

### **Pets**

Please be aware that One Step Up, have one family Yorke. The children have no contact with the Yorkie. The dog is not around during daycare hours. The children may see the dog passing. Any animals we may have will always have all the required shots and Flea free.

**Smoking:** There is **\*\*NO SMOKING\*\*** on or off the property.

**Photo taking:** We need permission from all parents of photos taking this consist of documentation of Daycare activities sent via bright wheel, photos for ads and brochures these pictures are taken as a part of the One Step up Daycare program. We use these photos to document our experiences, building friendships, and some memorable times. Parents will be required to give additional written permission for professional photographers on picture day.



Photo Release form

Dear Parent/Guardian,

We, at the One Step Up Early Childcare, would be from time to time taking photos of students during their activities within the premises. In this regard, we seek your consent for the publishing or use of photos which your child may be included.

The photos will be used for bulletin boards, marketing, or advertising, and/or marketing updates posted via the social media daycare pages, website, and/or within the walls of the daycare premises.

Should you decide to return your authorization later on, you may do so by writing to us.

For protection of privacy of the child, we guarantee that names will not be included.

\_\_\_\_\_ I hereby grant and authorize the daycare.  
to make use of photos involving my child.

\_\_\_\_\_ do not allow the use of the photos  
taken involving my child.

Childs name \_\_\_\_\_

Parents Signature \_\_\_\_\_

Date \_\_\_\_\_

**Pick up.**

Parents, please call and send a 15-minute message on the bright wheel app daily to guarantee your wait time at pickup is limited. This update gives us time to prepare your child and the belongings for dismissal and lessen your waiting time.

Parents limit your time in the driveway and please do not block other parents from leaving out.

There is a \$35 dollar curriculum fee for all children on the mother goose program.

**\*\*CLOSING STATEMENT, \*\***

We are always open to suggestions and feel communication is a very important part of this business.

If there are any problems or concerns, we encourage you to talk to the director (Mrs. LaToya) The best hours are, between the hours of 7:30 am-7:00pm Monday-Friday only please place your call on the daycare cell phone at 301-708-9887 if a lengthy conference is needed, a time that is convenient to both parties will be scheduled.

Thank you for the opportunity to work with you and to be part of your child’s life. We look forward to the future!

One Step Up, retain the right to enforce these policies at will. Lack of enforcement of a certain policy at any given time does not indicate that the policy is no longer in effect.

I also retain the right to add to this Handbook as needed if something comes up!

Thanks again- (By signing this form you acknowledge and agree with the terms of

all 20-pages of the handbook)

Parents Signature \_\_\_\_\_ Date \_\_\_\_\_

Provider Signature \_\_\_\_\_  
Date \_\_\_\_\_

LaToya Williams/ Owner/Operator of One Step Up Daycare Destinee Joyner/ Co Provider