



FILL IN THE BLANKS, THEN HAVE IT TYPED

Family handbook outline

Twelve sections in the order families read them, with the questions each one has to answer. Write your answers in the lines under each prompt in plain language, the way you would explain it at a tour. If a sentence sounds like a contract, rewrite it.

DRAFT WRITTEN BY

DATE

PROGRAM YEAR

01 Welcome and who we are

- > Who runs the program, how long you have been open, and your license number.
- > Your philosophy in two or three plain sentences, in words a parent would use.
- > Ages you serve and the size of each group.

02 Hours, closures, and holidays

- > Daily open and close times, and the earliest a child may arrive.
- > The holidays you close, listed as dates for the year.
- > Snow days, power outages, and how you notify families.

03 Arrival, pickup, and late pickup

- › Arrival window, and what happens if a family arrives after it.
 - › Who may collect a child, and how a change is authorized on the day.
 - › Your late pickup fee: the grace period, the amount, and when it applies.
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04 Tuition, fees, and payment

- › The rate, what it includes, and when payment is due relative to care.
 - › How you accept payment, and whether autopay is required.
 - › The late fee amount, the grace period, and the point at which care pauses for unpaid tuition.
 - › Registration fee, deposit, and what the deposit applies to.
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05 Absences, vacation, and closures

- › Whether tuition is charged for a sick day or a family vacation.
 - › Paid closure days included in the rate, and how many.
 - › How much notice you would like for a planned absence.
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06 What to bring, and what stays home

- › The daily packing list, with quantities, and your labeling rule.
 - › Nap items, weather gear, and who replaces what runs out.
 - › Toys, food, and anything you ask families to leave at home.
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07 Meals, snacks, and food from home

- › What you serve and when, and where the menu is posted.
 - › How you handle allergies and special diets.
 - › Whether food may come from home, and birthday treat rules.
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08 Illness, medication, and emergencies

- › When a child must stay home, symptom by symptom, and when they may return.
 - › What happens when a child becomes ill during the day, and your pickup expectation.
 - › How medication is authorized, stored, and logged.
 - › Emergency procedures and where families come during an evacuation.
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09 Guidance and behavior

- › How you redirect and support a child through a hard moment.
 - › What you never do, stated plainly.
 - › When you would ask a family to meet about a pattern, and what happens next.
 - › How biting or hurting another child is handled and communicated.
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10 Communication with families

- › How you share the day, and roughly when to expect it.
 - › How fast you reply to a message, and what counts as urgent.
 - › Conferences, and how you raise a concern early rather than late.
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11 Safety, supervision, and reporting

- › Supervision and ratio commitments, in plain numbers.
 - › Your safe sleep practice, if you serve infants.
 - › Visitor and door policy.
 - › That staff are mandated reporters, and what that means.
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12 Ending care

- › The notice you ask from families, and the notice you give them.
- › Whether the deposit covers the final period.
- › The short list of reasons you would end an enrollment, written calmly in advance.
- › How a family leaves on good terms: last day, records, and refunds.

13 Handbook acknowledgment page

Print this as the last page of your finished handbook, collect it at enrollment, and keep it in the child's file. It records that the family received the policies and had a chance to ask about them.

I have received the family handbook for _____, dated _____. I have read it, I had the chance to ask questions, and I understand that the program will tell me in writing when a policy changes.

PARENT OR GUARDIAN SIGNATURE

PRINTED NAME

DATE

BEFORE YOU PUBLISH IT

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| ☐ Every policy your state requires in writing is covered | ☐ It matches what you actually do |
| ☐ Tuition terms live in the signed agreement, not here | ☐ Read once by someone outside the program |
| ☐ Closure dates for the year are listed | ☐ Review date set for next year |